

National Aeronautics and Space Administration



# IT Infrastructure Integration Program (I<sup>3</sup>P)

## COMMUNICATIONS SERVICES BOARD CHARTER

Office of the Chief Information Officer

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**APPROVALS**

**COMMUNICATIONS SERVICES Board Charter**

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# TABLE OF CONTENTS

APPROVALS .....	ii
REVISION HISTORY PAGE .....	iii
1.0 Purpose .....	1
2.0 Applicability/Scope .....	1
3.0 Authority of the CSB .....	1
4.0 Functions .....	2
5.0 CSB Composition, Roles, and Responsibilities .....	3
6.0 Approval Process .....	6
7.0 Duration .....	6
8.0 Records .....	5
9.0 Acronyms .....	7

# NASA Communications Services Board Charter

## 1.0 PURPOSE

This document formally establishes the NASA Communications Services Board (CSB) and defines its composition, authority, and responsibilities.

The purpose of the CSB is to ensure that the Agency's communications services meet the needs of the NASA mission and that proper vetting has occurred to ensure quality service for all NASA Information Technology (IT) users. The CSB also supports NASA's IT requirements by ensuring consistent service and performance, in addition to facilitating collaboration across the Agency and recommendations on innovative solutions, while maintaining confidentiality, integrity, and availability of NASA's IT resources.

The CSB fulfills its purpose by performing the functions listed in section 4.0.

## 2.0 APPLICABILITY/SCOPE

The authority of the CSB shall extend to the review of proposed changes that will affect the Agency's communications services infrastructure. This includes but is not limited to the use within NASA of all communications services and associated services: mission, research, and corporate wide area network (WAN) and local area network (LAN), voice, video and data networking services, and center and associated component facility services (cable plant, emergency warning systems, public address systems, radios, telephones, voice over internet protocol, and cable television distribution services).

The communications services architecture includes the service components that are required to meet NPD 2800.1 *Managing IT*, NPR 2800.1 *Managing IT*, NPR 2830.1 *NASA Enterprise Architecture*, NPR 2810.1 *Security of IT*, NPR 7120.7 *NASA Information Technology and Institutional Infrastructure Program and Project Management Requirements*, FIPS 199 and NIST 800-37.

Guidance and direction for the Agency's communications services infrastructure, as set forth in the policies and procedures of the CSB, shall be promulgated pursuant to this charter.

## 3.0 AUTHORITY OF THE CSB

The ITMB grants authority to the CSB to perform and accomplish its assigned functions. NASA's OCIO is responsible for the CSB's operations and support, and the ITMB may revoke or override the board's authority at any time. The ITMB hereby delegates authority to the CSB to:

- Make recommendations regarding the design of communications services focused architecture that will meet identified regulations delineated in section 2 of this charter.

- Make decisions on changes to the communications services baseline that do not exceed budgetary authority of the Communications Service Executive, set at \$500,000 in project or initiative implementation cost. Decisions exceeding \$500,000, those having a large impact to communications services stakeholders, or impacts on other I3P service areas require further approval of the appropriate higher-level decision-making boards.
- Maintain communications services standards, and related Standard Operating Procedures.
- Coordinate and recommend changes to other communications service related policies and standards as needed (e.g. Security Policies).

The CSB may, at its discretion, further delegate specific operational and project issues to Center review boards and/or agency working groups, such as the Network Architecture Working Group (NAWG), so that the CSB can focus on broader agency objectives.

The authority of the CSB shall extend to all users of communications services within the NASA architecture, regardless of service provider.

#### **4.0 FUNCTIONS**

The CSB represents the interests of NASA by:

- Reviewing and approving architectures, standards, policies, and other technical specifications that position the Agency to successfully meet requirements for enterprise-class communications services.
- Using the established NASA ITIL framework to assess and approve proposed changes to the Agency's communications services and insure that changes are appropriately incorporated into the overall IT service architecture.

All changes within the defined scope of the CSB must be reviewed by the CSB prior to implementation. Decisions of the CSB will be documented and if required delivered to the appropriate Agency governance board for approval.

To accomplish these duties, the CSB shall:

- Review, approve and maintain relevant Agency Communications services requirements and specifications.
- Recommend architecture and services changes to the Enterprise Architecture Board, to the Enterprise Change Advisory Board (E-CAB) and ultimately the IT Management Board (ITMB) in order to support the Agency's mission, to provide a diverse mobile workforce, and to protect NASA's information and technology assets.
- Review and approve changes to the Agency's communications services infrastructure that will move the Agency toward its target architecture.

- Review and approve technical architecture recommendations for submission to the OCIO Technology and Innovations Division for possible incorporation into Enterprise Architecture Roadmaps.
- Interface with associated governance bodies, such as higher level decisional boards, other operational boards and Center-specific change boards as necessary to ensure that communications services focused architecture works within the overall enterprise architecture of the Agency.
- Recommend, review, and approve policies, technical standards, and standard operating procedures for the implementation , operations, and enhancement of NASA’s communications services resources, and integration of systems and applications into the Agency architecture.
- Based on recommendations from the Communications Emerging Technology (CET) Working Group, approve the selection of innovation projects
- Publish or make available CSB policies and procedures to the entire NASA community.
- Update or remove from circulation outdated published NASA communications services policies and procedures.
- Follow Agency change management processes and procedures to ensure quality products and the ability to track changes.
- Report progress to the ITMB and appropriate Agency governance boards.
- Track performance of the operation of the board, including metrics on the change process as well as ensuring relevant changes, incidents and problems are properly reviewed and dispositioned by the board.
- Meet biweekly or more frequently, as needed.

## **5.0 CSB COMPOSITION, ROLES, AND RESPONSIBILITIES**

### **5.1 NASA Sponsor**

The NASA Associate CIO, Enterprise Services and Integration Division, shall be the sponsoring NASA Official for the CSB. The OCIO shall be the responsible organization for the CSB’s support and operation. OCIO/ES&I shall advise the board on the regulatory and compliance aspects of OCIO policy decisions and on adherence to NPDs, NPRs, FIPS, NIST, and other relevant Special Publications.

### **5.2 CSB Chair**

The Chair of the CSB shall be the Communications Service Executive.

The Chair shall appoint a Deputy-Chair from the membership of the CSB. The Deputy-Chair has the same power when filling in for the Chair and shall be rotated on a yearly basis.

The Chair shall be responsible for calling and conducting biweekly or more frequent meetings of the CSB. The Chair shall prepare the agenda for meetings and shall conduct meetings according to the agenda, except as modified by majority vote of the CSB attending membership. The Chair shall conduct the meeting and ensure the orderly and efficient conduct of the meetings.

The Chair shall be responsible for ensuring that the organizations from which permanent members are drawn are consistently represented. Additionally, the Chair may invite persons with particular technical or administrative expertise, knowledge, or interest in agenda items to attend the CSB meetings in order to advise it in particular matters.

The Chair is responsible to ensure CSB adherence to established NASA ITIL Change Management processes.

The Chair shall function in the capacity of a Change Manager for communications initiatives and projects brought before the CSB. As such they are responsible for ensuring the proper logging into the Change Management system (e.g. Remedy system) and proper disposition of all Requests For Change and other such proposals as they are submitted to the CSB.

The Chair shall have the authority to process an emergency request with or without the CSB by calling in only the required members to address and bring closure on the request should an emergency situation occur. The resulting change shall be submitted after emergency approval in order to document and communicate the change to the rest of the board.

The Chair shall ensure that resulting changes are implemented in accordance with the disposition of the CSB.

### **5.3 Membership**

Membership of the CSB is determined by the SE. The membership shall consist of representatives that provide a breadth of expertise in areas including organizations supporting the operational infrastructure, projects implementing new infrastructure components, and major customers.

Specifically, standing Board members will include:

- Communications Service Office Manager
- Deputy Communications Service Office Manager for Corporate Communications
- Deputy Communications Service Office Manager for Mission Communications
- Deputy Communications Service Office Manager for Innovation and Integration
- All center communications SMEs
- Network Architecture Working Group (NAWG) Chair
- One Customer Advisory Group representative serving a one-year, rotational term
- Representative from the OCIO IT Security Division

The standing members of the CSB are responsible for:

- Identifying agenda items and issues to the Chair for CSB consideration

- Incorporating Center and Agency perspectives in membership duties
- Reviewing and approving proposed plans and recommendations from the CSO, IT boards, committees, and working groups;
- Oversight of 7120.7 Technical Reviews;
- Reviewing minutes and associated actions
- Representing their organizations' coordinated position with regards to CSB issues
- Ensuring their organizations are appropriately represented on CSB subordinate bodies
- Conveying, supporting, and directing their organization's implementation of the positions and decisions of the CSB to their organizations

Representatives from the following disciplines will serve as non-standing members of the CSB to provide guidance to the standing members:

- Contracting Officer
- Contracting Officer Technical Representative
- Mission Directorate representatives
- Communications Service Office Business Lead
- CSO Systems engineering lead
- CSO mission and corporate systems engineering lead
- Representative from the Technology and Innovation Division
- The CSO Russia Communications Project Lead
- The Enterprise Architecture Communications Domain Lead

Additional ex-officio members may be named at the discretion of the CSB Chair. Further, additional representatives may be requested to participate in meetings at the discretion of the CSB Chair.

#### **5.4 Advisory Support**

Additional technical experts may act as advisory members to the CSB. These experts may be designated on an as needed basis to provide advice based on their knowledge, experience, and expertise at the request of the CSB Chair.

#### **5.5 Administrative Support**

Administrative Support will be designated by the Chair and Deputy-Chair (when acting as Chair) to another board member or non-member as deemed necessary to accomplish CSB activities. The administrative support shall be responsible for the meeting functions, documentation, tracking of action items, and change request processing. The administrative support shall distribute the agenda, record and distribute the meeting minutes, record permanent member voting, set up collaborative mechanisms (e.g. SharePoint) and ensure that all technical packages are reviewed and signed to meet defined procedures. Board attendance, voting, agenda, minutes,

and action items will be maintained as official records per section 8.0. The administrative support shall provide all functions as requested by the Chair or Deputy-Chair.

## **6.0 APPROVAL PROCESS**

The CSB will strive for consensus in its decision making process, which will be determined by a poll vote of the standing members present. Results of the poll vote will be documented in the meeting minutes. If a consensus is not achieved, the CSB Chair has the choice to render a final decision on any matter presented to the CSB or elevate the decision to the ITMB. CSB reviews and approvals will be documented, officially recorded and distributed to appropriate organizations and governance bodies. Any dissenting opinions to CSB decisions will be recorded in the minutes and will be included in periodic CSB status presentations to the ITMB. The ITMB shall have veto power on all decisions rendered by the CSB.

The CSB will meet bi-weekly or as often as necessary to carry out its responsibilities. In the case that ad hoc meetings are necessary, the membership shall be notified through written notice of no less than two (2) business days. Written notices may be in the form of email. Members requesting agenda items or topics must submit appropriate materials five days in advance of scheduled CSB meeting for processing. CSB meeting agenda and applicable materials will be sent out to all members prior to the scheduled meeting.

A quorum, for conducting business and making recommendations regarding actions for items coming before the CSB, shall consist of two-thirds of standing members. The determination of a quorum attendance for decisional purposes shall be identified by the Chair at the beginning of each meeting.

The CSB will submit advisory reports and recommendations on matters to be brought to the ITMB. Changes to this charter will be fully coordinated with members prior to implementation in a revised charter.

## **7.0 DURATION**

The CSB will remain in existence for four years from signing with a review by the ITMB as to the future need at that time.

## **8.0 RECORDS**

The OCIO is responsible for the maintenance of this charter. All records associated with the CSB shall be the responsibility of the OCIO. All documents developed by the CSB will be electronically stored and archived in the OCIO SharePoint site. CSB members (voting and non-voting) and any NASA employee will be granted access to these files upon request.

## 9.0 ACRONYMS

CIL – Center Integration Lead  
CSB – Communications Services Board  
E-CAB – Enterprise Change Advisory Board  
ES&I – Enterprise Services and Integration  
ITMB – IT Management Board  
ITSAB – IT Security Advisory Board  
LAN – Local Area Network  
NAB – Network Advisory Board  
NICS – NASA Integrated Communications Services  
OCIO – Office of the Chief Information Officer  
SE – Service Executive  
SME – Subject Matter Expert  
WAN – Wide Area Network