

IVV 03: Gaining Physical and Logical IT Access to NASA Resources

Pending changes and considerations:

- In the Change-Processing section, we are confirming the following is still accurate and appropriate: "should add a 'Change Process' workflow in the IV&V Access Management Tool. Note: Office relocation requests should follow the Office Relocation process found on the services page, not the IV&V Access Management tool 'Change Process' workflow."
- Form 1801 is no longer in use (removed in Rev K), but is still referenced in the orientation checklist. The checklist should be updated, assuming the checklist is still being utilized.
- In the Civil Servant new hires section: If David Runyon has a separate/supplementary confluence page, confirm the content is in sync and consider referencing that page from the SLP.

Version: L

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Document Owner: David Sheldon, O&M Lead

Note: The official version of this document is maintained in IV&V's internal IV&V Management System Website (<https://confluence.ivv.nasa.gov:8445/display/IMS>). This document is uncontrolled when printed.

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Purpose

The purpose of this system level procedure (SLP) is to establish In-Processing, Change-Processing, and Out-Processing procedures for employees and customers needing physical and/or logical IT access to NASA resources.

Scope

This SLP applies to all prospective and existing NASA IV&V personnel, including: civil service and contract employees working either on or off-site, and to anyone with a legitimate requirement for access to a NASA IV&V information system. All personnel processing is in synch with Agency and GSFC higher level procedures.

NASA requires certain credentials in order to accommodate proper badge/ information technology (IT) processing for Applicants, regardless of whether they are Inprocessing/Out-processing or Change processing.

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.

- **Annual Information Technology (IT) Security and Privacy Awareness Course**
 - All Applicants requesting computer access to NASA systems must complete and pass the current version of the Annual IT Security and Privacy Awareness course through the System for Administration, Training, and Educational Resources for NASA (SATERN) (<https://satern.nasa.gov>).

- **Applicant**
 - The Applicant is anyone requesting unescorted physical or logical IT access to NASA IV&V resources. The Applicant is responsible for submitting all credentials necessary for requesting physical or logical IT access to NASA facilities or resources. The employer of an Applicant may submit forms and notifications on behalf of the Applicant.
- **Access Management Tool**
 - IV&V tool located on our Program Portal under tools and used to in-process/out-process or change process employees. (<https://ivvaccess.s.ivv.nasa.gov>)
- **e-QIP**
 - The Electronic Questionnaire for Investigations Processing system (e-QIP) is part of an e-government initiative sponsored by the United States Office of Personnel Management (OPM). The e-QIP system allows the Applicant to electronically enter, update, and transmit personal investigative data over a secure Internet connection to the employing agency for review and approval.
- **Foreign National**
 - A Foreign National is any person who is not a citizen of the United States. Foreign National access must be requested in IdMAX.
- **Goddard Space Flight Center (GSFC) Greenbelt Security**
 - GSFC Greenbelt Security performs background investigations and authorizes identities in IdMAX for the badging portion of the In-Processing procedure.
- **Identity Management and Account Exchange (IdMAX)**
 - IdMAX is an Agency Web application used by the PIV Requester for identity creation and In/Change/Out-Processing for Applicants.
- **New Employee Orientation**
 - The New Employee Orientation document familiarizes new employees with the NASA IV&V Program and helps ensure safety while on site; located at the NASA IV&V Program website: [NASA - NASA IV&V Program - For IV&V Employees - New Employee Guide](#). The employee orientation checklist is located [here](#) for reference, and the IV&V Access Management tool (<https://ivvaccess.ivv.nasa.gov>) includes the orientation checklist items as part of the new employee in-processing workflow within the tool.
- **Permanent Employee**
 - A permanent employee is any civil service or contract employee requesting access to a NASA facility for 180 days or more. All permanent employees must be PIV badged.
- **Personally Identifiable Information (PII)**
 - Personally Identifiable Information is any information about an individual, including, but not limited to, education, financial transactions, medical history, and criminal or employment history and information which can be used to distinguish or trace an individual's identity. Examples include: date of birth, place of birth, social security number, alien registration number and mother's maiden name.
- **Personal Identity Verification (PIV) Authorizer**
 - The PIV Authorizer is a GSFC Security Official civil service employee who initiates any required background investigation for the Applicant. The PIV Authorizer communicates with Security regarding the Applicant's need for PIV Enrollment, the Applicant's e-QIP, etc., and authorizes the Applicant for PIV enrollment and badge issuance.
- **PIV Enrollment**
 - PIV enrollment is the process that prompts an investigation. For PIV enrollment, the employee must submit electronic copies of various credentials, as well as two documents from the Lists of Acceptable Documents as listed on United States Citizenship and Immigration Services (USCIS) Form I-9, needed by the Office of Personnel Management (OPM). For detailed information on acceptable documents, see the [Form I-9 Document List](#).
- **PIV Requester**
 - The PIV Requester provides initial data about the applicant and submits a PIV request in IdMAX on behalf of the applicant. The PIV requester is the individual who submits the necessary information on behalf of the PIV Applicant to initiate the process of requesting a PIV credential. The PIV Requester shall be an individual of one of the following categories depending on the applicant affiliation:
 - Contract Manager or authorized administrator of a specific NASA program or contract;
 - NASA Office of Human Capital Management (OHCM) for prospective or current NASA employees;
 - NASA grant provider for grantees; or
 - NASA Contracting Officer Representative (COR)/Project Manager (PM) for Foreign National visit requests and onboarding.
- **PIV Sponsor**
 - The PIV Sponsor is a NASA civil service employee who validates the information between the Applicant and the Agency in IdMAX. For NASA IV&V civil service employees, the sponsor is the GSFC Office of Human Capital Management ([OHCM](#)). For contract employees, the sponsor is the COR, Alternate COR, or other NASA civil service employee responsible for work requirements. The PIV sponsor/COR is also responsible to submit a new company information form to the Security office for all new contracts not already in IdMAX. Sponsors must complete the following SATERN training: PIV-ICAM-OVERVIEW and PIV-AFFILIATION-SPONSOR.
- **Temporary Badge**
 - A local temporary badge will be issued by IV&V Security while the issuance of an official PIV badge is pending. Note: The official PIV badge takes approximately 14 business days to arrive from MSFC.
- **Temporary Applicant**
 - A Temporary Applicant is an Applicant who is requesting access to NASA IV&V resources and/or facilities for less than 180 days and will not be PIV enrolled. A Temporary Applicant, like any other Applicant, must complete Annual IT Security and Privacy Awareness training. Note: Temporary Applicants will receive a temporary badge.

Acronyms

AO	Administrative Officer
CAC	Common Access Card

COR	Contracting Officer Representative
DoD	Department of Defense
e-QIP	Electronic Questionnaires for Investigations Processing
EOD	Entrance On Duty
EODS	Entrance On Duty System
GPR	Goddard Procedural Requirements
GSFC	Goddard Space Flight Center
HSPD	Homeland Security Presidential Directive
ICAM	Identity, Credential, and Access Management
IdMAX	Identity Management and Account Exchange
IMS	NASA IV&V Management System
ID	Identity
IT	Information Technology
JPAS	Joint Personnel Adjudication System
LDAP	Lightweight Directory Access Protocol
MSFC	Marshall Space Flight Center
NAMS	NASA Access Management System
NCAD	NASA Consolidated Active Directory
NF	NASA Form
NODIS	NASA Online Directives Information System
NOMAD	NASA Operational Messaging and Directory Service
NPD	NASA Policy Directive
NPR	NASA Procedural Requirements
OF	OPM Form
OHCM	Office of Human Capital Management
OPM	Office of Personnel Management
O&M	Operations and Maintenance
PII	Personally Identifiable Information
PIV	Personal Identity Verification
PKI	Public Key Infrastructure
PM	Project Manager
SATERN	System for Administration, Training, and Educational Resources for NASA
SLP	System Level Procedure
USCIS	United States Citizenship and Immigration Services
UUPIC	Universal Uniform Personal Identification Code
VPN	Virtual Private Network

Procedure Flow

In-Processing and Identity Creation

NASA Contractor new hires

The PIV Requester shall create a new employee record in the IV&V Access Management tool and then add a new 'In Process' workflow for the employ to initiate the process. The hiring company shall electronically submit a [GSFC Form 24-27](#) to the IV&V Program Security Supervisor. The PIV Requester shall submit all required data (except for the 24-27 which contains PII data) within the IV&V Access Management tool and request the new identity in IdMAX ([idmax.nasa.gov](#)) at least 15 business days in advance of the employee actual start date. Note: All documents that contain PII such as the 24-27 shall be sent NASA Public Key Infrastructure (PKI) encrypted.

Note: The PIV Requester must take required SATERN PIV training: Identity, Credential, and Access Management (ICAM) Overview and PIV Requester. The requestor must also submit a request in NASA Access Management System (NAMS) for this application access.

The PIV Requester enters the individuals Personal Identifiable Information into IdMAX.

Arrangements for onsite office space shall be pre-arranged with the Program Support Office (PSO), and the IV&V Access Management tool automatically notifies personnel in an office space approver role that particular onsite office space is being requested when the employee data is submitted so that this can be marked as approved in the tool.

The PIV Requester is responsible to ensure once the employee is on boarded that new NASA email address and other contact information is correct in IdMAX.

Once the identity is requested, the NASA COR will receive an automated email and must sponsor the identity in the NASA Identity Management tool ([idmax.nasa.gov](#)) and mark the employee as sponsored in IdMAX and approved within the IV&V Access Management tool.

Foreign Nationals

For more information regarding NASA IV&V access for Foreign Nationals, contact Brett Evans at Brett.W.Evans@nasa.gov.

e-QIP and PIV Enrollment

Once the PIV Requester creates the Applicant's e-mail account in IdMAX, the Applicant will receive an email from GSFC notifying the Applicant to begin the e-QIP process. The Applicant may access the e-QIP system via the e-QIP website (<https://www.opm.gov/e-qip/>). Applicant will receive the e-QIP via email.

The Applicant will have **10 business days** to complete the e-QIP process. Upon completion of the e-QIP process, the Applicant must print and submit the two e-QIP signature forms, as well as OPM Form [OF 306](#), *Declaration for Federal Employment* to GSFC Security.

Note: The e-QIP HELPLINE is 301-286-8000.

Security will call the Applicant when the PIV Enrollment process is ready to begin. The Applicant should schedule an onsite appointment with the IV&V Security office @ 304.367.8200 to complete the PIV Enrollment process. The appointment **must be made within three business days** of receiving notice of PIV Enrollment eligibility or delays could occur.

Badging and fingerprinting for NASA IV&V Program access typically occurs onsite at 100 University Dr (Building 1), Fairmont, WV, however, if it is more convenient for the new employee to process (fingerprinting and badging), at another site or center, it should be requested in advance to eliminate delays. The Applicant must indicate in the submitted employee data in the IV&V Access Management tool, the site or Center desired for processing, and inform Security of any special requirements. An appointment shall be set up in advance to ensure efficient and timely service.

For PIV Enrollment, the Applicant must:

- Provide two [USCIS Form I-9](#) documents, to be electronically scanned
- Be fingerprinted electronically
- Be photographed
- Electronically sign an agreement with the NASA Privacy Act Statement

Badge Processing and Annual IT Security Course

Before a PIV badge is issued, the GSFC PIV Authorizer must authorize the Applicant's identity to complete PIV Enrollment. The Applicant will receive a Temporary Local Badge from the IV&V Security office until the completion of the investigation and issuance of PIV a permanent badge.

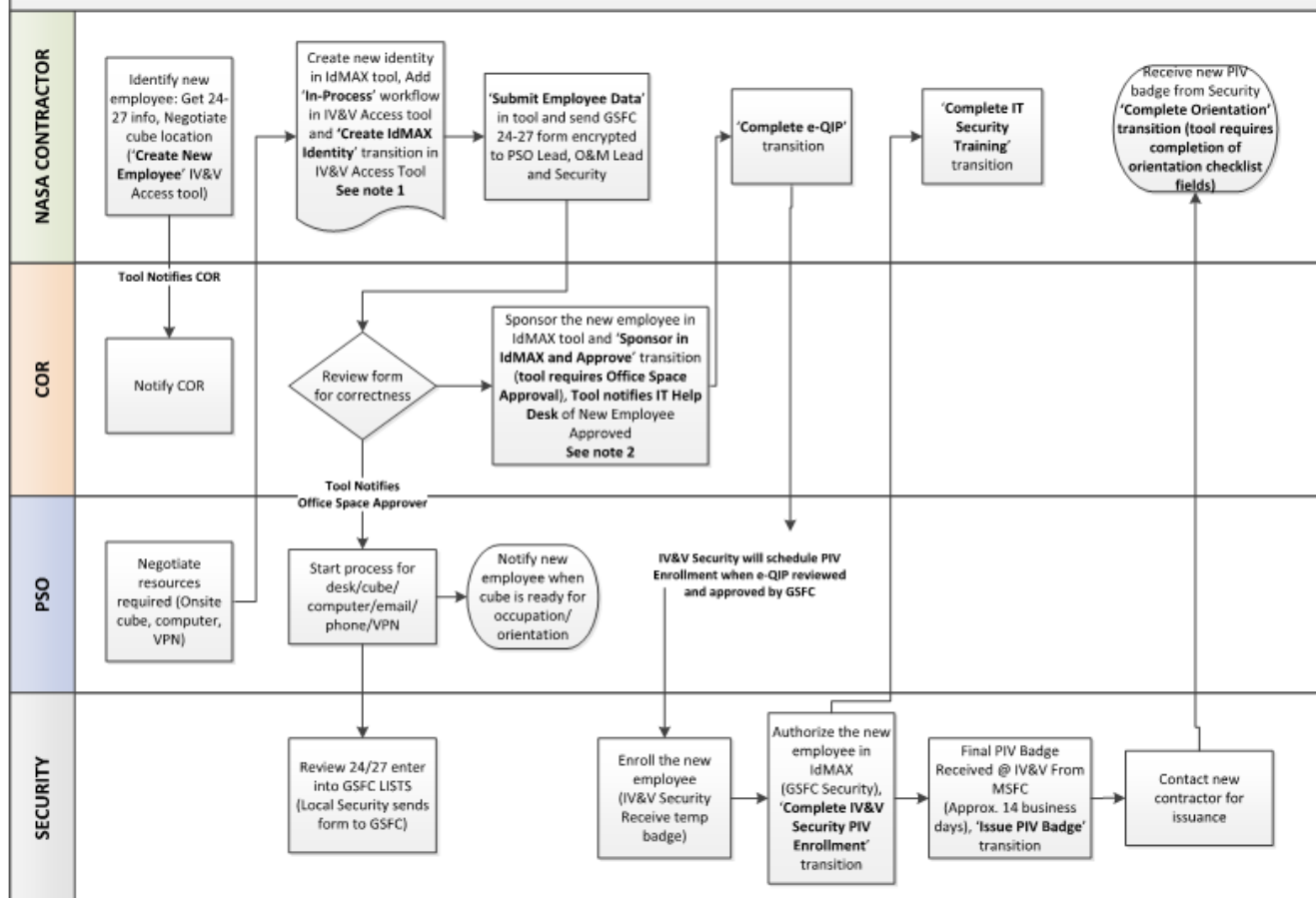
Once the badge arrives, the IV&V Security office shall encode the Applicant's badge and then notify the Applicant when the badge is ready to be issued. On-site Applicants must go to the Building 1 first floor security desk, 100 University Drive, to receive the badge. Off-site Applicants who pre-coordinated PIV Enrollment at another center shall go to the NASA Center that has contacted him/her about receiving the badge.

Finalization of the badge indicates that the Applicant's identity is complete, and the Applicant is granted physical access to NASA IV&V facilities. To gain logical IT access, the Applicant is required to complete the current version of the Cyber Security and Privacy Awareness Training through [SATERN](#).

The PIV Requester and the Applicant should reference the 'Orientation Checklist' section of the in-processing record in the IV&V Access Management tool to help ensure that all items are completed and to assist with onboarding (completed items are marked in the tool). Once the Applicant is onboard, the PIV Requester is required to ensure that the Applicant's email address is updated to the new NASA.GOV address in the NASA IdMAX system and the IV&V Access Management tool.

Title: New Contractor Onboarding process

All hiring contractors shall start the process by creating a new employee in the tool, adding an In-Processing workflow, and requesting the new identity at least 15 days in advance of actual start date at the facility. If all process steps are followed the temp badge can typically be issued within 15 days. Note: This is dependent upon completion and approval of security e-QIP application.



Note 1: Contractor shall have an onboarding representative or Program manager that will be required to take 2 short courses in SATERN: ICAM overview (Course HQ-003-09) and ICAM requestor (Course HQ-020-07)

Note 2: NASA COR's must take ICAM overview and ICAM Sponsor training. Must also fill out and submit new contract & company information form and send to GSFC Security Office (Rhonda McCarter).

IdMAX: <https://idmax.nasa.gov>

Note 3: As noted, Some Security functions take place locally others take place at GSFC

Note 4: There are checklist fields during in-processing (e.g. IT Orientation Complete), and these are required to be completed upon the 'Complete Orientation' transition.

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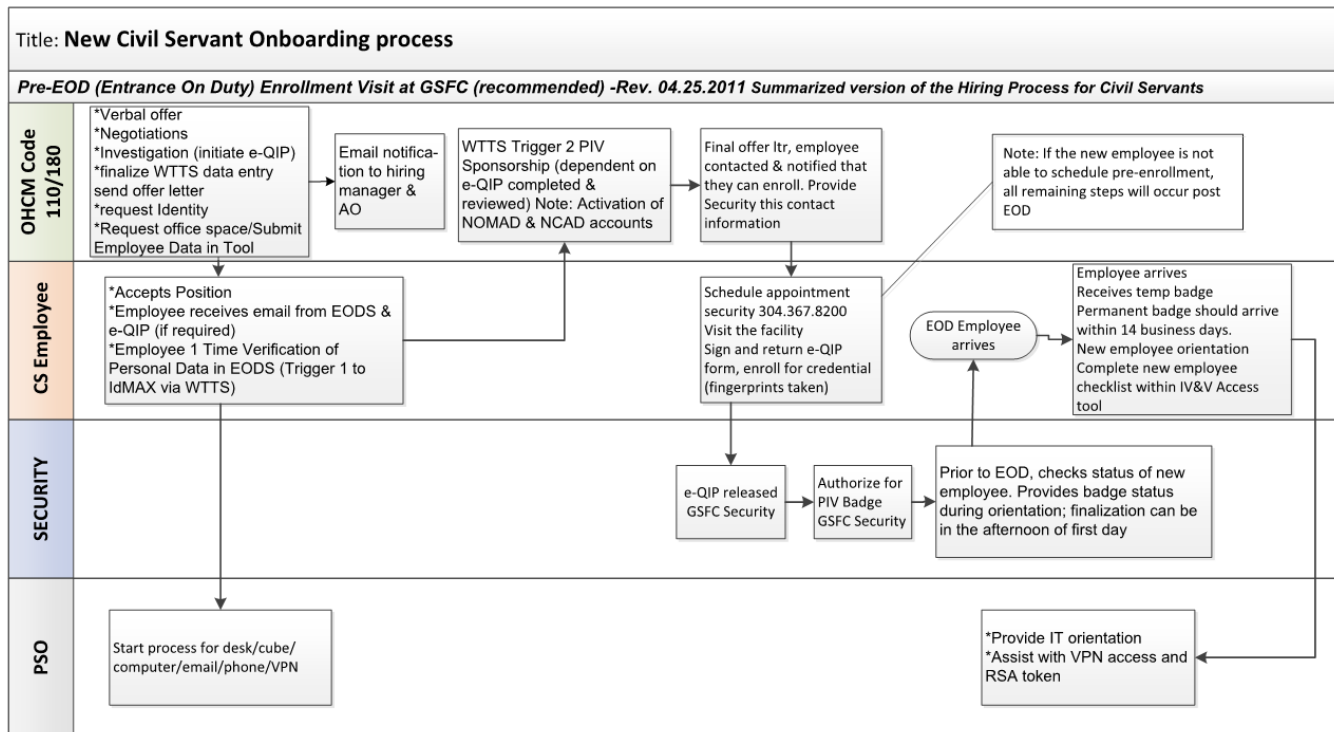
Civil Servant new hires

Civil Servant new hires identity creation and requests will be completed by GSFC OHCM.

The local OHCM POC shall pre-coordinate with the PSO O&M Lead for office space, create a new employee record in the NASA IV&V Access Management tool if necessary, add an 'In Process' workflow in the tool, and 'Submit Employee Data' in the tool at least 15 days prior to the employee's start date. Note that if the new hire is an existing contractor working at IV&V then add a 'Change Process' workflow instead of an "In-Processing workflow" in the tool to transition the employee from contractor to Civil Servant. The local OHCM POC shall electronically submit a GSFC Form 24-27 to the IV&V Program Security Supervisor.

The new employee shall have 10 days to complete e-QIP once the email is received. Note: The e-QIP HELPLINE is 301-286-8000.

Note that all of the tool related notifications which are noted in the Contractor Onboarding workflow diagram are also applicable when a Civil Servant is being in-processed through the tool.



Trigger 2 is a Key Event which will enable a pre-EOD visit to begin the PIV/Smartcard badging Note: Pre-EOD visit is recommended but may not be possible for employees who are relocating to the area.

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Tenant in-processing

Any tenant that is on an approved access list and has a legitimate requirement for access and has a valid Department of Defense Common Access Card (CAC) may be allowed physical access to tenant leased space.

Tenants without a valid CAC, must be requested in MOSI tool and escorted by a badged employee while onsite.

Remote IT access to IV&V tools for non IV&V NASA employees (VPN only)

Employees must have a valid justification for requesting access to a NASA IV&V Program tool.

A request for remote IT access shall come from a NASA IV&V COR or PM by creating a new employee record in the IV&V Access Management tool, adding a 'In Process' workflow in the IV&V Access Management tool, and 'Submit Employee Data' in the tool.

In-processing an individual to just have VPN access does limit the license and performance constraints to a single VPN appliance; however, not following the offsite user process means that the individual will not receive all the functions and accessibility that IV&V provides (some are tied to having an active directory account).

This means an individual in-processed with VPN-only permissions will NOT have some features (including but not limited to):

- ECM access
- ITC share access
- Pegasus share access
- Terminal server access
- LDAP based services (Confluence, JIRA, etc.)
- UNIX system tool accounts
- IVV directory entry
- Included in any IVV automated email lists

The NASA COR/PM is responsible for out-processing the employee when access is no longer required by adding an 'Out Process' workflow in the IV&V Access Management tool to ensure that the employee has access removed.

General Remote IT Access to the IV&V VPN and Tools

Remote VPN and IV&V Tools shall be a NAMS request and sponsored by a NASA IV&V COR/PM, Office Lead, or supervisor. Some tools may be sponsored by contractor personnel. A NAMS request is required for local and off-site civil service employees, contractors, and affiliated personnel.

Change-Processing

An Applicant (or PIV Requester) who is requesting a change in his or her name, address, any other non-contractual change, or contract only change should add a 'Change Process' workflow in the IV&V Access Management Tool. Note: Office relocation requests should follow the [Office Relocation process](#) found on the [services page](#), not the IV&V Access Management tool 'Change Process' workflow.

Submitting the 'Change Process' through the workflow in the IV&V Access Management tool will ensure that those involved in the process receive automated e-mail notifications about implementing the requested change.

If an employee changes both contract and contractor (company), the employee's former contractor must add and complete an 'Out Process' workflow in the IV&V Access Management tool, and the employee's new contractor must add and complete an 'In Process' workflow in the IV&V Access Management tool.

Out-Processing

Prior to the last day of service with the NASA IV&V Program, anyone who was In-Processed is required to be out-processed. For an existing employee record in the IV&V Access Management tool, a new out-processing record should be added to initiate the process. If there is no current employee record in the IV&V Access Management tool (e.g. employee was in-processed prior to use of the tool), then a new employee record will be created so that the out-processing record can be added to initiate the process. For **external customers**, it is the responsibility of the applicable NASA IV&V PM or task lead to coordinate and ensure that out-processing is completed in the IV&V Access Management tool when access is no longer required. This is required to be completed within 5 business days of the employee's last day.

An employee or employer shall inform their Supervisor and COR of their out-processing plans prior to the out-processing workflow being initiated in the IV&V Access Management tool. The employee or employer is responsible for ensuring that all relevant data is completed within the IV&V Access Management tool as part of the out-processing workflow, and the tool itself reflects the sign-off approval of key stakeholders during the processing of the workflow (e.g. approval of the IT Lead).

Upon initiating the out-processing workflow, the outgoing Applicant and the employer are responsible for ensuring that the vacated office space is cleaned out and that all government items (e.g., badge, keys, books, tokens, binders, DVDs/CDs) have been transferred to the proper personnel or filed with the Records Team. Note that the approval from the NASA Property Manager is also included in the out-processing workflow to indicate that all NASA property is accounted for and collected or transferred to a new property owner/user.

Metrics

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

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	Essential	Responsible Person	Retention Requirement	Location
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Employee Orientation Checklist signature page	Y	N	O&M Lead	(9/010) Destroy upon separation, transfer, or termination of authorized employee or when 5 years old, whichever is sooner.	IV&V Security
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References

REFERENCES	
Document ID/Link	Title
Form I-9	USCIS Employment Eligibility Verification
GPR 1600.1	Goddard Security Requirements
GSFC Form 24-27	Locator and Information Services Tracking System (LISTS) Data
HSPD-12	Homeland Security Presidential Directive-12
IVV QM	NASA IV&V Quality Manual
IVV 16	Control of Records
NPD 1600.2	NASA Security Policy
NPR 1441.1	NASA Records Management Program Requirements
NPR 1600.1	NASA Security Program Procedural Requirements
OF 306	Declaration for Federal Employment
https://idmax.nasa.gov/	Identity Management and Account Exchange (IdMAX)
https://ohcm.ndc.nasa.gov/	GSFC Office of Human Capital Management (OHCM) website
https://www.opm.gov/e-qip/	e-QIP website
https://saturn.nasa.gov	NASA SATERN website
Employee Orientation Checklist	Employee Orientation Checklist
New Employee Guide	New Employee Guide
Office Relocation	Office Relocation
O&M Services	O&M Services

If any procedure, method, or step 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 Document Owner for current versioning.

Version History

VERSION HISTORY				
Version	Description of Change	Rationale for Change	Author	Effective Date
Basic	Initial Release		Zachary Stewart	10/1/2009
A	Updated Reference Documents to point to new In/Change-Processing and Out-Processing forms		Sara Cain	10/20/2009
B	Updated verbiage in Section 6.0, Records, and precedence statement after Reference Documents table		David Sheldon	6/22/2010
C	Update Sections 4.1.1 and 4.3 re COTR notification		Zachary Stewart	1/18/2011

D	Increase scope to include external customers; add Applicant and PII definitions; add links for IMS Forms 1801/1803; remove NF 1760 references; and add email addresses to submit forms		David Sheldon	8/2/2011
E	Add references. General updates.	Improve clarity.	David Sheldon	5/11 /2012
F	Add Foreign National references and links. Also add note about Foreign National Visitors. General updates.		David Sheldon	9/19 /2012
G	In-processing of IV&V employees at other NASA sites	PAR 2012-P-373:	David Sheldon	11/8 /2012
H	Updated to reflect the new Greenbelt process: Update Scope. Remove Identity Manager; update PIV Requester. Remove much of IV&V process and document and point to GSFC website. Add GSFC Form 24-27 and link to References table.	CAR 2013-C-395. Under the new protective services contract (PSC), IV&V no longer has a specific local process.	David Sheldon	4/25 /2014
I	1. Add Section 4.1.5, General Remote IT Access to the IV&V VPN and Tools. 2. Clarify definition of 3.1, Annual IT Security training, by adding "the current version" and in Section 4.1.1.3. 3. Add acceptance of DoD Common Access Card (CAC) for tenant physical access.	1. To document and clarify policy for who may sponsor access to VPN and IV&V tools. 2. Clarify that the current version of the Annual IT Security training must be completed. 3. Reduce government double-work.	Doug Dorrer David Sheldon	4/21 /2015
J	Reflect changes based on use of the new IV&V Access Management tool. Remove Form 1803.	Utilize the new IV&V Access Management tool for centralized workflow, employee data capture, and automated notifications.	Jerry Sims	12/03 /2018
K	Replaced a new working link to 24-27 Form, updated RSA token language, Removed references to Form 1801, updated the flow diagrams, removed unnecessary process info	RSA token is no longer required for VPN, Form 1801 is no longer in use, unnecessary badging process info was moved to IT's FAQ page	Alex Ayers	03/01 /2021
L	Electronic to Logical IT access. Remove just IV&V access references.	Clarity of processes that have changed or updated since last review.	David Sheldon	08/31 /2022