22 NASA IT Strategic Plan Summary

NASAs Mission Directorates
Aeronautics Research
Exploration Systems Development
Space Operations
Science
Space Technology
Mission Support

IT Vision
Exploring the secrets of the universe for the benefit of all.

IT Mission
We empower NASA’s people and partners to achieve mission success through secure, evolving information technology and accessible data.

IT Values
• Safety • Integrity • Inclusion • Teamwork • Excellence •

Strategic Outcomes

Goal 1: Satisfaction
Deliver Great Customer Experiences
Cross-cutting Support

Goal 2: Excellence
Achieve Consistent Operational Excellence

Goal 3: Transformation
Transform NASA with Information & Technology

Goal 4: Cybersecurity
Ensure Proactive, Resilient Cybersecurity

Goal 5: People
Develop an Exceptional OCIO Team
Cross-cutting Support

Strategic Objectives

1. Create and evolve a shared understanding of mission and business requirements.
   - Service alignment survey (FY 2024)
   - Requirements management system (FY 2024)
   - % of IT investments contributing to customer needs
   - % increased use of OCIO services
2. Improve satisfaction with OCIO’s products and services.
   - Customer perception reporting (FY 2023)
   - Assess OCIO services alignment (FY 2024)
   - Streamline IT onboarding (FY 2024)
3. Ensure OCIO’s products and services are easily accessible and intuitive.
   - Redesign NASA.gov (FY 2023)
   - Right-size NASA’s digital footprint
   - New OCIO intranet (FY 2023); decrease legacy sites (FY 2024)
   - % of Web content & IT purchase/acquisitions complying with Section 508
4. Increase the effectiveness of IT planning, investment, and communications.
   - 80% of investments meet expected benefits
   - % of investments that align to architecture
2. Excel at IT program and project management to deliver results.
   - 90% of IT projects on schedule; 85% on budget
   - 95% of OCIO org OKRs align to strategic objectives (FY 2026)
   - % of materials enable informed board decision
3. Increase the reliability, effectiveness, and efficiency of NASA’s IT operations.
   - % requests delivered within service level
   - % of OCIO trained in IT service management
   - % transition to an enterprise IT service management process
   - 60,000 cumulative hours saved by automation (FY 2025)
   - # of decommissioned / modernized systems
   - Implement phased zero trust architecture plan (FY 2026)
   - Pipeline for process transformation
   - # of reduced duplicate IT offerings
3. Enable insights from NASA’s data & information.
   - 100% orgs have data stewards (FY 2024)
   - # data sets evaluated for quality
   - # data sets added to Agency data platform
3. Enable flexible and equitable work options and environments to achieve mission success.
   - # of conference rooms outfitted with hybrid conferencing capabilities
   - % utilization of NASA’s external collaboration capabilities
4. Simplify, strengthen, and scale NASA’s cybersecurity.
   - Migrate to enterprise portfolio (FY 2025)
   - Independent security control assessments (FY 2026)
   - 80% reduction in unapproved NASA user logins (FY 2026)
4. Reinforce operational resilience through strategic cybersecurity risk management.
   - Enhanced endpoint detection/response (FY 2023)
   - 80% multi-factor auth on mission systems (FY 2024)
   - Centralized event logging (FY 2025)
   - Policies block unauth apps; Secure Shell proxy (FY 2023)
   - Integrate public Agency web app firewalls (FY 2024)
   - Enterprise operational technology device management capability (FY 2025)
4. Integrate risk-based cybersecurity into mission development & operations.
   - NASA cybersecurity score ≥94 (FY 2025)
5. Attract, hire, and retain a diverse, strategically-aligned OCIO team.
   - % increase in positive responses to questions on Federal employee survey related to recruiting/hiring and role consistency
5. Enhance employee experience by ensuring team members feel included, engaged, and valued.
   - % increase in positive responses to questions on Federal employee survey related to inclusion and the employee experience
5. Develop team members’ talents and support career development to meet mission needs.
   - % increase in positive responses to questions on Federal employee survey related to OCIO Career Paths and expanded development opportunities