

Communications Service Office (CSO)
NASA Integrated Communication Services (NICS):
Service Management Improvements (SMi) Release 2
Communications Outreach

NASA Communications (NASCOM)

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Agenda

- Purpose
- CSONS Concept
- CSONS Subscriber Communications
- Deployment Approach
- CSONS Training Overview
- SMi Next Steps
- Conclusion



Purpose

- Feedback on CSONS Program/Center IT **Technical** Subscriber Communications Strategy:
 - ✓ Overall Strategy Approach
 - ✓ Proposed Dates
 - ✓ Proposed Delivery Mechanisms
 - ✓ Missing Activities



Project Overview

- CSONS replaces:
 - ✓ Corporate Activity, Outage Posting Notification System (AOPNS) & Mission Outage Notification System (MONS)
- AOPNS & MONS applications are integrating into a single CSONS
- How this impacts *You (Our Program/Center IT Stakeholder)*?
 - ✓ Today AOPNS/MONS notifies *Program/Center IT Technical Stakeholders* of planned activities and outages for both Mission, Corporate, and Russia IT services
 - ✓ Starting in September 2016, CSONS replaces both applications
 - ✓ To continue to receive Activity & Outage notices, Program/Center IT *Technical Stakeholders* **MUST** register within NAMS



What's Changing with CSONS? (AOPNS/MONS Replacement)

CSO NOTIFICATION SYSTEM (CSONS) - SYSTEM CONCEPT

Subscriptions will be managed through NAMS requests with CSO approval



ICAM/NAMS



- Changing from **Key Words** to “**Service**” based “**Subscriptions**”
- **Center Subscribers** must re-register with **NAMS**



MSFC CIO/MITS
NEACC/EAST
Subscribers

The CSONS application will send notifications for:

- Planned Outages
- Unplanned Outages
- 3rd Party Bulletins

Consolidation of two systems to one

Changing

MITS sends information to NITSM for distribution

NITSM/CSONS

Same



MSFC CIO/MITS
Remedy (MISM)



MSFC CIO/MITS
NEACC/EAST
Tier 2 Technicians



NICS Tier 2
Technician



NICS
CNOC/NMOC

- No changes to Users that submit “Outage Notices” or “Activities”
- Includes **Mission Freeze** process

AOPNS/MONS is two applications on end of life hardware



AOPNS/MONS Replacement CSONS

- CSONS Primary roles (3):

Outage Creator – Mission & Corporate

Activity Creator – Mission, Corporate, & Russia

❖ *Subscriber* – Mission, Corporate, Russia MSFC CIO/NEAAC

- Current AOPNS/MONS Users **MUST** re-subscribe to become CSONS Subscribers
 - Starting late June through Sept 2016
 - NAMS CSONS re-subscriptions will be processed with “Automated Provisioning” similar to an instant meeting request
 - NAMS CSONS re-subscription request identifies the location (Center/Facility) or Service/Program
 - E.g. MSFC or MSFC/Firewall / Mission Routed Data or Chandra (XRO)
 - Project will be reaching out to the current AOPNS/MONS subscribers to inform & invite them to re-subscribe and then follow up until “subscriber pool” is drained prior to ORR (Sept 2016) (Inform, Invite, Follow Up)

Project completed CDR (3 Mar 16)



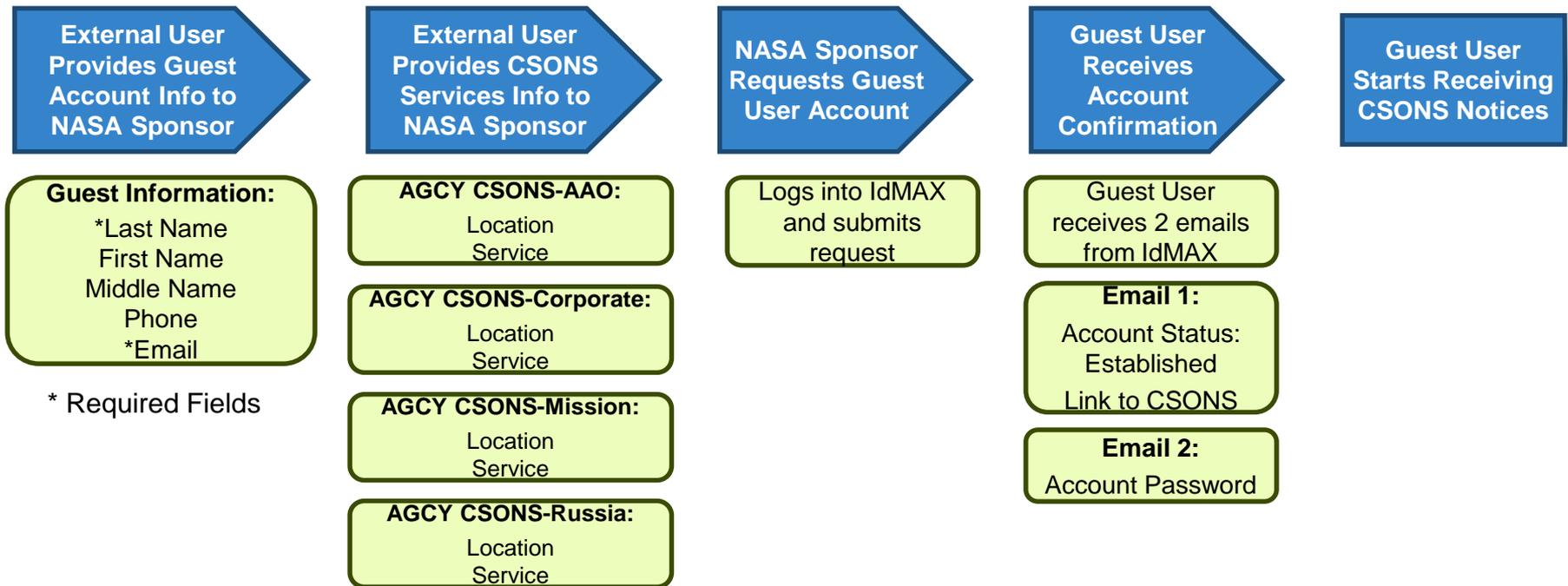
CSONS Subscriber Registration

- CSONS has two Subscriber types that require Program/Center IT service notices
 - ✓ NASA employee or an individual who has a “formal” relationship with NASA (e.g. contract)
 - Can Obtain NASA Identity via **IdMAX**
 - Can Obtain application access via **NAMS**
 - ✓ Person with a relationship with NASA via a Space Act Agreement
 - NASA Sponsor Can Obtain NASA Guest User via **IdMAX**
 - It will be the responsibility of the NASA Project affiliated with the non-NASA identity to sponsor the request for CSONS notifications.
 - Ex. Mission Operations will sponsor our carriers
- Both types of Subscribers can register for CSONS
- References:
 - ✓ ICAM: <https://inside.nasa.gov/ocio/infrastructure/icam.html>
 - ✓ IdMAX: <http://itcd.hq.nasa.gov/idmax.html>
 - ✓ NASA Identity Management Guest User
<https://idmax.nasa.gov/idm/user/dashboard/nasaidentity.jsp>



Subscriber Without NASA Identity

Draft Process



NASA Sponsor can be ANYONE with a NASA identity



IdMAX Guest User Account Request (Anyone with NASA Identity)

NASA IdMAX: Identity and Access Management Tools Logged in as: Mandy L. Sutton

[LOGOUT](#) [MAIN MENU](#) [HELP](#)

[Home](#) [Identity Management](#) [Credential Management](#) [Access Management](#) [Self Service](#) [Support](#)

Guest User Account Request

NASA Guest Users typically require limited access to NASA IT systems for a specific time period, e.g., a contractor who needs to attend a weekly secure WebEx for a month to assist with a launch planning.

Please enter the last name, first name, middle name, email address and phone number for each user. The user's last name and email address are required.

User Information:

1. * Last Name: First name: Middle name: Phone: * Email:

1. NASA Sponsor Enters User Information

Additional Information:

Account Duration (in days):

7 30 60 180 365

* Services:

Available Services

Ethics Program Tracking System - Filer
Launch Portal Application
NSC STATUS
Secure WebEx

Assigned Services

>>
<<
<

Select any service(s) required and then use the arrow keys to assign the service(s).

* Special comments/instructions that are included in the e-mail to the user(s):

2. NASA Sponsor Select: CSONS

3. NASA Sponsor Contacts CSO Customer Service Representative (CSR) or Mission Service Manager (MSM) with CSONS Services List

* Indicates that the field is required.



Subscriber With NASA Identity

Internal User
Logs in to NAMS

Website:
<https://nams.nasa.gov/nams>

Internal User
Selects CSONS
Notification
Subscription

AGCY CSONS-AAO:
Location
Service

AGCY CSONS-Corporate:
Location
Service

AGCY CSONS-Mission:
Location
Service

AGCY CSONS-Russia:
Location
Service

Internal User
Submits CSONS
Subscription
Request

CSONS
Request
Complete

How to Submit a NAMS Request

<https://icam.nasa.gov/documents/11201/2509075/Submit+a+NAMS+Request-Instructions/01e3abdb-40a7-4fd6-b060-103f7b89d630>

CSONS Corporate Enterprise and Center Unique NAMS Services (Automated Provisioning)



- NAMS: Corporate – Enterprise Services**

Center Communications Infrastructure	Collaboration Facility	Content Filter
DCNSS	DDI Infrastructure	Domain Name Service (DNS)
Desktop Mobile ViTS	Enterprise Software Support	Firewall Rule
Firewall	HEC	Instant Meeting
Local Area Network (LAN)	Remote Access Services	SACOM
SOC	Static IP Address	ViTS
Wide Area Network (WAN) Infrastructure		

- NAMS: Center – Unique Services**

	ARC	GRC	GSFC	HQ	JSC	KSC	LaRC	MAF	MFSC	NSSC	SSC	WFF	WSTF
Cable Plant		X	X	X			X	X	X	X			
Cable Television	X	X		X			X						
Electronic Sign		X											
Conference Room Support									X				
Emergency Warning System (EWS)				X				X	X				
Individual WAP					X								
Legacy Facsimile								X	X				
Protective Services								X	X				
Public Address	X								X				
Radio	X	X						X	X				
Telephone	X	X			X	X		X	X				X
Telephone Mobility							X						
VOIP			X	X	X	X	X		X	X			

Project Team continues to work with stakeholders to refine the services list



CSONS Corporate & Mission Enterprise NAMS Services (Automated Provisioning)

- **NAMS: MSFC-CIO/NASA Enterprise Applications Competency Center**
 - ✓ Includes MSFC Services and NEACC Services
- **NAMS: Russia**
 - ✓ Russia Services
- **NAMS: Mission Internal**

Cabling	DNS Entry	Security	Voice
CCTV	DVD Duplication	Source Destination Codes	WAN
Dedicated Data	Launch Video Support	Timing	
Routed Data	MOVE Keysets	Video	

Project Team continues to work with stakeholders to refine the services list



CSONS Mission Customer Unique NAMS Services (Automated Provisioning)

- NAMS: Mission continued**

Customer

2001 Mars Odyssey	Chandrayaan	Geotail	IBEX	JUNO	MBT	N-GN	ORBITING CARBON OBSERVATORY	RHESSI	SPITZER SPACE TELESCOPE	TIMED
ACE	COSMIC	GOES N-P	ICESat-2	Kepler	MMS	NISN	OSIRIS-REx	Rosetta	STEREO	WIND
AIM	DAWN	GOES-R	InSight	Landsat-7	MPCV-JSC	NISN CORE	OSTM/Jason-2	SAC-C	Swift	
ARC MMOC	ELV PAYLOAD	GPM	ISS	Landsat-8	MRO	NOAA K-N	PLUTO NEW HORIZONS	SAC-D / AQUARIUS	TDRS I-J	
Bkbn	EOS	GRACE 1 and 2	ISS CORE	LUNAR RECON ORBITER	NASA BALLOON PROGRAM	NRO	POES	SCAN	TDRS K-L	
CALIPSO	EOS (ESMO)	GRACE-FO	ISS UTIL ARC	Mars Express	N-DSN	N-SN	QuikSCAT	SMAP	TDRS M	
CASSINI	FASTSAT	Gravity Probe-B3	JASON-3	MARS SCIENCE LAB (MSL)	NEOWISE	NuStar	RADARSAT1	SOHO	TESS	
Chandra (XRO)	FERMI	Hubble Space Telescope	JPSS	MAVEN	Ng Architecture Project	OCO-2	RBSP	SOLAR DYNAMICS OBSERVATORY	THEMIS	

Project Team continues to work with stakeholders to refine the services list



Current AOPNS/MONS Center Subscribers

Challenge: Get current Center AOPNS/MONS Subscribers to create a new NAMS request to receive access to CSONS notifications.

Current Center AOPNS/MONS Subscribers

CURRENT SUBSCRIBERS	
AOPNS Individual Subscribers	498
AOPNS Distribution Lists (with no breakdown of subscribers) = 46	~ 180
MONS Individual Subscribers	135
MONS Distribution Lists (with no breakdown of subscribers) = 10	~ 100
Estimated Total	913

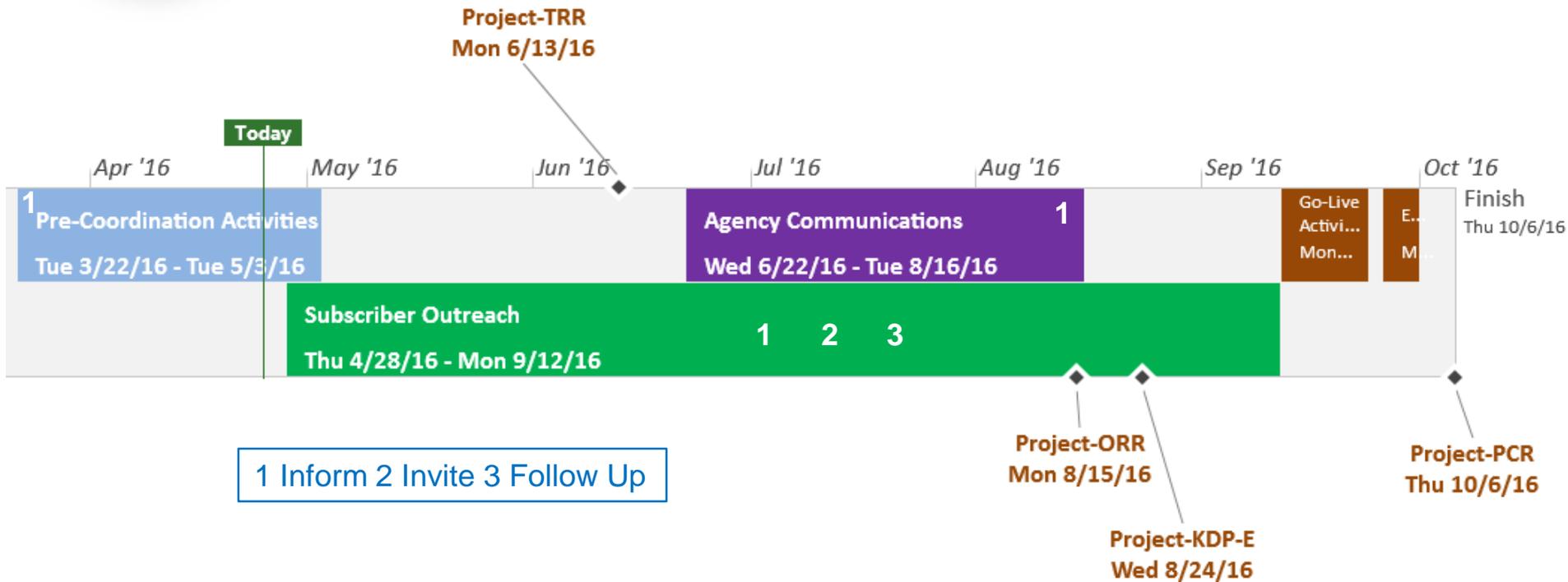
Preliminary Breakdown by EMPLOYER		
Association	Count by Association	Percentage by Association
NASA	109	12%
NICS	305	34%
MITS/EAST	49	5%
Various Other	170	18%
Unknown (DLs)	280	31%
Total	913	100%

Subscriber Breakout Out

Preliminary Breakdown by SITE	
ARC	26
DFRC	11
GRC	11
GSFC	99
HQ	15
IVV	2
JPL	7
JSC	46
KSC	31
LARC	18
MAF	6
MSFC	287
NSSC	16
SSC	16
WFF	8
WSC	2
WSTF	3
Site Not Listed	29
Unknown (DLs)	280
Total	913



Communication Timeline Overview



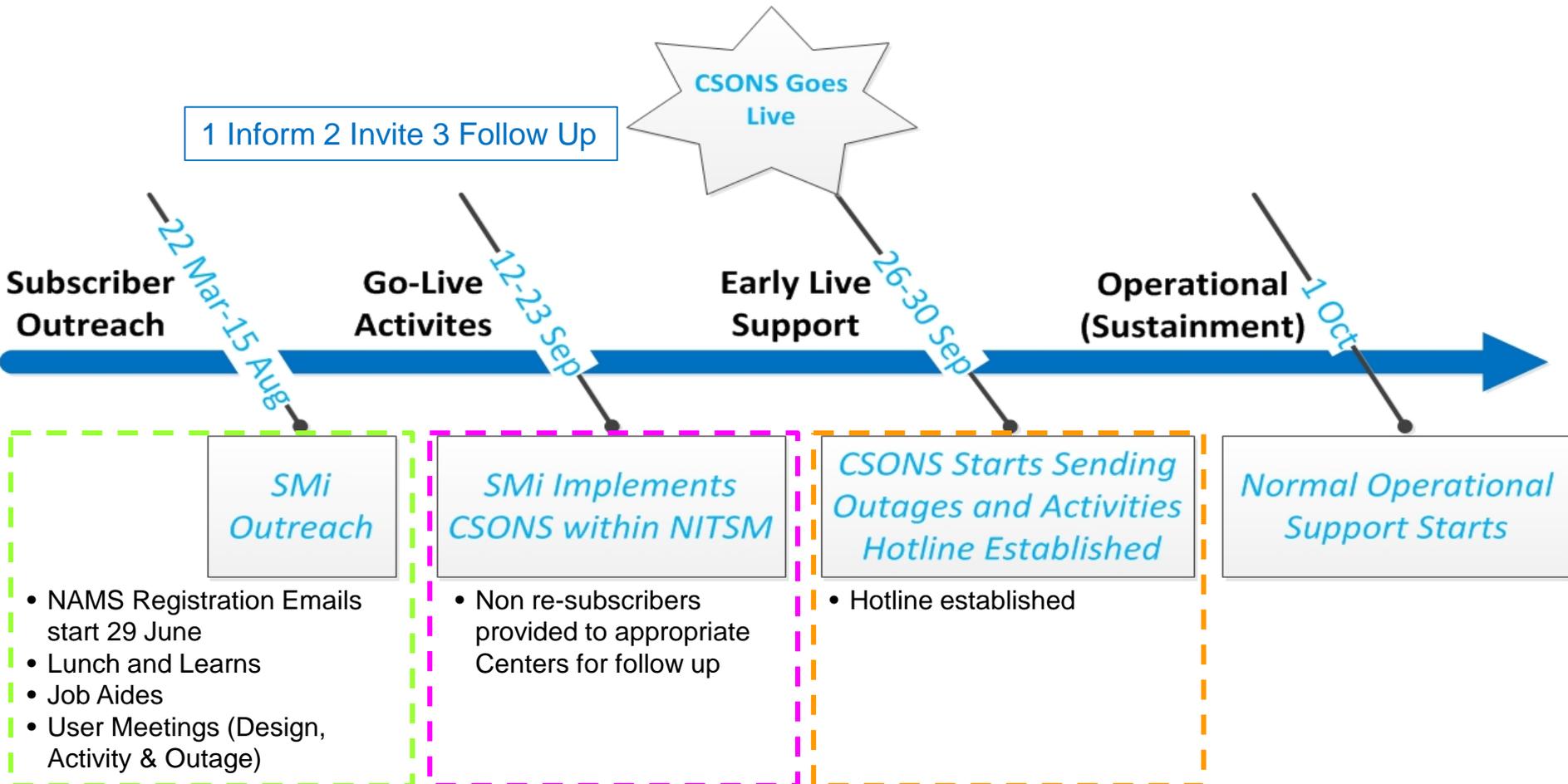
1 Inform 2 Invite 3 Follow Up

- Stakeholder Meetings
- Agency Communications
- Subscriber Outreach
- Project Activities



Agency Deployment Approach

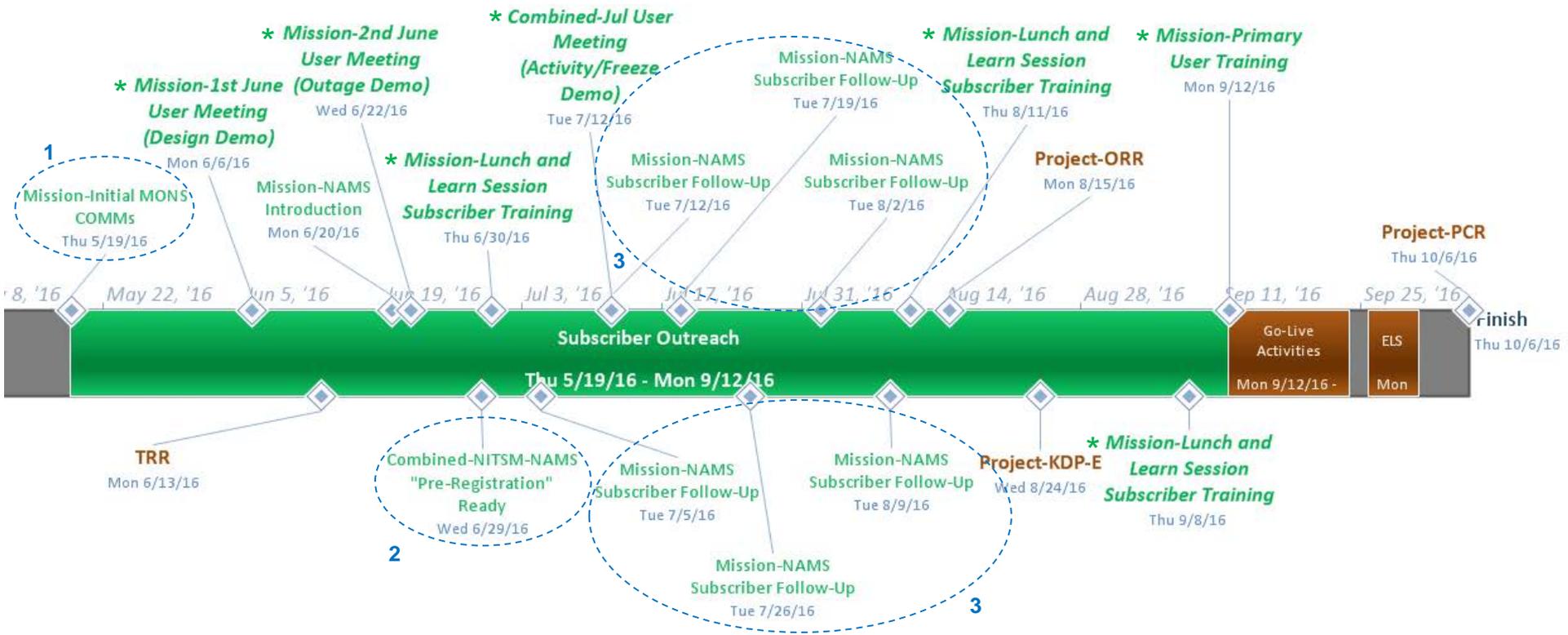
CSO Notification System (CSONS) Go Live Timeline





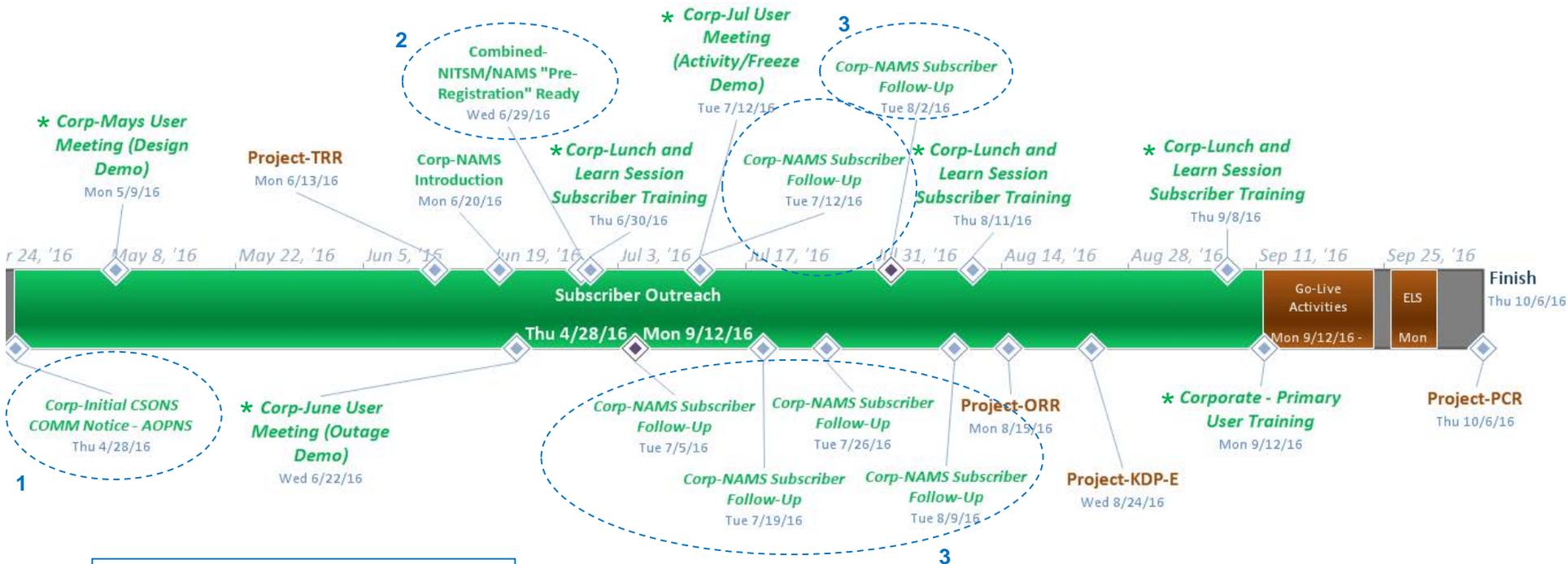
Mission Communication Timeline

Subscriber Outreach Activities





Corporate Communication Timeline Subscriber Outreach Activities



1 Inform 2 Invite 3 Follow Up

* User/Training Sessions





Subscriber User Re-Subscription Training Content – CSONS

CSONS NASA Subscribers
Corporate
CSONS (AOPNS) Subscribers - External
CSONS (AOPNS) Subscribers - Internal CSO NICS
NICS Customer Service Delivery Managers (CSDMs)
Customer Service Representatives (CSRs)
Mission
CSONS (MONS) Subscribers - External
CSONS (MONS) Subscribers - Internal Mission
Russia
CSONS (AOPNS/MONS) Subscribers - External
CSONS (AOPNS/MONS) Subscribers - Internal CSO Russia
MSFC CIO/NEACC
CSONS (AOPNS/MONS) Subscribers

Receive Notifications

Training Content

- High-level overview of re-subscription requirements for CSONS
- Detailed steps for submitting their new NAMS subscription request
- Review of what the new CSONS notifications will look like



SMi Project Next Steps

Release 2

- Release 2 CDR: 03 March 2016 [SMi CDR Presentation Link](#)
 - CDR RIDS Due: 10 March 2016
 - CDR SERT Review of RIDS Due: 18 March 2016
- **Subscriber Awareness (Inform) Emails (June 2016*)**
- Release 2 TRR: 13 June 2016*
- **Subscriber Invite to Re-subscribe w/Training Session (July 2016*)**
- **Subscriber Reminders (Follow Up) to Re-subscribe (July – Sept 2016*)**
- Release 2 ORR: 15 August 2016*
- **Early Life Support: Turn Off AOPNS/MONS Turn On CSONS (Sept 2016*)**
- Release 2 KDP-E: 25 August 2016*
- Release 2 PCR/KDP-F: 26 September 2016*

* Target dates



Conclusion

- Feedback on CSONS Subscriber Communications Strategy:
 - Overall Strategy Approach
 - Proposed Dates
 - Proposed Delivery Mechanisms
 - Missing Activities
- Overall or Specific Concerns on the approach?
- ***Contact us @ MSFC-DL-SMi-CSONS-Transition@nasa.gov***



Thank You!

