



Industry Day Briefing Enterprise Service Desk

Office of the Chief Information Officer

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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 I³P Overview – Mike Hecker
- 9:50 a.m. I³P 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



Contents

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- Project Overview
- Project Schedule
- Project Formulation

Reminder

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

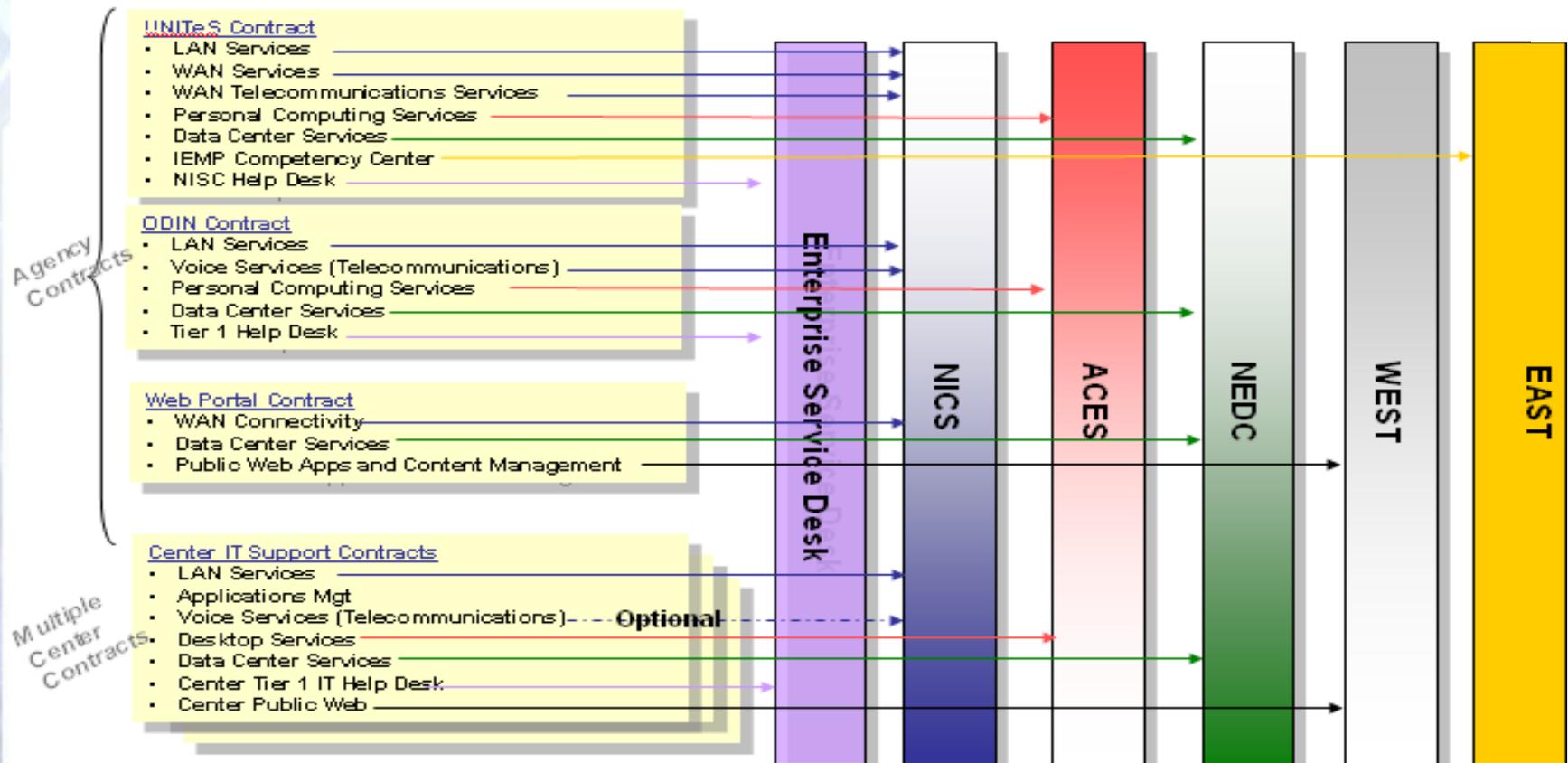


Project Overview



Agency IT Infrastructure Support Transformation

- Consolidates and requires Centers to use Agency contracts for core IT infrastructure services
- Allows Centers to use Center specific IT support contracts for Non-I3P services
- Uses a single Enterprise Service Desk and Enterprise Service Request System for reporting/tracking Incidents and for requesting I3P defined services
- Primary purpose is to provide better IT security, collaboration, efficiencies to accomplish the NASA mission
- Center and Mission Directorate CIOs have helped shape I3P decisions since November 2007



Service Desk Level	Proposed Responsible Provider	Gov't/Vendor Tools/DBs/Facilities
<p>TIER 0: Self-service support using knowledge base</p>	<ul style="list-style-type: none"> • NEDC Hosted • Service Desk Managed 	<ul style="list-style-type: none"> • Government Database • NEDC Hosted
<p>TIER 1: Any support that can be provided via a phone, chat, or virtual terminal control from a Service Center agent location. Specific support must be provided from document processes and desk guides such as user ID/password reset, application access support, etc. Also includes providing status of I³P systems that may be impacting user functionality.</p>	<ul style="list-style-type: none"> • NSSC Hosted • Service Desk Managed and Operated 	<ul style="list-style-type: none"> • Government – Remedy (Licenses) • Government or Vendor Facility
<p>TIER 2: Desk-side assistance and computer lab support (a technician is actually dispatched to assist you, e.g., blue screen, printer jam, and software or hardware issue)</p>	<ul style="list-style-type: none"> • Infrastructure Provider Contract 	<ul style="list-style-type: none"> • End User service provider, • Data Center provider (I³P contract)
<p>TIER 3: Specialized Technical Support, (usually escalated to vendor support)</p>	<ul style="list-style-type: none"> • Infrastructure Provider Contract 	<ul style="list-style-type: none"> • End User service provider, • Data Center provider (I³P contract)



ESD Vision & Mission

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- Vision
 - Single Point of Contact (SPOC)
 - Process oriented
 - Communications funnel
 - 24/7 escalation of tickets/information
 - Stood up prior to five I³P contract awards
 - IT Service Management focus
- Mission
 - Tier 0/1 initially, may expand scope later
 - Systems Management
 - Service Integration Management Support
 - Enterprise Service Request System
 - Initially take over tier 0/1 from ODIN and NISC
 - Work closely with ACES, EAST, NEDC, NICS, WEST
 - Service Level Agreements

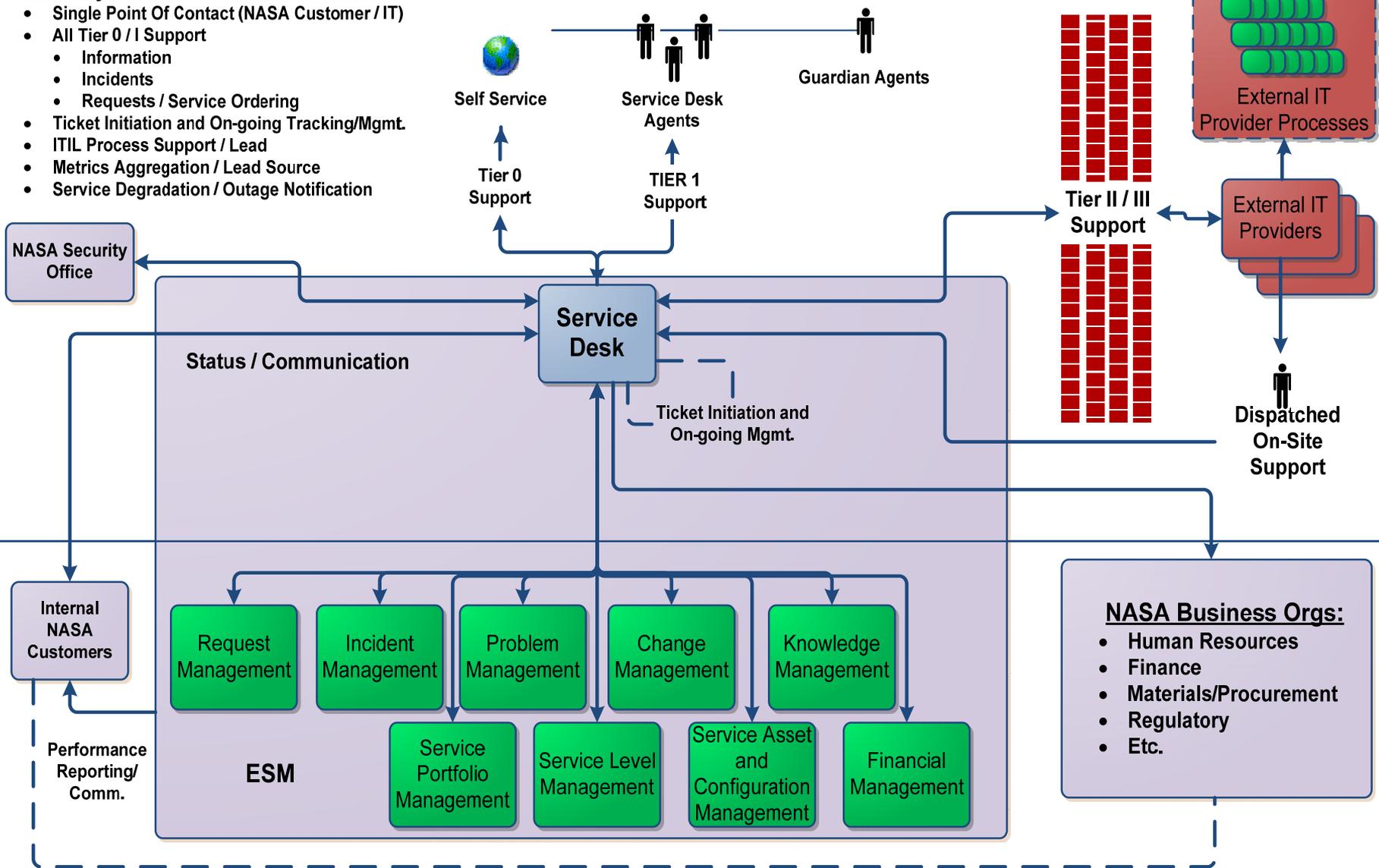
ESD Diagram

Primary Service Desk Functions:

- Single Point Of Contact (NASA Customer / IT)
- All Tier 0 / I Support
 - Information
 - Incidents
 - Requests / Service Ordering
- Ticket Initiation and On-going Tracking/Mgmt.
- ITIL Process Support / Lead
- Metrics Aggregation / Lead Source
- Service Degradation / Outage Notification

Core Process

Related Processes





ESD Goals and Objectives

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- Provide a single point of contact for initial reporting of incidents related to I³P services.
- Provide 24x7 operations.
- Process incidents/problems as per defined SLAs.
- Establish and maintain an Incident Management System (IMS).
- Establish interfaces for escalated incidents to I³P and non-I³P Contractors.
- Collect and report SLA based performance metrics.
- Manage communications for I³P services.
- Provide for Continuity of Operations.
- Establish and maintain a TIER 0 I³P Self-Service Capability.
- Establish and maintain the Enterprise Service Request System (ESRS).



Overview of ESD

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- The envisioned system will be based on an IT Service Management (ITSM) -aligned service philosophy, where the primary focus is the end-user/customer's perspective of the services provided by the OCIO infrastructure support organizations.
- To achieve the ITSM vision, NASA is employing an ITIL-aligned process framework. This standard framework will allow consistent and effective operations between disparate organizations and providers by defining a common set of operating processes that all participating parties must use.
- The Enterprise Service Desk (ESD) and Enterprise Service Request System (ESRS) will provide the primary customer interface for I³P service requests, incident reporting, and I³P status reporting.



Overview of ESD (Cont)

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- A common ITSM tool has been selected – Remedy 7.x. This tool, widely used across the agency for Help Desk support and meets NASA's I³P ITSM requirements.
- Remedy provides a framework and foundation for establishing an integrated ITIL-based incident, problem, and request management solution.
- The current Remedy implementation is being expanded to also support the service request requirements for customers ordering I³P services.



ESD Elements

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- The ESD and ESRS are foundational components of NASA's I³P strategy for delivery of core IT infrastructure services.
- The ESD will provide TIER 0 user self-service, TIER 1 service support, Configuration Management Database (CMDB) infrastructure, and reporting for I³P services.
- The ESD (ESRS) will provide a single consolidated web-based ordering system for customers to request I³P services from the ACES, NICS, NEDC, EAST and WEST contracts. The ESD will also provide the capability for routing requests to the appropriate I³P service provider based on OCIO-defined business rules.



ESD Operational Requirements

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- ESD TIER 0/ TIER 1 Service Desk Services: receive, process, and escalate incidents and problems; TIER 0 content management; and Remedy (ITSM) configuration and admin support.
- ESD SUPPORT SYSTEMS MANAGEMENT: Core-level DBA, System Administration support, IT security, patch management, license management for IT systems, databases, and the communications infrastructure support.
- ESD Service Integration Management support: notifications of service outages, planned events, upgrades, new services for enterprise distribution; configuration management of ESD systems including Configuration Item validation of CMDB updates as a result of any activity; continuous service improvements; service performance analysis and reporting from the CMDB; incident closure and customer survey management.



ESD Incident Closure

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- As part of TIER 1 Services, the ESD has the responsibility for closure of all I³P tickets.
 - Develop the systems and processes needed to survey customer satisfaction with the I³P Services. Only I³P data resident in the Service Providers (SP) system shall be included in the I³P portion of the survey.
 - Coordinate with the project executives and the service integration management office as to the survey questions and expected response rates.
 - Ensure that configuration item information related to incident close-out is updated in the CMDB as per identified sampling rates.



ESD Configuration Management

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- The ESD is responsible for Configuration Management tracking associated with supporting the I³P Contractors and the SIM.
 - The ESD shall verify I³P Configuration Items (CI) associated with each Incident, Problem or Service Request processed by TIER 2 contractors by sampling 5% of all tickets elevated to TIER 2. Occasionally a more comprehensive audit will be required (not anticipated to exceed one per year).
 - The ESD shall be responsible for following up with I³P Contractors to rectify inaccuracies in Configuration Item records discovered during sampling or during more comprehensive audits directed by the SIM. This will be done by the SP contacting the appropriate I³P contractor, providing the contractor with the sampling or audit results, and verifying completion once the I³P contractor reports the CIs have been updated.



Catalog Management and Service Ordering Support

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- The ESD shall be responsible for developing and maintaining the ESRS based on services defined in the Enterprise Service Catalog.
 - This may include the bundling of multiple services.
 - This requires adding CIs related to the service, a service description, associated SLAs, service costs, I³P contract designee for service provisioning.
- The ESD will be responsible for developing the Remedy workflow processing and configuration settings based on Enterprise Architecture (EA) and SIM-defined business rules.
- The system shall provide for complete tracking and management of requests through a self-service customer web interface.



Catalog Management and Service Request Support (Cont)

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- The ESD shall maintain and document interfaces to external systems (such as SAP and IDMAX) that support the workflow and request service.
- The ESD shall use EA defined interface requirements for I³P contractor request fulfillment systems (in the event that they do not use our ITSM tool).
- The ESD shall adhere to the EA Enterprise Service Catalog change management process.
- The ESD shall be responsible for providing partitioned views into Enterprise Service Catalog based on the user role and/or Center/organization.



Current Schedule

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- Internal Go-Live Date January 4, 2010
(All systems tested and operational)
- Customer Go-Live Date May 1, 2010
(Begin taking calls)