



# Industry Day Briefing I<sup>3</sup>P Enterprise Service Management

Office of the Chief Information Officer

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Ward**

**April 21, 2009**

VISION: Integrated, secure, and efficient information technology and solutions that support NASA



# Industry Days Schedule: April 21, 2009

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- 9:00 a.m. Event Logistics – Joe Sparmo
- 9:05 a.m. OCIO Welcome and I<sup>3</sup>P Overview – Mike Hecker
- 9:50 a.m. I<sup>3</sup>P Enterprise Service Management – Cliff Ward**
- 10:50 a.m. Break
- 11:00 a.m. Enterprise Service Desk & Service Request System – Ken Griffey
- Noon Break
- 12:45 p.m. NICS – Brad Solomon
- 2:15 p.m. Break
- 2:25 p.m. NEDC – Tony Anania
- 3:55 Closing Comments – Bobby German, NASA CIO (acting)
- 4:15 Adjourn



# Agenda

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- Strategy for Managing IT Service Delivery
- Implementation
  - NASA CIO and Center CIOs
  - Enterprise Service Desk
  - Industry Partners

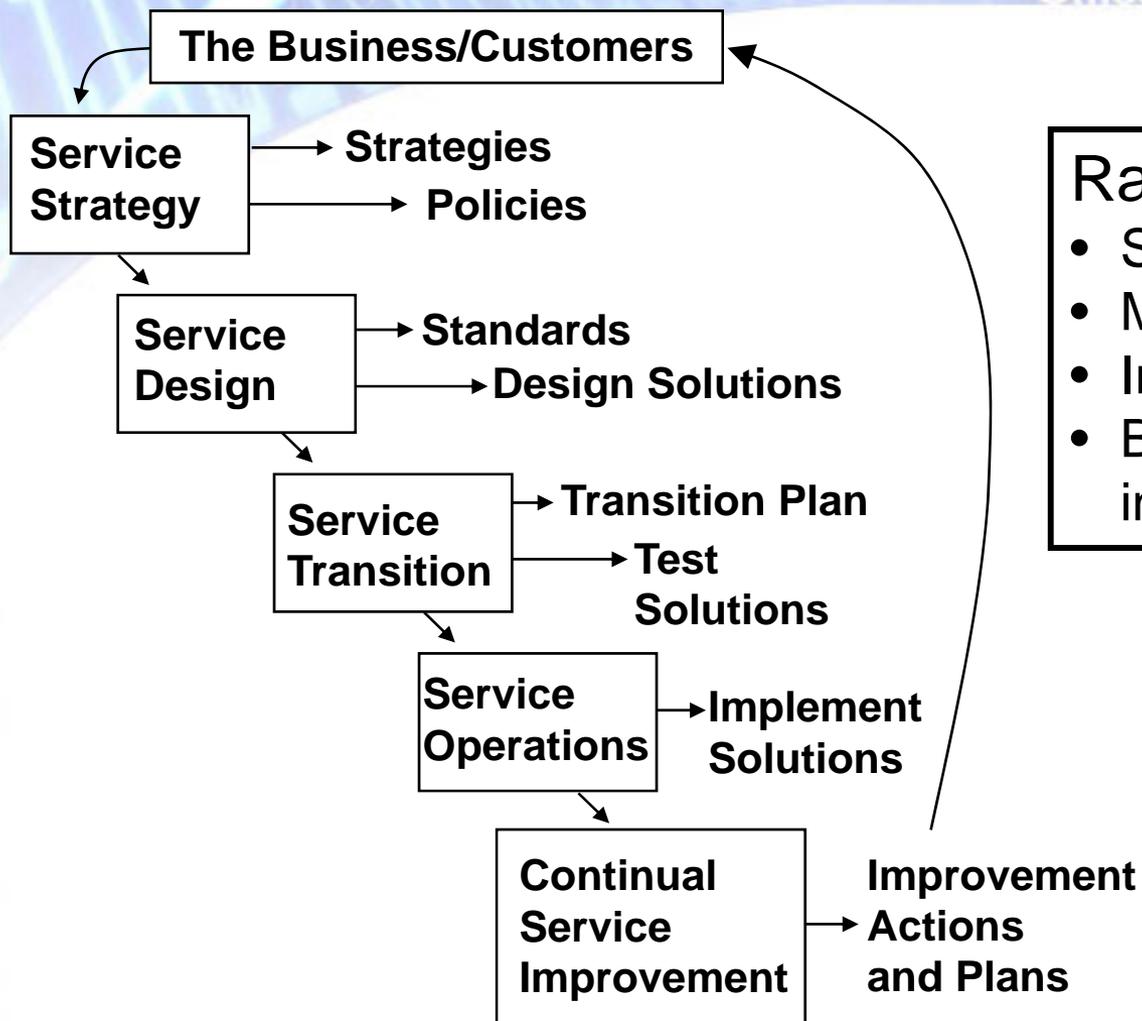
## Reminder

**This information is preliminary and subject to change when the final RFP is released.**



# NASA's Process Model of Choice: ITIL v3 Model

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## Rationale:

- Service delivery focus
- Most current approach
- Industry standard (soon)
- Best pay back for NASA's investment



# NASA - ITIL: Service Lifecycle Approach

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- **Service Strategy**
  - Link IT service strategies to customer value
- **Service Design**
  - Design services to satisfy business objectives
- **Service Transition**
  - Implement service designs
  - Service knowledge management system
  - Refinement of change, configuration and release processes
- **Service Operation**
  - Deliver and manage services
  - Refinement of incident and problem management processes
  - Event and access management
- **Continual Service Improvement**
  - Never-ending review for opportunities





# NASA Services Integrator Roles and Responsibilities

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- **Government (NASA)**
  - Defines key processes and selects tools for implementation
    - Service Strategy, Service Planning, Service Level Management, Service Catalog
    - Incident Management, Problem Management, Request Management
    - Configuration Management, Release Management, Change Management
  - Provides process, operating-level agreements (OLA), and tool for service provider to implement
  - Monitors metrics for service-level agreement (SLA) compliance
  - Provides details on the dividing line between government and contractor responsibility must be determined on a process-by-process basis
- **Industry Partners**
  - For Government-defined processes, develops internal procedures for implementing
  - For remaining processes, defines process and implements using a “black box” model



# Role of NASA CIO and Center CIOs

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- Perform governance, management, and oversight of the delivery of IT services
- Work with NASA leadership to approve new/upgraded IT services
- Prioritize the implementation of service delivery processes, ensuring ITIL v3 best practices are followed
- Work with industry partners on the implementation of new services and processes
- Monitor the quality of service delivery and adherence to service level agreements
- The government has both strategic and tactical responsibilities:
  - **Strategically** provide leadership in NASA's development of Agency-wide IT services and adopt common processes for delivering services
  - **Tactically** monitor day-to-day performance, engage to resolve problems that get escalated, and manage communications with users



# Primary Process Targets

Change  
Management

Incident  
Management

Request  
Fulfillment

Problem  
Management

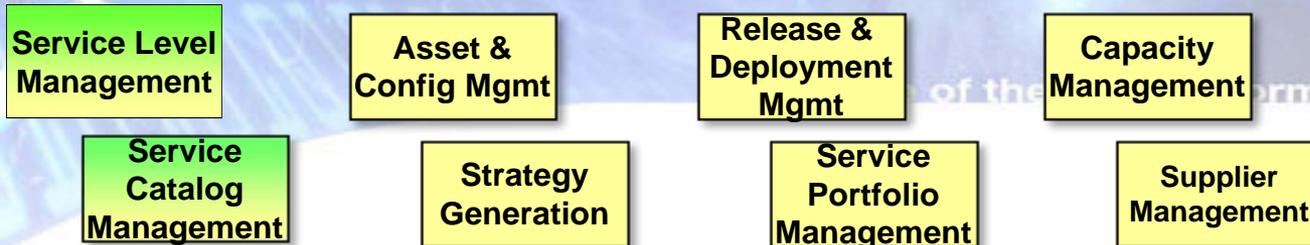
Service Level  
Management

Similar Processes

- As stated, Government has selected a process model and defined roles of government and industry partners
- Also, a roadmap has been developed for implementing ITIL processes
- First five processes are foundational (i.e., many other processes depend on these)
  - Stronger familiarity among technology groups
  - Very “ticket management” heavy
  - Strong ties to service desk
  - Quick wins:
    - Maximize information capture and sharing
    - Minimize unauthorized changes
    - Ensures that requests are managed in a timely manner
    - Large volume of performance information
    - Very visible to and large impact on customers
    - Relatively inexpensive modifications, not re-engineering



# Secondary Process Targets



- **Service Level Management** - helps IT communicate performance to customers; however, performance reporting requires that certain processes are standardized and consistent
- **Service Catalog Management** - a change management process has been defined and placed into operation by the Enterprise Architecture team. The process will include an automated tool and support under the Enterprise Change Management process in the near future
- **Asset/Configuration** - is a foundational process, requiring a significant amount of set-up/coordination across teams
- **Release and Deployment** - is the second-half of change management but is largely technical; so returns are not as dramatic as primary targets
- **Capacity Management** - ensures that resources are efficiently used; however, asset and configuration and change management must be in place.
- **The remaining processes**, although important, do not have histories of quantifiable returns, and have limited process dependencies.



# Role of Enterprise Service Desk

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- Provides single point of contact between customers for requesting IT services and addressing service issues
- Provides single interface between government and industry partners (NICS, ACES, NEDC, WEST, EAST) for managing service delivery and ITIL processes
- Details discussed in following briefings

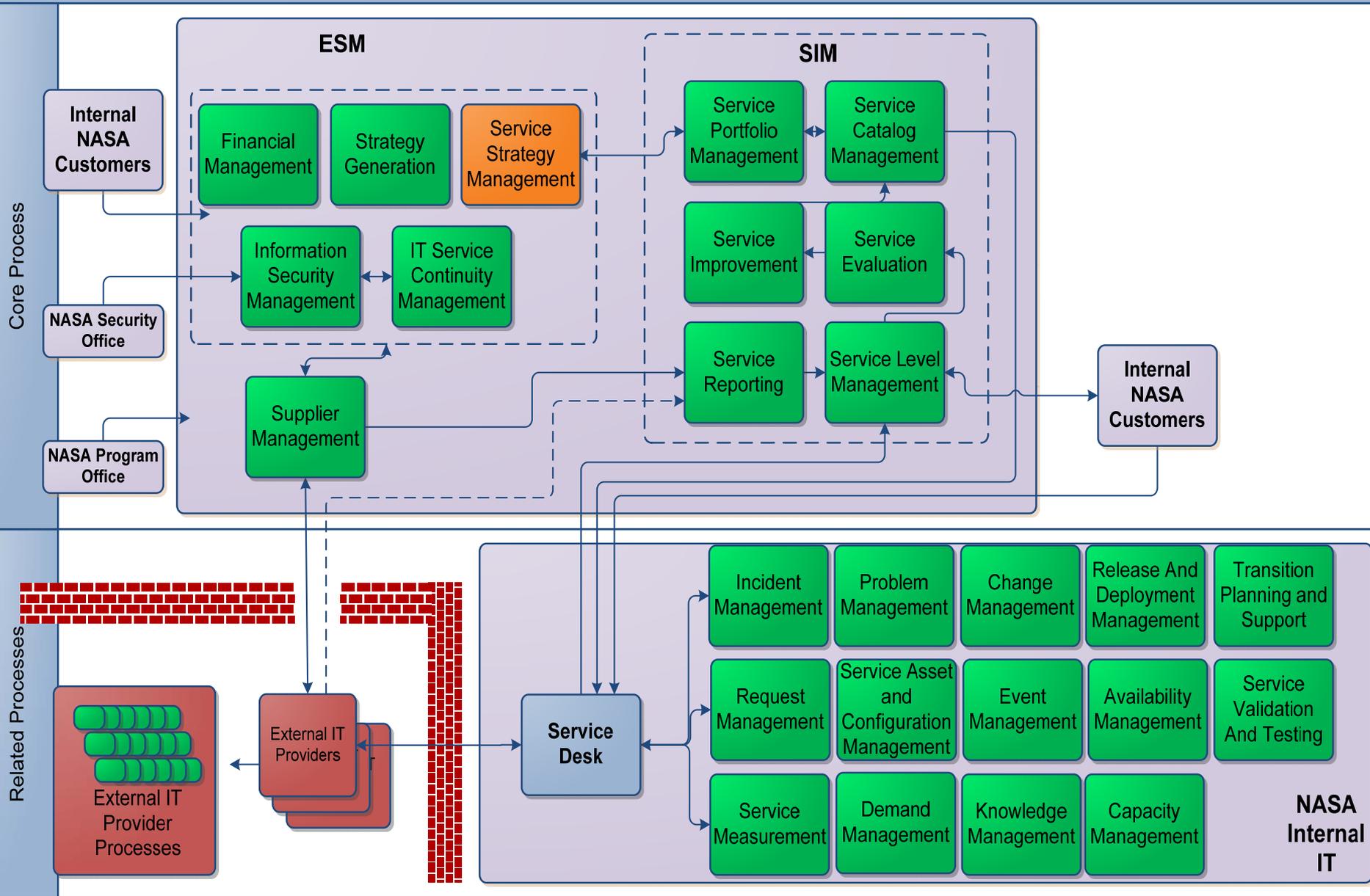


# Role of Industry Partners

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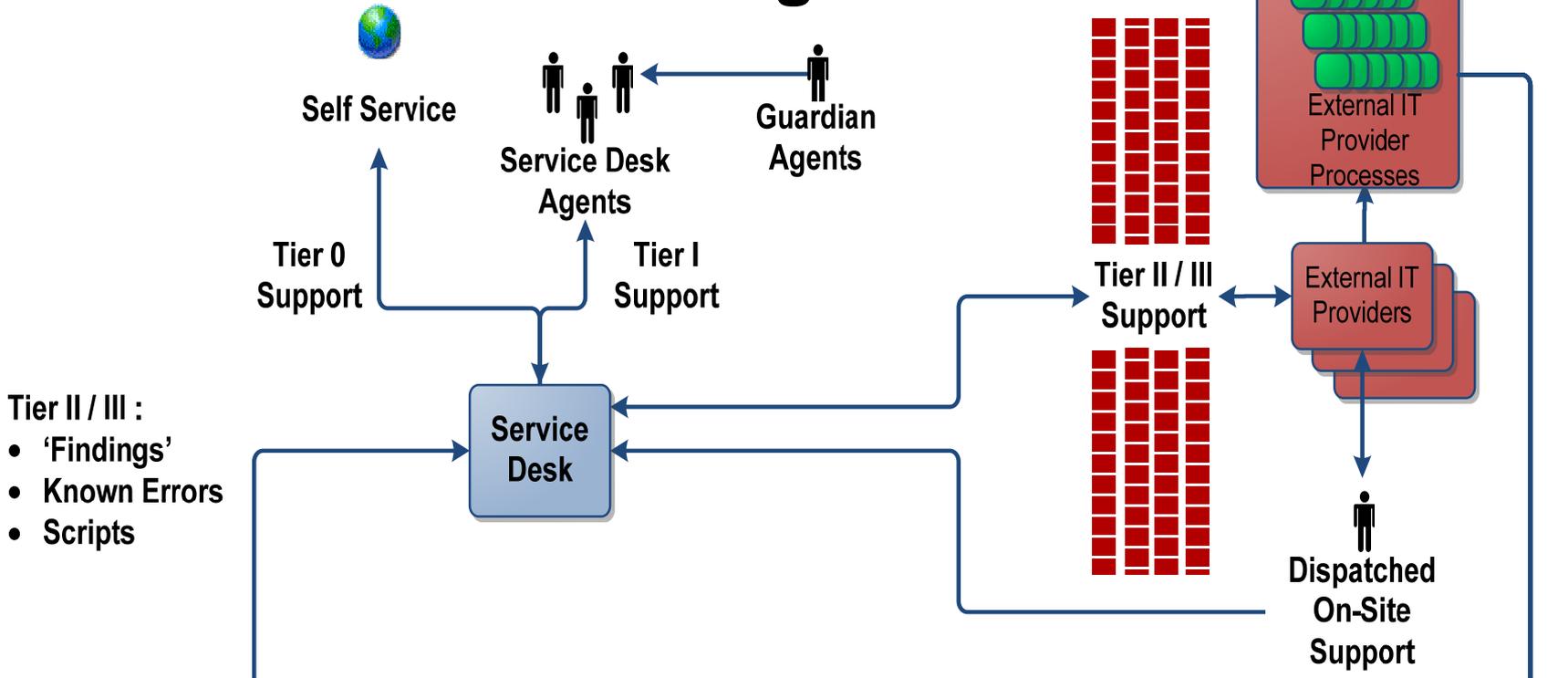
- The majority of responsibility for actual delivery of services resides with industry.
- Industry will need to interface their ITIL compliant processes with the government's processes via: the SIM, ESD, and the targeted ITSM Remedy Tool.
- In addition, industry will be asked to work with the government on continual process improvement.
- Industry Service Providers will be expected to work the ITIL “Continual Service Improvement” (CSI) phase with the OCIO and Centers.

# Service Integration Management (SIM) – High Level

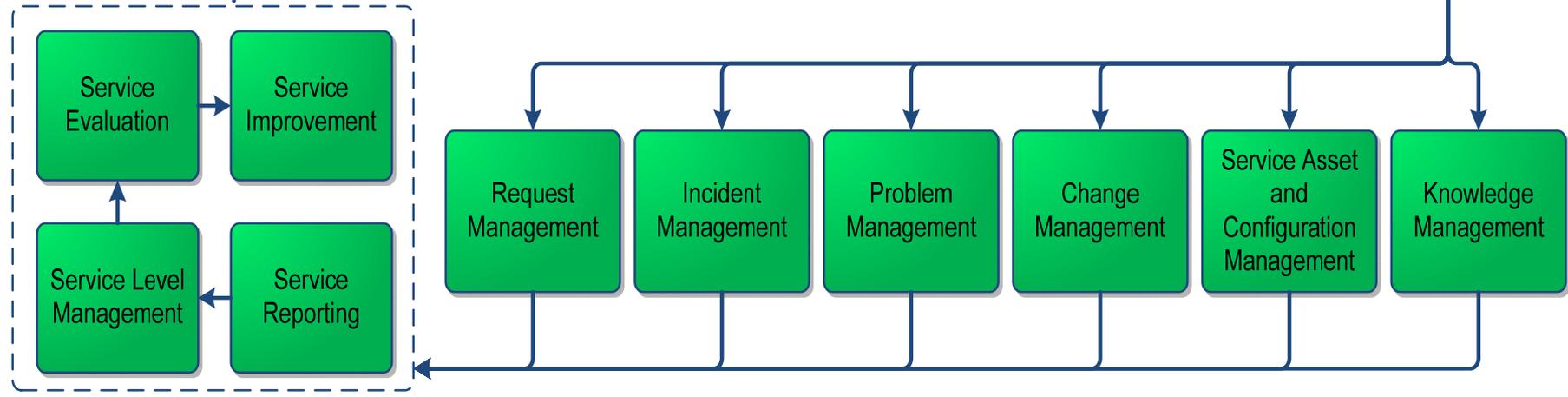


# TIER 2/3 Service Management

Core Process



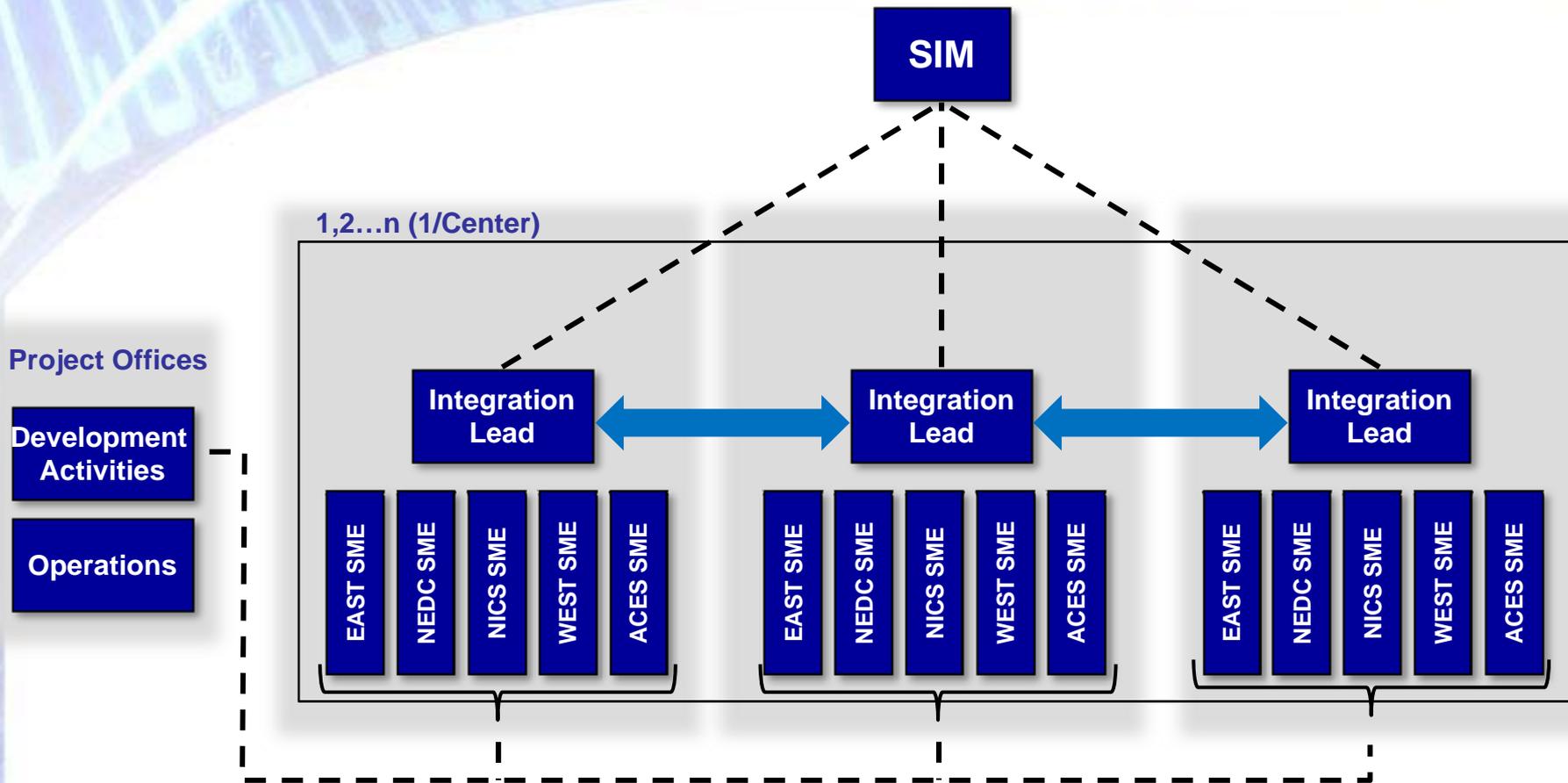
Related Processes





# ITIL - Service Integration Management at NASA Centers

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- - - Info. Exchange



# Summary

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- Near term focus for service management is tactical: continuing existing services and dealing with incidents
- Eventually grow into other ITIL process areas
- Details outlined in cross functional PWS
  - Common to all RFPs
  - Contains NASA's strategy for service integration
  - Provides framework for plugging in industry processes
  - Identifies touch points with enterprise service desk