



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

Office of the Chief Information Officer

## Stakeholder Meeting

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August 18, 2016





# AGENDA

- **EXECUTIVE OVERVIEW/PROJECT OVERVIEW**
- **PROJECT COMMUNICATIONS UPDATE**
- **COMMUNICATIONS SERVICE OFFICE (CSO) NOTIFICATION SYSTEM (CSONS) REGISTRATION OVERVIEW**
- **CORPORATE ACTIVITY, OUTAGE POSTING NOTIFICATION SYSTEM (AOPNS) AND MISSION OUTAGE NOTIFICATION SYSTEM (MONS) SUBSCRIBERS**
- **PROJECT NEXT STEPS**



# Executive Summary (cont'd)

## Total DME Cost

- Business Case-Stated Total DME Cost: \$1.74M
- Project's Current Planned Total DME Cost: \$1.74M

## Yearly Operational Cost

- Business Case-Stated Yearly Operational Cost: \$0
- Project's Current Planned Yearly Operational Cost: \$0
- Date Yearly Operational Costs begin: N/A

## Funding Sources

- DME: MSC
- Operations: SCan and Centers (no increase)

## High Level Assumptions and Constraints

- SMi will establish a framework for Service Level Management (SLM) that will be completed by Service Delivery Enhancement (SDe Release 2) sub-function Functional Service Management (FSM)

## Dependencies

- SMi is dependent on Enterprise Service Desk (ESD) update to properly process NAMS request for personnel with NASA identities
- SMi is dependent on MSMs and CSRs to process request for personnel without a NASA identity
- SMi is dependent on ICAM NED to process request for personnel without a NASA identity after September 2016

Current project rating as of TRR R2:

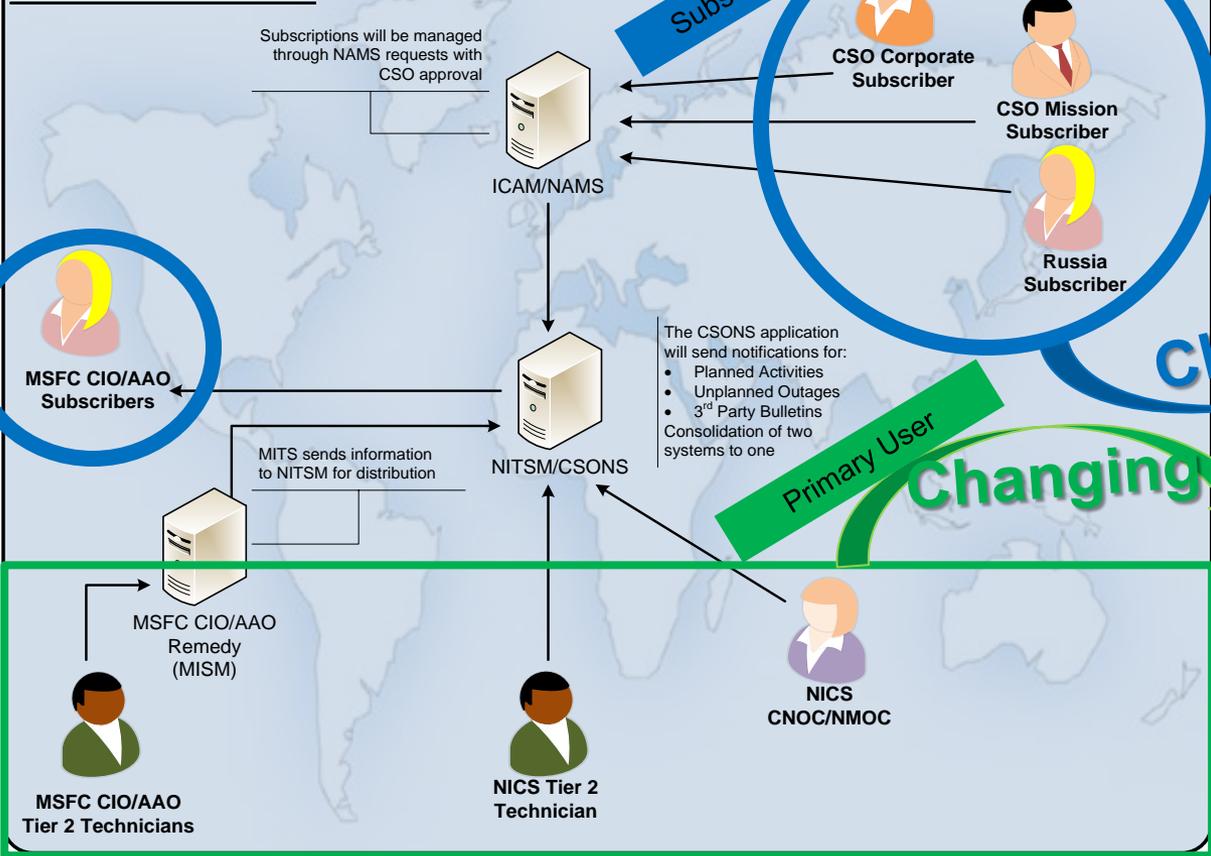
- G Overall**
- G Cost**
- G Schedule**
- G Technical**
- G Programmatic**

**Communication via existing AOPNS to existing users; IT Technical Staff**

# CSONS - Project Overview

## How Do These CSONS Changes Impact Me?

### CSO NOTIFICATION SYSTEM (CSONS) - SYSTEM CONCEPT



- Changing from **Key Words** to **“Service” based “Subscriptions”**
- **Subscribers must register in order to receive CSONS notifications**

**Changing**

- **No permission changes** for Primary Users that create ‘Outage’ or ‘Activities’ – AOPNS permissions will be carried forward to CSONS
- **All changes are associated with the physical input of data for the notifications**
- **Includes Mission Freeze notifications**

**Changing**

**Communication via existing AOPNS to existing users; IT Technical Staff**

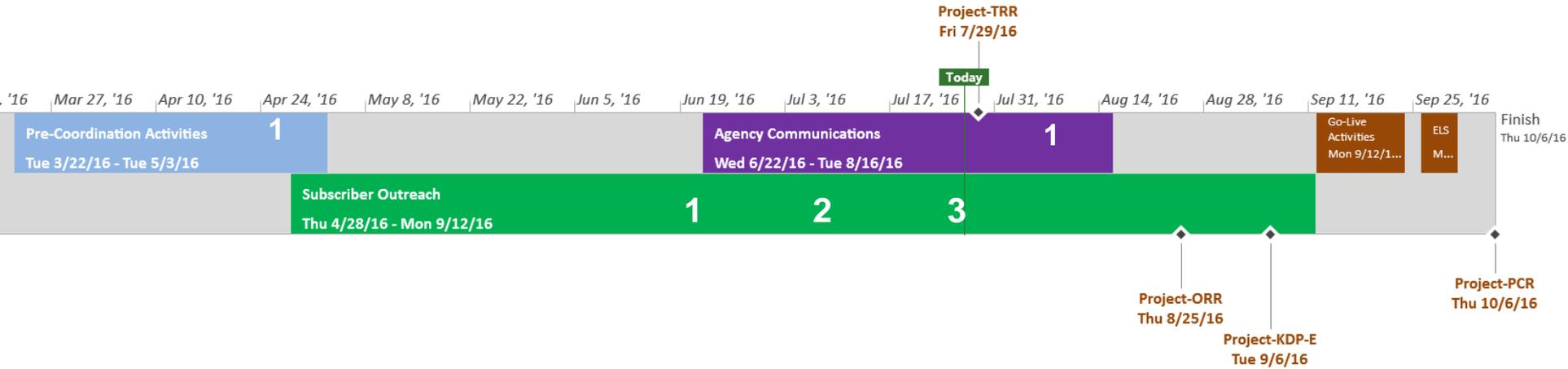


# Project Communications Plan and Activities

- Defines an individual communication path for each element of the release
  - » CSO Notification System (CSONS)
- Within each communication path the plan
  - » Breaks down each communication requirement by the 'category' of the users
    - Executive Users
    - Primary Users/Collaborators/Content Providers
    - NASA Subscribers
  - » Defines the communication methods to be used (status updates, meetings, documentation, project outreach) and which category of user will receive what communication
  - » Defines frequency, timing and a description of the general content for the required communication
- CSONS communications between CDR and TRR
  - » Eighteen presentations

Communication via existing AOPNS to existing users; IT Technical Staff

# Project Communications and Outreach Activities



**1 Inform 2 Invite 3 Follow Up**



# CSONS - Registration Overview

- Registration notices will be sent to all AOPNS and MONS users via AOPNS and MONS starting August, 2016
  - » NAMS CSONS registration application for NASA users is complete
- AOPNS and MONS Banner will be added to all Activity and Outage notifications advising notification recipients to register
  - » Existing AOPNS/MONS users with NASA ID can register when they receive the registration message
  - » New users with NASA ID can register starting August 1, 2016
  - » Users without NASA ID must wait until AAO's upgrade of NASA Guest User system is released the end of August, 2016

See <https://cso.nasa.gov/node/1622>  
for list of services and descriptions (Site available by August 1)

**Communication via existing AOPNS to existing users; IT Technical Staff**



# CSONS - Registration Overview

## Current AOPNS/MONS Subscribers

<b>CURRENT SUBSCRIBERS</b>	
<b>AOPNS Individual Subscribers</b>	437
<b>MONS Individual Subscribers</b>	132
<b>Undecoded Distribution Lists (Corporate and Mission - with no breakdown of subscribers) = 20</b>	~ 127
<b>Estimated Total</b>	<b>696</b>

Breakdown by SITE	
ARC	26
DFRC	10
GRC	11
GSFC	100
HQ	13
IVV	2
JPL	6
JSC	42
KSC	28
LARC	18
MAF	6
MSFC	261
NSSC	18
SSC	14
WFF	9
WSC	2
WSTF	3
Site Not Listed	0
Estimate Unknown from DLs	127
<b>Total</b>	<b>696</b>

Breakdown by EMPLOYER		
Association	Count by Association	Percentage by Association
NASA	107	15%
NICS	260	38%
AAO	43	6%
Various Other	159	23%
Unknown (DLs)	127	18%
<b>Total</b>	<b>696</b>	<b>100%</b>

Note: DLs can contain a mixture of NASA and non-NASA users



# Project Next Steps

- Test User Training: July 28
- TRR: July 29
  - » SITs Duration: August 1 – 15 (Underway)
- CSONS NASA User Registration can begin: August 1
- CSONS NASA Sponsor Registration of External Users: Early September
- Release 2 ORR: August 25
- Release 2 KDP-E: September 6\*
- Go-Live Activities: September 12 – 23
- Primary User Training: September 12 – 23
- Early Life Support: September 26-30
- Release 2 PCR/KDP-F: October 6\*

\* Target dates

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