

GODDARD SPACE FLIGHT CENTER

700 INFORMATION TECHNOLOGY AND COMMUNICATIONS DIRECTORATE

The mission of the Information Technology and Communications Directorate (ITCD) is to:

- Provide the GSFC workforce the information infrastructure and tools that adapt and evolve to effectively and securely support management, science, research, and technology programs,
- Develop, implement, and operate specialized IT systems to support mission planning and operation, and
- Provide systems that disseminate information to the public and that preserve NASA's information assets.

This organization will assure consistency of approach, including appropriate collaboration, centralization and/or elimination of duplicative functions in order to enable the most efficient and effective provision of Information Technology services to the Center as a whole.

The ITCD also works closely with the Agency Office of the Chief Information Officer and the GSFC Office of the Chief Financial Officer to develop a full and accurate accounting of Information Technology expenditures, related expenses, and results. This working relationship ensures the optimization of IT resources when planning, acquiring, managing, and using IT to accomplish GSFC's missions and programs efficiently, effectively, safely, and securely.

The Director of the ITCD also serves as the GSFC CIO and as such has the responsibility, authority and accountability for ensuring that GSFC's information assets are acquired and managed consistent with Agency and federal policies and procedures, and legislation; and that the Center's Information Resource Management (IRM) strategy is in alignment with NASA's vision, mission, and strategic goals. As part of meeting these responsibilities, the ITCD will:

- Ensure that GSFC IT contributes to and supports Agency missions, goals, and objectives, and promote the use of IT by the GSFC to improve the productivity, efficiency, and effectiveness of GSFC and Agency programs;
- Develop and maintain an ongoing process to ensure that IT operations and decisions are integrated with organizational planning, budget, financial management, human capital management, and programmatic decisions;
- Implement, enforce, and ensure the adequacy of policies, procedures, standards, guidelines, control techniques, and training mechanisms related to the security of the Center's information and systems;
- Develop and manage Center IT services with respect to service delivery, budget, and rate methodology in compliance with Federal and Agency policies and standards, and ensure continuity of Center IT operations;

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- Develop and maintain a Center-wide information security program in compliance with Agency and FISMA requirements.

701 CUSTOMER SUPPORT OFFICE

This Office will serve as the focal point of the Directorate by providing a single face to the customer. The Office promotes a strong service culture within the organization that facilitates delivery of high quality service.

Responsibilities include:

- Serving as the interface for all customer support within the Directorate. Specific responsibilities in this area include:
 - Working closely with the ITCD Customer Committee in support of Customer Committee processes, meetings, and other activities
 - Soliciting customer feedback and addressing issues or concerns
 - Address questions concerning capabilities and feasibility of a potential activity
 - Provide guidance concerning steps necessary to pursue activities
 - Facilitate administrative processes necessary for conducting activities in support of customer organizations
 - Developing and maintaining customer service processes and guidelines to provide standardization of customer support tools
- Coordinating all Level 1 Help Desk support to ensure customers can call a single number to get support and the quality of that support is consistently high across the Directorate.
- Developing and managing a performance metrics program for the Directorate that includes:
 - Establishment of quantitative standards of performance (metrics) for each service element.
 - Measurement of service performance against those metrics.
 - Implementation of a performance metrics tracking system that captures service performance.
 - Provide quarterly customer service reports (variance reports and trends).
- Developing management structures that help ensure accountability for results
- Leading efforts to increase organizational responsiveness to customer requirements
- Coordinating efforts to mitigating adverse aspects of Directorate operations

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- Assuring that programs are managed with integrity and in compliance with customer requirements (e.g., timeliness, costs, quality)
- Establishing service level agreement templates based upon established performance metrics. These templates will be used throughout the organization to ensure customer expectations are being met.
- Establishing an ombudsman position as an objective party to assist the customer when they have not received satisfactory resolution to an issue/complaint.
- Establishing an outreach program that will highlight the IT Services provided by the Directorate and ensure that the GSFC customer community is aware of the services and capabilities of the ITCD

703 BUSINESS MANAGEMENT OFFICE

This Office provides a program planning/analysis and resource management function that emphasizes the improvement and effectiveness of Directorate performance. The organization establishes goals for measuring the contributions of IT and information resources to program productivity, efficiency, and effectiveness, develop methods for progressing toward the goals, and define clear roles and responsibilities for achieving the goals. Further, the organization provides a full range of business management expertise to the establishment of Directorate objectives and applies business and financial management techniques to the accomplishment of those objectives.

Responsibilities of this organization include:

- Resource/Financial Management
 - Budget preparation/monitoring including, but not limited to travel and awards
 - Program Analysis
 - Business and financial management support to Center-wide programs
 - Performs special analyses (e.g., trend studies, etc.) to support Directorate and Center management,
 - Coordinates institutional charging models for GSFC partners and reimbursable customers (e.g., Full Cost Accounting, Working Capital Fund, etc.)
 - Coordinates with appropriate functional/project managers to ensure compliance with policies and regulations, applications of new techniques, and effective utilization of resources
 - Special analysis, trend studies, etc. to support the Directorate
 - Physical Space management and advocacy
 - Liaison with CFO's Office
- Work with the Planning and Agency Programs Support Office as needed to:
 - Establish and maintain the Center's IT Capital Planning and Investment Control Process
 - Coordinate the Center's participation in the Agency IT POP exercise, including supporting development of exhibits (e.g., Exhibit 53 and 300s)

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- Workforce Management and Analysis
 - Analyzes staffing needs & develops annual staffing plan
 - Manages the Directorate's workforce (civil service and contractor)
 - Manages the Directorate's reporting and tracking responsibilities related to the FAIR Act and Competitive Sourcing
 - Manages Directorate inputs to the Center Workforce Tracking System
 - Coordinates all Center and Directorate Workforce calls and exercises
 - Initiates/coordinates/processes all Directorate personnel requests
 - Works with OHR to develop programs for training and career development for Center IT professionals
- Logistics and Property Management
- Safety
- Management Controls (policy/procedures)
 - Resources are used consistent with Directorate/Center/Agency Mission
 - Programs/resources are protected from waste, fraud, and mismanagement
 - Laws and regulations are followed
 - Reliable and timely information is maintained, reported, and used for decision-making
- Contract Management and Acquisition Planning
 - Acquisition forecasting
 - Coordinate the development of requirements for a Center-wide Systems Administration contract
- ISO (coordinate Directorate review/response of Goddard Policy Directives, develop/maintain current Directorate GPG's (i.e., 2810))

704 POLICY AND AGENCY PROGRAMS SUPPORT OFFICE

The Office is responsible for policy review, coordination and development. The Office ensures that Center IT plans, support, and services align with Agency and Federal policies, regulations, and guidelines related to IT, and when needed, propose and implement new Center-level policies, guidance, and procedures that align with Agency and Federal directions. The Office manages Agency IT programs for which responsibility has been assigned to GSFC by the Agency CIO, including:

- The Scientific and Engineering Workstation Procurement (SEWP) Program
- The Outsourcing Desktop Initiative for NASA (ODIN) Program
- NASA Incident Response Center (NASIRC)

The Office serves as the primary interface between the ITCD and the Agency Office of the CIO. This includes tracking actions from that office and coordinating Center interaction and responses as required for GAO and IG audits and/or reviews related to IT.

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The Office will support the GSFC Chief IT Security officer by in the implementation of the GSFC IT Security Program by issuing instructions, memoranda, and bulletins designed to facilitate appropriate protection and accountability of information.

Including:

- Working across the Center to provide information security protections commensurate with the magnitude of identified risk.
- Complying with the requirements of FISMA and related policies, procedures, standards, and guidelines to protect Center and Agency information and information systems.
- Ensuring that information security management processes are integrated with GSFC strategic and operational planning processes.
- The Office is responsible for monitoring the overall compliance with Federal and Agency IT security policies on the Center. Including:
 - Execute the security certification program overseen by HQ and compliant with the National Institute of Standards and Technology guidelines for security Certifications and Accreditation of Federal information systems.
 - Develop and maintain information security procedures and control techniques to address all applicable requirements of NASA's unclassified information technology security program.
 - In collaboration with the GSFC Security Division, develop and implement information security procedural requirements, memoranda, and bulletins for GSFC designed to direct and facilitate the protection of both classified and sensitive but unclassified information.
 - In conjunction with the Center Information Assurance Officer:
 - Develop and implement an information security review program designed to ensure that all NASA information systems used to process both unclassified and classified information are in compliance with NASA policy, NASA procedural requirements, and with Federal guidelines.
 - Assure that information security certification is conducted for each information system per the National Institute of Standards and Technology guidance to assure comprehensive evaluation of management, operational, and technical controls.
 - Establish and oversee an information management process to identify, categorize, and label critical systems and information according to the National Institute of Standards and Technology guidelines for information labeling.

708 WALLOPS ITC OFFICE

The Wallops ITC Office will provide a full range of quality information technology and telecommunications services to support WFF's missions. This support will include

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mission-critical and administrative networking support, covering all aspects of network engineering, security, and software support; desktop computing support spanning hardware, software, and maintenance; and telecommunications service in support of communications, phone systems, video distribution, and cable plant and range operations.

Working with the Customer Support Office, this organization will establish a baseline service level agreement and where required a customer specific agreement based upon established performance metrics. These agreements will be used to ensure is meeting customer expectations.

Working with the Customer Support Office, this organization will develop performance metrics for services offered that includes:

- Establishment of quantitative standards of performance (metrics) for each service element.
- Measurement of service performance against those metrics.
- Implementation of a performance metrics tracking system that captures service performance.
- Provide quarterly customer service reports (variance reports and trends).

720 SYSTEMS ENGINEERING AND DEVELOPMENT DIVISION

This Division is responsible for design, development, engineering, integration, test and implementation of voice, video and data services for GSFC and the Agency. This includes meeting the mission, science, engineering and mission support requirements of GSFC and the Agency.

Working with the Customer Support Office, this organization will develop performance metrics for services offered that includes:

- Establishment of quantitative standards of performance (metrics) for each service element.
- Measurement of service performance against those metrics.
- Implementation of a performance metrics tracking system that captures service performance.
- Provide quarterly customer service reports (variance reports and trends).

The System Engineering and Development Division provides a strong focus on new and emerging technologies to ensure integration of technical advancements, as appropriate to realize cost, performance and risk benefits. In partnership with the Customer Support Office, the organization promotes, educates and informs customers of solutions to their business, mission critical or technical requirements.

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721 COMMUNICATIONS SYSTEMS BRANCH

Is responsible for design, development, engineering, integration, test and implementation of voice, video and data services at GSFC. Including:

- Network Systems includes the hardware and software necessary to effectively and efficiently operate and manage the GSFC network environment.
- Telecommunications Systems includes the hardware and software necessary to effectively and efficiently operate and manage the GSFC telecommunications environment.
- IT Security Systems includes the hardware and software necessary to effectively and efficiently operate and manage the GSFC IT security environment.

722 SYSTEMS DEVELOPMENT BRANCH

Is responsible for design, development, engineering, integration, test and implementation of computer services at GSFC, including ensuring appropriate application of IT Security principles throughout the system development life-cycle. Areas of responsibility include:

- Desktop Systems, which includes the hardware and software resident on an end user computer/workstation necessary for that user to accomplish their assigned responsibilities and to effectively and efficiently manage and protect that system.
- Server Systems, which includes the hardware and software used to serve the Center, or community of interest, necessary to accomplish their assigned responsibilities and to effectively and efficiently manage and protect that system.

730 SYSTEMS MANAGEMENT DIVISION

It is the function of this Division to manage the systems comprising the IT infrastructure of the Center. This includes:

- Computer room facilities and communications closets responsible for providing Center-wide IT services.
- Developing and maintaining continuity of operations plans for Center IT services in accordance with Agency and Federal guidance.
- Perform the property management responsibilities for the Directorate.
- Work closely with organizations across the Center to ensure information security for the information and information systems that support the operations and assets under their control through:
 - Assessing the risk and magnitude of the harm that could result from the unauthorized access, use, disclosure, disruption, modification, or destruction of such information or information systems;
 - Determining the levels of information security appropriate to protect such information and information systems for information security classifications and related requirements;

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- Implementing policies and procedures to cost-effectively reduce risks to an acceptable level; and
 - Periodically testing and evaluating information security controls and techniques to ensure that they are effectively implemented.
 - Execute the Center's COMSEC Material Control program.
- Work closely with the Customer support Office to develop performance metrics for services offered that includes:
 - Establishment of quantitative standards of performance (metrics) for each service element.
 - Measurement of service performance against those metrics.
 - Implementation of a performance metrics tracking system that captures service performance.
 - Provide quarterly customer service reports (variance reports and trends).
- Work closely with the Customer Support Office to establish baseline service level agreements, and, where required, customer specific agreements based upon established performance metrics.

731 COMMUNICATIONS SERVICES BRANCH

The Communications Services Branch has the following responsibilities:

- Telecommunications Management: Providing operational management of the Center telephone switch and handsets.
- Circuit Provisioning: Perform circuit acquisition for the Center and Agency.
- Customer support: This includes executing moves, adds, and changes of telephone and network service and systems, resolution of customer problems and working closely with the Customer Support Office to ensure a single Directorate approach to customer service.
- Network Operations and Management: Perform sustaining engineering and network management functions necessary to optimize the performance and effectiveness of the networks of GSFC including mission and mission support.
- Ensure IT Security services are provided for all systems within the Branch's area of responsibility

732 COMPUTER AND APPLICATIONS SERVICES BRANCH

This branch has the following responsibilities:

- Management of center-wide desktop services, including system administration
- Manage center-wide applications services, including back-office services, and represent the Center in the design, development, and provisioning of Agency-wide services including:
 - Email
 - Calendaring

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- Patchlink
- NASA Data Center services
- Active Directory
- Provide server management for all Directorate organizations.
- Ensure IT Security services are provided for all systems within the Branch's area of responsibility