Instructions:

(1) The Cross Functional DRD's are to be inserted as a group into the appropriate RFP DRD section.

(2) Any changes to these DRD's will be provided by the OCIO.

Change Information Page

Document History			
Document Number	Version/Change	Issue Date	Summary of Change(s)
032509-2	***Baseline/Version 1***	***March 25, 2009***	***Baseline***
041609	***Version 2***	***April 16, 2009***	***Removed DRDs CF-01 and CF-02 but numbering of other DRDs remains unchanged for now; office receiving reports changed from OCIO to CIO at managing Center; eliminated references to SLA management***
TBD	***Version 3***	***August 3, 2009***	***Added IT security DRD's, CF-01, CF-02 and CF-12; updated CF-05 with additional reporting examples; updated DRD ISSUE to state "Final RFP"***
TBD	***Version 4***	***August 12, 2009***	***Updated DRD CF-12 sections 15.1 Scope and 15.2 Applicable Documents***
TBD	***Version 5***	***September 23, 2009***	***Updated CF-03 section 14 Interrelationship and section 15.4 Format; Updated CF-07 section 15.4 Format; Updated CF-09 section 15.4 Format and section 15.5 Maintenance; Updated CF-11 section 15.4 Format; Added DRD's CF-13 and CF-14***
	Version 6	***April 12, 2010***	***Updated CF-13 to reflect changes due to decision to utilize the NSSC/ESD Remedy as the Enterprise Service Catalog***

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: TBD **ISSUE**: Final RFP 2. **DRD NO.**: CF-01
3. **DATA TYPE**: 2 4. **DATE REVISED**:
5. **PAGE**: 1/1
6. **TITLE**: Information Security Management Plan

7. **DESCRIPTION/USE**: To describe the Contractor's methodology for managing all aspects of information security, including addressing the cross-functional and service-specific information security requirements.

8. **OPR**: OCIO 9. **DM**: <Center CIO releasing contract>

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: 60 days after effective date of the contract.

12. **SUBMISSION FREQUENCY**: One time, revise as required.

13. **REMARKS**:

14. **INTERRELATIONSHIP**: CF-Performance Work Statement, Section 6.2.b

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The Information Security Management Plan provides the Contractor's proposed management approach for meeting cross-functional and service-specific information security requirements.

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**:

The Information Security Management Plan shall include, at a minimum, the following:

(1) Contractor's information security POC(s) and roles and responsibilities for the POC(s);
(2) Proposed grouping of information systems provided under the contract into IT System Security Plans (IT-SSP) and anticipated FIPS 199 security category of each information system;
(3) Process for meeting security authorization requirements, including development and maintenance of IT-SSPs, implementation and validation of controls, security assessments, remediation, authorization, continuous monitoring, etc.
(4) Processes for addressing all applicable information security requirements, including vulnerability scanning and mitigation, maintaining secure system configurations, patch/configuration management and reporting, malware protection
(5) Process for information security incident management and response, including coordination with NASA Security Operations Center (SOC) and IT Security Managers, Privacy Act Managers, etc.;
(6) Process for providing required data to the NASA SOC;
(7) Process for ensuring that Contractor employees meet information security requirements, such as IT security awareness training, qualifications for system administrators and others with elevated user privileges, etc., and that Contractor

employees are knowledgeable of NASA information security policies and procedures;

15.4 **FORMAT**: Contractor format is acceptable with NASA approval.

15.5 **MAINTENANCE**: Changes shall be incorporated by complete reissue. Update as required to maintain current with program changes.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: N/A **ISSUE**: Final RFP 2. **DRD NO.**: CF-02
3. **DATA TYPE**: 1 4. **DATE REVISED**:
5. **PAGE**: 1/2

6. **TITLE**: Information Technology (IT) System Security Plan (SSP)

7. **DESCRIPTION/USE**: To provide the Contractor's compliance with the IT security requirements in NFS 1852-204-76 (as modified by NASA Procurement Information Circular 08-09, dated May 1, 2008), section 6 of the Cross-Functional PWS, and any additions/augmentations described in NPR 2810.1, Security of Information Technology. This document will be used as part of the NASA IT security certification and accreditation process and to identify IT system inventories and appropriate Contractor IT security points of contact.

8. **OPR**: XD030 9. **DM**: XD042

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: As required by the NASA C&A process, in coordination with the information system's NASA authorizing official.

12. **SUBMISSION FREQUENCY**: The IT SSP shall be reviewed and updated on a continual basis and after any significant changes to the IT System or contractor personnel point of contact (POC) information. Updated copies shall be submitted upon any significant changes or every three (3) years, whichever comes first.

13. **REMARKS**:

14. **INTERRELATIONSHIP**: CF-Performance Work Statement, section 6.2.a,

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The Information Technology (IT) System Security Plan includes a description of the IT system and its implementation of security controls, risk assessment, self assessment of security plans, and contingency plan, in compliance with NIST SP 800-18 and NIST SP 800-53.

15.2 **APPLICABLE DOCUMENTS**:

a) FIPS 200, Minimum Security Requirements for Federal Information and Information Systems
b) FIPS 199, Standards for Security Categorization of Federal Information and Information Systems
c) NFS 1852.204-76, Security Requirements for Unclassified Information Technology Resources (May 2007) (as modified by NASA Procurement Information Circular 08-09, dated May 1, 2008)
d) NPR 2810.1, Security of Information Technology
e) NIST SP 800-18, Guide for Developing Security Plans for Federal Information Systems
f) NIST SP 800-30, Risk Management Guide for Information Technology Systems
g) NIST SP 800-34, Contingency Planning Guide for Information Technology Systems
h) NIST SP 800-61, Computer Security Incident Handling Guide

i) NIST SP 800-37, Guide for the Security Certification and Accreditation of Federal Information Systems
j) NIST SP 800-53, Recommended Security Controls for Federal Information Systems
k) NIST SP 800-53A, Draft Guide for accessing the Security Controls in Federal Information Systems

15.3 **CONTENTS:**

The Information Technology (IT) System Security Plan shall include the following:

(1) The IT System Security Plan shall be written in accordance with NASA FAR 1852.204-76 (as modified by NASA Procurement Information Circular 08-09, dated May 1, 2008) and NIST SP 800-18, and following the process defined in NIST SP 800-37. It should also address all the required security controls defined in the latest revision of the NIST SP 800-53 based upon the security categorization (per FIPS 199).
(2) Risk Assessment: The IT Risk Assessment report shall be written in accordance with NASA FAR 1852.204-76 (as modified by NASA Procurement Information Circular 08-09, dated May 1, 2008) and following the guidelines of NIST SP 800-30.
(3) Self Assessment: The self-assessment shall be conducted and provided in the format defined by NIST SP 800-53A
(4) Contingency Plan: The IT Contingency Plan shall be written in accordance with NASA FAR 1852.204-76 and following the guidelines of NIST SP 800-34.

15.4 **FORMAT**: Contractor format is acceptable following guidelines in 15.3

15.5 **MAINTENANCE**: Changes shall be incorporated by change page or complete reissue.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: TBD **ISSUE**: Final RFP 2. **DRD NO.**: CF-03
3. **DATA TYPE**: 2 4. **DATE REVISED**:
5. **PAGE**: 1/1

6. **TITLE**: Service Asset and Configuration Management (SACM) Plan

7. **DESCRIPTION/USE**: To describe the Contractor's approach for managing and protecting the integrity of Service Assets and Configuration Items.

8. **OPR**: OCIO 9. **DM**: <Center CIO releasing contract>

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: 60 days after effective date of the contract.

12. **SUBMISSION FREQUENCY**: One time, revise as required

13. **REMARKS**:

14. **INTERRELATIONSHIP**: Appendix 1 to Attachment J-1, Section 5.3, Section 7

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The SACM Plan provides the Contractor's proposed management approach for managing and protecting the integrity of Service Assets and Configuration Items throughout the service lifecycle.

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**:

The SACM Plan shall include, at a minimum, the following:

(1) Process for identifying and maintaining Configuration Items/Service Assets (including relevant attributes, relationships, baselines and detail, and status and changes thereto) in the Government CMDB;
(2) Process for verifying and auditing Configuration Items and Service Assets; and
(3) Process for implementing corrective actions to resolve Configuration Item/Service Asset discrepancies.

15.4 **FORMAT**: Contractor format is acceptable with NASA approval.

15.5 **MAINTENANCE**: Changes shall be incorporated by complete reissue. Update as required to maintain current with program changes.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: TBD **ISSUE**: Final RFP 2. **DRD NO.**: CF-04
3. **DATA TYPE**: 2 4. **DATE REVISED**:
5. **PAGE**: 1/1

6. **TITLE**: Release and Deployment Management (RDM) Plan

7. **DESCRIPTION/USE**: To describe the Contractor's approach for managing release packages and their constituent components and deployment into production and establishing effective use of the service(s).

8. **OPR**: OCIO 9. **DM**: <Center CIO releasing contract>

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: 10 days after effective date of the contract.

12. **SUBMISSION FREQUENCY**: One time, revise as required

13. **REMARKS**:

14. **INTERRELATIONSHIP**: Appendix 1 to Attachment J-1, Section 7

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The RDM Plan provides the Contractor's approach for managing release packages and their constituent components and deployment into production and establishing effective use of the service(s).

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**:

The RDM Plan shall include, at a minimum, the following:

(1) Process for performing RDM in coordination and collaboration with Government, I3P Contractors, and other Contractors;
(2) Process for notifying the Enterprise Service Desk regarding release and deployment activities;
(3) Process for building, testing, piloting (if required), and packaging of releases;
(4) Process for planning for pass/fail situations and executing a back-out plan (if required);
(5) Process for verifying deployment, stabilizing service(s), and closing deployment.

15.4 **FORMAT**: Contractor format is acceptable with NASA approval.

15.5 **MAINTENANCE**: Changes shall be incorporated by complete reissue. Update as required to maintain current with program changes.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: TBD **ISSUE**: Final RFP
2. **DRD NO.**: CF-05
3. **DATA TYPE**: 3
4. **DATE REVISED**:
5. **PAGE**: 1/2
6. **TITLE**: Application Inventory (AI) Report

7. **DESCRIPTION/USE**: To collect and provide an inventory of applications being used to support NASA services and their associated cost elements.

8. **OPR**: OCIO 9. **DM**: <Center CIO releasing contract>

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: 60 days after effective date of the contract.

12. **SUBMISSION FREQUENCY**: Annually.

13. **REMARKS**:

14. **INTERRELATIONSHIP**: Appendix 1 to Attachment J-1, Section 7

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The AI Report shall include all applications being used to support NASA services.

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**:

The AI Report shall include, at a minimum, the following:

(1) Application Name (As documented in the NASA Application Repository)
(2) Unique Application ID (As documented in the NASA Application Repository)
(3) Application Owner (Responsible NASA government official)
(4) Technical POC for the application (Individual with the most technical knowledge about the application, i.e., government or contractor)
(5) Application Description / Services Provided
(6) Total Annual Cost: Development, Maintenance, Enhancement or Steady State to include:
    a. Total Hardware Costs e.g., server(s), storage, upgrades, application specific hardware devices
    b. Total Software Licensing/Purchase Fees
    c. Total Recurring Maintenance and Support Agreement Fees
    d. Total Application Data Center Hosting Costs e.g., infrastructure, facilities, HVAC, power, labor
    e. Total Contractor Work Year Equivalent Cost (required to directly support the application)

15.4 **FORMAT**: Contractor format is acceptable with NASA approval.

15.5 **MAINTENANCE**: Changes shall be incorporated by complete reissue. Update annually to maintain current with program changes.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: TBD **ISSUE**: Final RFP
2. **DRD NO.**: CF-06
3. **DATA TYPE**: 2
4. **DATE REVISED**:
5. **PAGE**: 1/1
6. **TITLE**: Capacity Management Plan
7. **DESCRIPTION/USE**: To describe the Contractor's methodology and approach for managing capacity and associated performance issues.
8. **OPR**: OCIO
9. **DM**: <Center CIO releasing contract>
10. **DISTRIBUTION**: Per Contracting Officer's letter
11. **INITIAL SUBMISSION**: 60 days after effective date of the contract.
12. **SUBMISSION FREQUENCY**: One time, revise as required
13. **REMARKS**:
14. **INTERRELATIONSHIP**: Appendix 1 to Attachment J-1, Section 7
15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The Contractor's Capacity Management Plan describes Contractor's methodology and approach for managing capacity and associated performance issues relating to both services and resources.

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**:

The Capacity Management Plan shall include, at a minimum, the following:

(1) Process for identifying service and component capacity including trends and profiles;
(2) Process for recommending effective use of existing capacity;
(3) Standard templates to support capacity planning;
(4) Process for coordinating and collaborating with Government, I3P Contractors, and other Contractors to support capacity planning;
(5) Process for providing advice on new technologies; and
(6) Process for notifying the Enterprise Service Desk regarding potential issues.

15.4 **FORMAT**: Contractor format is acceptable with NASA approval.

15.5 **MAINTENANCE**: Changes shall be incorporated by complete reissue. Update as required to maintain current with program changes.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: TBD **ISSUE**: Final RFP 2. **DRD NO.**: CF-07
3. **DATA TYPE**: 3 4. **DATE REVISED**:
5. **PAGE**: 1/1

6. **TITLE**: Service and Component Capacity Report

7. **DESCRIPTION/USE**: To collect and provide service and component capacity data showing trends and utilization.

8. **OPR**: OCIO 9. **DM**: <Center CIO releasing contract>

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION:** 10 business days following completion of the first monthly reporting period.

12. **SUBMISSION FREQUENCY**: Monthly within 10 business days after the end of each calendar month.

13. **REMARKS**:

14. **INTERRELATIONSHIP**: PWS Appendix A, Section TBD

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The Service and Component Capacity Report provides monthly data showing capacity utilization, volumes, and historical trends against forecasts and baselines.

15.2 **APPLICABLE DOCUMENTS**: Appendix 1 to Attachment J-1, Section 7

15.3 **CONTENTS**:
The Service and Component Capacity Report shall include, at a minimum, the following:

(1) Results of performance monitoring, service capacity analysis, and service performance tuning;
(2) Current, historical, and projected capacity thresholds;
(3) Reporting against Government established standards and metrics;
(4) Results of formal reviews of projected capacity requirements;
(5) Capacity and performance trends and volumes against forecasts and baselines;
(6) Results of prototyping and sizing exercises; and
(7) Testing and sizing models for capacity impacts;

15.4 **FORMAT**: Contractor format is acceptable with NASA approval.

15.5 **MAINTENANCE**: None required.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: TBD **ISSUE**: Final RFP 2. **DRD NO.**: CF-08
3. **DATA TYPE**: 2 4. **DATE REVISED**:
5. **PAGE**: 1/1

6. **TITLE**: Availability Management (AM) Plan

7. **DESCRIPTION/USE**: To describe the Contractor's methodology for managing all availability-related issues, relating to both services and resources, ensuring that availability targets in all areas are measured and achieved.

8. **OPR**: OCIO 9. **DM**: <Center CIO releasing contract>

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: 60 days after effective date of the contract.

12. **SUBMISSION FREQUENCY**: One time, revise as required

13. **REMARKS**:

14. **INTERRELATIONSHIP**: Appendix 1 to Attachment J-1, Section 7

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The AM Plan provides the Contractor's proposed approach for managing availability of services and systems.

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**:
The AM Plan shall include, at a minimum, the following:

(1) Process for managing product and service availability;
(2) Process for notifying the Enterprise Service Desk regarding potential issues;
(3) Process for defining availability, reliability, and maintainability (ARM) targets and measures; and aligning measures with underpinning service agreements;
(4) Process for establishing service metrics, and tools for measuring and monitoring ARM and associated changes;
(5) Process for conducting analysis for compliance to ARM Service Levels;
(6) Process for assisting in identifying, investigating and resolving service availability issues;
(7) Process for collecting and analyzing ARM data;
(8) Process for complying with ARM Service Levels;
(9) Process for evaluating availability improvement opportunities and associated costs;
(10) Process for Meeting Government design and architecture standards, end-to-end service availability requirements and continuity plans;
(11) Process for supporting end-to-end availability validation test plans; and
(12) Process for planning and scheduling downtime.

15.4 **FORMAT**: Contractor format is acceptable with NASA approval.

15.5 **MAINTENANCE**: Changes shall be incorporated by complete reissue. Update as required to maintain current with program changes.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: TBD **ISSUE**: Final RFP 2. **DRD NO.**: CF-09
3. **DATA TYPE**: 3 4. **DATE REVISED**:
5. **PAGE**: 1/1

6. **TITLE**: Availability, Reliability, and Maintainability (ARM) Analysis Report

7. **DESCRIPTION/USE**: To collect and provide Availability, Reliability, and Maintainability data showing service availability historical trends, including service and component failure results and compliance with Service Level Agreements.

8. **OPR**: OCIO 9. **DM**: <Center CIO releasing contract>

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION:** 10 business days following completion of the first monthly reporting period.

12. **SUBMISSION FREQUENCY**: Monthly within 10 business days after the end of each calendar month.

13. **REMARKS**:

14. **INTERRELATIONSHIP**: Appendix 1 to Attachment J-1, Section 7

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The ARM Analysis Report provides data showing service availability, historical trends, including service and component failure results and compliance with Service Level Agreements.

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**:
The ARM Analysis Report shall include, at a minimum, the following:

(1) Service availability issues, investigative results, and resolution status;
(2) Historical trends showing service and component failure results (e.g., uptime statistics, Mean Time Between Failures/frequency of outage, and Mean Time to Repair/duration of outage); and
(3) Historical trends showing compliance with Service Level Agreements;

15.4 **FORMAT**: Contractor format is acceptable with NASA approval.

15.5 **MAINTENANCE**: Refer to section 12 Submission Frequency.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: TBD **ISSUE**: Final RFP 2. **DRD NO.**: CF-10
3. **DATA TYPE**: 2 4. **DATE REVISED**:
5. **PAGE**: 1/1

6. **TITLE**: IT Service Continuity Management (ITSCM) Plan

7. **DESCRIPTION/USE**: To describe the Contractor's method for establishing and maintaining ongoing recovery capability for required IT services and their components.

8. **OPR**: OCIO 9. **DM**: <Center CIO releasing contract>

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: 60 days after effective date of the contract.

12. **SUBMISSION FREQUENCY**: Annually.

13. **REMARKS**:

14. **INTERRELATIONSHIP**: Appendix 1 to Attachment J-1, Section 7

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The ITSCM Plan provides the Contractor's proposed management approach for establishing and maintaining ongoing recovery capability for IT services and their supporting components.

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**:

The ITSCM Plan shall include, at a minimum, the following:

(1) Process for managing product and service continuity;
(2) Process for notifying the Enterprise Service Desk regarding potential issues;
(3) Process for identifying contingency options and impact mitigation actions and strategies;
(4) Process for enabling the effective identification, analysis, and management of risk responses;
(5) Process for development, production, testing, maintenance, and training of the Plan;
(6) Process, including criteria, for invoking the Plan, executing recovery plans, restoring Service to normal operation, and leading and/or coordinating recovery efforts;
(7) Process for testing and documenting results of disaster recovery testing; and
(8) Process for identifying required ITSCM contingency services that impact the required IT services;

15.4 **FORMAT**: Contractor format is acceptable with NASA approval.

15.5 **MAINTENANCE**: Changes shall be incorporated by complete reissue. Update annually to maintain current with program changes.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: TBD **ISSUE**: Final RFP 2. **DRD NO.**: CF-11
3. **DATA TYPE**: 3 4. **DATE REVISED**:
5. **PAGE**: 1/1

6. **TITLE**: Interface Definition Agreement (IDA)

7. **DESCRIPTION/USE**: To collect and provide data showing interface requirements between Government and Contractor provided computer systems.

8. **OPR**: OCIO 9. **DM**: <Center CIO releasing contract>

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION:** 60 days after effective date of the contract.

12. **SUBMISSION FREQUENCY**: One time, revise as required.

13. **REMARKS**:

14. **INTERRELATIONSHIP**: Appendix 1 to Attachment J-1, Section 7

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: **AN** IDA is required whenever a Contractor chooses to use a non-Government computer system to support their provision of services, e.g., Change Management, Incident Management, Request Management, Problem Management, and Service Asset and Configuration Management.

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**:
The IDA shall include, at a minimum, the following:

(1) A short description of the computer systems being addressed;
(2) Cross reference matrix of Government to Contractor data elements, e.g., name, size, format, description, and relationship;

15.4 **FORMAT**: Contractor format is acceptable with NASA approval.

15.5 **MAINTENANCE**: Changes shall be incorporated by complete reissue. Update as required to maintain current with program changes.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: N/A **ISSUE**: Final RFP 2. **DRD NO.**: CF-12
3. **DATA TYPE**: 1 4. **DATE REVISED**:
5. **PAGE**: 1/1

6. **TITLE**: IT Security Incident Report

7. **DESCRIPTION/USE**: Report to NASA Security Operations Center (SOC)

8. **OPR**: XD030 9. **DM**: XD042

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION:** Upon discovery of an IT Security Incident

12. **SUBMISSION FREQUENCY**: In accordance with NASA incident response requirements and on request.

13. **REMARKS**:

14. **INTERRELATIONSHIP**: CF-Performance Work Statement, Section 6.2.g

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The Contractor shall report all IT security incidents in accordance with NPR 2810.1 and NPR 1382.1.

15.2 **APPLICABLE DOCUMENTS**:

NPR 2810.1, Security of Information Technology
NPR 1382.1, NASA Privacy Procedural Requirements
NIST SP 800-61, Computer Security Incident Handling Guide

15.3 **CONTENTS**:
IT Security Incident Report shall comply with the reporting requirements of NIST SP 800-61, Computer Security Incident Handling Guide

15.4 **FORMAT**: Contractor format is acceptable following guidelines in 15.3.

15.5 **MAINTENANCE**: None.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: TBD **ISSUE**: Final RFP 2. **DRD NO.**: CF-13
3. **DATA TYPE**: 3 4. **DATE REVISED**:
5. **PAGE**: 1/2

6. **TITLE**: NASA Enterprise Service Catalog Data Requirements

7. **DESCRIPTION/USE**: The NASA Enterprise Service Catalog (ESC) is the authoritative source for all OCIO IT Service offerings and associated service data attributes.

8. **OPR**: OCIO 9. **DM**: <Center CIO releasing contract>

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION:** 60 days after effective date of the contract.

12. **SUBMISSION FREQUENCY**: One time, revise as required.

13. **REMARKS**:

14. **INTERRELATIONSHIP**: Appendix 1 to Attachment J-1, Section 5.2

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: NASA ESC data requirements encompass a broad range of information necessary to describe the various Service offerings of I^3P.

15.2 **APPLICABLE DOCUMENTS**: None.

15.3 **CONTENTS**:

The NASA ESC data requirements include, at a minimum, the following:

(1) A short description of each service offering.
(2) Service Components data to the granularity level required for the ESC entry to differentiate components and enable the ESD/ESRS to identify the SP components and thereby properly display for selection by catalog users the Service, System or component.

15.4 **FORMAT**: Defined by the Remedy user interface.

15.5 **MAINTENANCE**: Changes shall be incorporated by complete reissue. Update as required to maintain current with program changes.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: TBD **ISSUE**: Final RFP 2. **DRD NO.**: CF-14
3. **DATA TYPE**: 3 4. **DATE REVISED**:
5. **PAGE**: 1/2

6. **TITLE**: Repetitive Problem Documentation

7. **DESCRIPTION/USE**: To provide documentation, scripts, known errors, and procedures for the Enterprise Service Desk to facilitate the resolution of repetitive problems.

8. **OPR**: OCIO 9. **DM**: <Center CIO releasing contract>

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: Initial delivery 30 days after contract award. Subsequent deliveries are to be made as required.

12. **SUBMISSION FREQUENCY**: As required.

13. **REMARKS**: None.

14. **INTERRELATIONSHIP**: CF-Performance Work Statement, Sections 5.3.g, 7.2, 7.8 and 7.5.7.f

15. **DATA PREPARATION INFORMATION**: The documentation, scripts and procedures shall be fully developed, documented and tested prior to release in accordance with ITIL v3 Change, Release, and Deployment processes.

15.1 **SCOPE**: Applies to all cross-functional and service-specific problems that are identified as repetitive in nature.

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**:

The Enterprise Service Desk documentation, scripts, known errors, and procedures shall include, at a minimum, the following:

(1) Documentation;
   a. Problem description
   b. Problem haracteristics/key indicators that enable quick identification
   c. Actual/potential applicability and resolution guidance once problem determination is made
   d.
(2) Scripts: Specific guidance for Enterprise Service Deskr or end user to enable the identification/determination and resolution of recurring problems
(3) Procedures: step-by-step guidance for identifying, assigning resolution responsibility and resolving the problem

15.4 **FORMAT**: For Tier 0 input, the ESD will define the format. For other input, Contractor format is acceptable with NASA approval.

15.5 **MAINTENANCE**: Changes shall be incorporated by change page or complete reissue. Update as required to maintain current with program changes.