

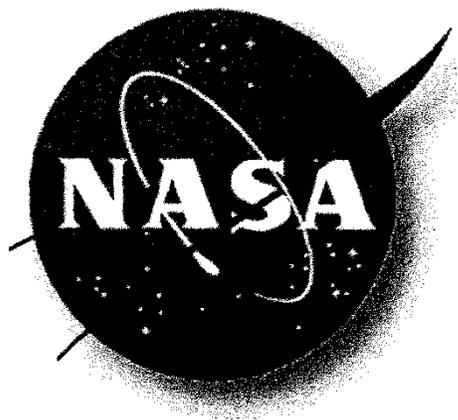
Attachment J-21

Enterprise Service Desk

and

Enterprise Service Request System

Performance Work Statement



March 1, 2010

ENTERPRISE SERVICE DESK
and
ENTERPRISE SERVICE REQUEST SYSTEM
PERFORMANCE WORK STATEMENT

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1. ENTERPRISE SERVICE DESK / ENTERPRISE SERVICE REQUEST SYSTEM OVERVIEW AND OBJECTIVES

1.1 Overview

This is the Performance Work Statement (PWS) that sets forth the requirements for the establishment and sustaining operations of the Enterprise Service Desk (ESD) and Enterprise Service Request System (ESRS).

The ESD and ESRS are foundational components of NASA's IT Infrastructure Integration Program's (I3P) strategy for delivery of core IT infrastructure services. The ESD will provide TIER 1 Service Desk support, TIER 0 User Self-Service, Configuration Management Database (CMDB) infrastructure, and reporting for ESD services. The ESRS will provide a single consolidated web-based ordering system for customers requesting I3P services from the ACES, NICS, NEDC, EAST and WEST contracts (see Appendix 1 for definitions). The ESRS will also provide the capability for routing requests to the appropriate I3P provider based on OCIO-defined business rules (see references).

The ESD and ESRS will be located at and managed by the NASA Shared Services Center (NSSC). The NSSC's Service Provider (SP) will provide technical support services under the oversight of the NSSC. The *ESDI* ESRS will be implemented in two phases:

- Phase 1 (this contract):
 - o Consolidate, establish, and provide TIER 1 service desk for the I3P contracts.
 - o Establish a TIER 0 self service web service for user status inquiries, system status, FAQs, and access to a knowledge database for known customer incident/problem resolutions/work-arounds.
 - o Develop and maintain queries related to ESD/ESRS-specific Service Level Indicators (SLIs) and I3P related SLIs for use by NSSC, I3P contractors and SIMreporting from the ESD/ESRS Configuration Management Database (CMDB) configuration management support and service continuity management for ESD/ESRS support systems and processes. Establish a core ordering capability for I3P services defined in the Enterprise Service Catalog (ESC) / NASA Enterprise Architecture Repository (NEAR).
- Phase 2 (not in this contract):
 - o Provide ESD services for Centers as they eliminate local help desk services and transition to I3P contracts for IT infrastructure services.
 - o Provide support for Centers to utilize the ESRS for Center IT services in addition to Agency I3P services.
- Phase 3: (not in this contract):
 - o Add ESD/ESRS support for non-I3P and/or non-Center services such as those provided by Headquarters, the NASA Enterprise Applications Competency Center (NEACC), etc.

This PWS sets forth the requirements for Phase 1 implementation.

Phase 1 implementation has been divided into two major support activities.

- Build-out and transition-requirements identified in Technical Exhibit 4.
- Sustaining operations - requirements identified in section 2 of this document.
Costs are being collected and tracked separately for these 2 activities. A cost report template has been provided as an attachment.

1.2 High-Level Scope

1.2.1 Provide a Single Point of Contact (SPOC) for initial reporting of incidents related to I3P services

1.2.1.1 Provide the capability for Incidents to be collected via calls, e-mail, or web form. (Customers may submit supplemental information via fax.)

1.2.1.2 Route incidents to the BP Contract according to information provided by the customer and initiate resolution processes as per defined Information Technology Infrastructure Library (ITIL) processes. For those Incidents reported that are not part of the BP services, provide phone number of the appropriate organizations to the customer.

1.2.2 Provide 24x7 operations

1.2.2.1 Ensure staffing is in place for 24x7 capability for Incident Management and I3P infrastructure status/notice capabilities beginning at full Customer Go-Live date. Staffing will be based on workload data provided by the government. Customer base is set at 48,000 Authorized Users ("Authorized Users" are users authorized by NASA to use any of the BP contractor services).

1.2.2.2 Ensure that ESD/ESRS IT infrastructure and operations processes have the ability to support 24x7 operations beginning at full Customer Go-Live date.

1.2.3 Process incidents/problems as per defined SLI's

1.2.3.1 Log all Incidents into the Incident Management System (IMS)

1.2.3.2 Attempt first call resolution for those incidents where TIER 1 agents:

- Have access to applications for password resets.
- Have access to support user id recovery.
- Have access to defined application errors where resolution steps are defined.

1.2.3.3 Escalate incidents as per defined business rules for Severity Levels 1-3.

Track Incidents/Problems transferred to TIER 2. ESD has ownership for communication and statusing of all Incidents for all I3P services. In the event resolution of an incident requires involvement of multiple BP contractors, the ESD will route (and subsequently status) the incident to each I3P contractor.

1.2.3.4 Close all incidents after notification of resolution from TIER 2 provider of resolution.

1.2.4 Establish and maintain an Incident Management System (IMS)

1.2.4.1 Procure and maintain the required IT systems and software to support the core IMS (Remedy 7.x).

1.2.4.2 Ensure that data is backed up and protected per NPR 2810.1, Security of Information Technology; NPD 1440.6H, NASA Records Management; and NPR 1382.1, NASA Privacy Procedural Requirements.

- 1.2.4.3 Identify, procure, and deploy licenses for customer/BP contractor usage and government support teams.
- 1.2.5 Establish interfaces for escalated incidents to I3P and non-13P Contractors**
- 1.2.5.1 Define the data exchange requirements with TIER 2 contractors for Incident assignment and Incident/Problem status reporting (interface build-out is the responsibility of the I3P contractors).
- 1.2.5.2 Coordinate with the Security Operations Center (SOC) for ESD/ESRS related IT Security incidents.
- 1.2.5.3 Provide non-BP contact information to customer.
- 1.2.6 Collect and report SLI-based performance metrics**
- 1.2.6.1 Establish a data repository to collect Incident status changes.
- 1.2.6.2 Develop reports providing metrics for ESD / ESRS SLI compliance, performance and quality of service.
- 1.2.6.3 Conduct Issue and process surveys as per a defined statistical sampling for Incident/Problem resolution and closures related to BP service status/availability. In most cases the expected sampling base is 90% confidence interval and 5% margin of error.
- 1.2.7 Manage communications for 13P services**
- 1.2.7.1 Provide planned/unplanned outage status to customers via TIER 0 and Notification system.
- 1.2.7.2 Provide customer notifications of upgrades to BP services via TIER 0 and Notification system.
- 1.2.7.3 Ensure timely updates to the TIER 0 web service for BP service status/availability.
- 1.2.8 Provide for Continuity of Operations**
- 1.2.8.1 Work with NASA to establish and maintain an IT architecture to support sustained operations.
- 1.2.8.2 Develop contingency plans (including updating the Business Continuity Plan) addressing SLI performance risks.
- 1.2.9 Establish and maintain a TIER 0 13P Self-Service Capability**
- 1.2.9.1 Implement and maintain a knowledge base for user inquiries and help concerning commonly asked / requested services (to be provided by I3P contractors, and by the SP based on experience).
- 1.2.9.2 Establish the TIER 0 Self-Service Capability by ESD/ESRS Internal Go-Live
- 1.2.9.3 Provide for 24x7 availability beginning at full Customer Go-Live date.
- 1.2.9.4 Provide for automated and current Incident / Problem status using TIER 0.
- 1.2.9.5 Utilize web services technology leveraging IMS capabilities and knowledge articles from existing knowledge bases as provided by the I3P contractors, ODIN and NISC.
- 1.2.10 Establish and maintain the Enterprise Service Request System (ESRS)**
- 1.2.10.1 Provide routing of Enterprise Service Requests to TIER 2 fulfillment.

1.2.10.2 Provide TIER 0 and TIER 1 help and support for customers using the ESRS.

1.2.10.3 Integrate the ESRS into the TIER 0 self-service design, and provide TIER 1 support for ESRS issues that can't be resolved via the self-service web services.

2. OPERATIONAL REQUIREMENTS

The SP shall operate the ESD and ESRS in accordance with established NASA processes and procedures. A current list of applicable references is included in Appendix 2.

2.1 General Operational Requirements for ESD and ESRS

The purpose of this section is to list the SP requirements that apply generally to more than one of the ESD and ESRS operational service areas.

2.1.1 (DRD 3.8.3-2) The SP shall develop and maintain operations documentation including training documentation, and user manuals for Authorized Users. Authorized users are those employees and contractors within IDMAX. The customer base is estimated to be 48,000 personnel. (Work is underway with the OCIO to identify BP users in IDMAX to match the agency's official workforce estimates.)

2.1.2 (DRD 3.8.3-1) The SP shall, in accordance with the accepted governance plan, support monthly operational reviews with the NSSC and highlight opportunities where ESD/ESRS process improvements could be made to improve service levels, achieve cost efficiencies or provide other benefits related to Enterprise Service Desk operations consistent with NASA business objectives. The SP shall ensure that the Enterprise Service Desk operations comply with NASA's privacy policy, applicable privacy laws and legislative requirements.

2.1.3 The SP shall be responsible for managing and training the staff required to provide Enterprise Service Desk services.

2.1.4 The SP shall maintain staffing levels to support the Agency, including consideration of peak volume periods caused by Authorized User population imbalances, across time zones and normal busy periods. This may involve increasing or decreasing staffing levels as appropriate.

2.1.5 (DRD 3.8.3-2) The SP shall provide for Business Continuity for ESD and ESRS services, including modify the existing NSSC Business Continuity Plan to include the ESD/ESRS.

2.1.6 The SP shall adhere to all NASA standards regarding IT security and protection of Personally Identifiable Information (PII). See reference section for policy numbers.

2.1.7 The SP shall adhere to NASA Service Level Management (SLM) policies as described in the Cross-Functional Performance Work Statement (CF-PWS) for all applications operations and implementation activities. SLM policies include the assignment and review of Severity Levels for incoming service requests, the implementation of action plans in the event of lagging SP performance, and proactive communication mechanisms to inform the NSSC of any issues associated with Service Level performance. (Severity Levels are currently shown as 1, 2, and 3 in Technical Exhibit 2. The SP shall adjust reporting requirements to meet the final Severity Level definitions.)

2.2 ESD-Specific Operational Requirements (WBS 3.8.3)

The Enterprise Service Desk operational requirements have been divided into the following functional areas:

- ESD TIER 0 / TIER 1 Service Desk Services: labor required to receive, process, and escalate incidents and problems; TIER 0 content management; Remedy applications configuration and admin support, management of the ESD service. (WBS 3.8.3.1)

- ESD/ESRS SUPPORT SYSTEMS MANAGEMENT- labor and ODCs required to provide core-level DBA, Sys. Admin. support, IT security, patch management, license management for IT systems, databases, and the communications infrastructure supporting the ESD/ESRS. (WBS 3.8.3.2)
- ESD/ESRS Service Integration Management -labor supporting notifications of service outages, planned events, upgrades, new services for enterprise distribution; configuration management of ESD/ESRS systems including ESD/ESRS continuous service improvements; automated service performance analysis and reporting from the CMDB; incident closure and customer survey management. (WBS 3.8.3.3)

NASA has selected ITIL v3 as the service delivery and implementation framework for the delivery of IJP Services. Descriptions of the ITIL processes pertinent to the ESD/ESRS are further described in the ESD/ESRS Concept of Operations (CONOPS).

2.2.1 ESD TIER 0/1 Help Desk Services (WBS 3.8.3.1)

There are numerous references made to TIER 0-3 levels associated with the ESD. For those services within the IJP scope, the following ESD TIER-level responsibilities are defined:

TIER 0: Self-service support using knowledge base and FAQs provided by IJP contractors and gained by the SP's experience; intake and processing of Service via the ESRS.	Enterprise Service Desk SP
TIER 1: Telephone and e-mail communications. Return the customer to production status, collect information for Incident Reporting (support provided via non-dispatched technicians).	Enterprise Service Desk SP
TIER 2: Remote control assistance (a technician provides assistance remotely), desk-side assistance (a technician is dispatched to the customer's work site, e.g., blue screen, printer jam, network issues, or software or hardware issues) and computer lab support.	IJP Contractors (i.e., ACES, NICS, NEDC, WEST or EAST)
TIER 3: Specialized technical support, (behind the scenes services), usually by vendor.	IJP Contractors

2.2.1.1 TIER 1 Incident Management (WBS 3.8.3.1)

2.2.1.1.1 Contacts will be received by the ESD and categorized as incidents or requests for services. All incident requests will be initially collected and processed by the TIER 1 Service Desk. Request for services will be processed using the ESRS. For contacts identified as incidents, TIER 1 Service Desk specialists are responsible for validating the requestor's identity and triaging the incident by analyzing the symptoms. Triaging involves first trying to resolve the

incident at the TIER 1 Service Desk, and when required escalating the incident to the appropriate TIER 2 I3P contractor. SLIs are established related to First Call Resolution goals by the TIER 1 ESD. The TIER 1 Service Desk will not utilize remote control to change the customer's desktop configuration. However, the TIER 1 ESD specialist may have access to Enterprise Applications for password/user id resets. Specific requirements include:

- 2.2.1.1.2 The SP shall provide a Single Point of Contact for I3P customers for submission of incidents. These interfaces are defined as telephone, e-mail and web services. (Customers may submit supplemental information via fax.) The majority of incidents will be submitted via telephone calls to a Service Desk specialist.
- 2.2.1.1.3 The SP shall operate the ESD to be compliant with all applicable NASA standards (including NSSC policies and procedures).
- 2.2.1.1.4 The SP shall provide staffing:
 - Beginning at full Customer Go-Live date to support a 24x7 operation capable of handling the estimated call volumes stated in Technical Exhibit 1.
 - Trained and possessing the general knowledge to use Remedy Knowledge Base for Incident resolution and routing based on the information provided by the customer.

- 2.2.1.1.5 The SP shall assist BP customers who have incorrectly contacted the ESD by providing the contact information for the correct Help Desk and/or non-BP Contractor based on the information provided by the customer.
- 2.2.1.1.6 The SP shall ensure that all Incidents are fully logged, date/time stamped with required fields (Cis) as provided by the customer. This data shall be entered into the Incident Management System at the time of the call/incident report.
- 2.2.1.1.7 The SP shall allocate suitable Incident categorization coding so that the Incident type is properly recorded.
- 2.2.1.1.8 The SP shall assign the appropriate prioritization/severity level as per documented escalation procedures.
- 2.2.1.1.9 The SP shall process the incident based on documented prioritization and severity levels assigned.
- 2.2.1.1.10 The SP shall process calls based on available knowledge materials and time constraints and route to the appropriate TIER 2 contractor when not resolved at TIER 1. Knowledge materials may be approved scripts, knowledge database entries, desk-guides, work-around procedures.
- 2.2.1.1.11 The SP shall meet all SLIs related to TIER 1 Service Desk operations.
- 2.2.1.1.12 Customers may use TIER 0 to status incidents. The SP shall be responsible for closing all Incidents / Problems.
- 2.2.1.1.13 The SP shall provide a Single Point of Contact for all Incidents reported for BP IT Infrastructure services.
- 2.2.1.1.14 The SP will participate in cross-functional teams that may be activated for problem resolution coordination. The ESD will act as a participant in a similar role as the other I3P contractors. The ESD will not lead the Problem resolution team.

2.2.1.2 ESD TIER 0 Content Management (WBS 3.8.3.1)

TIER 0 Services are divided into Content Management (this section) and management and operations of the systems and servers needed to support the TIER 0 Web Services (Section 2.2.2).

2.2.1.3 Self Service Support (WBS 3.8.3.1)

The purpose of TIER 0 Self Service Support is to provide a web-based self-support function that empowers Authorized Users to solve their own problems via self-help, self-diagnosis and/or self-healing tools. TIER 0 Self Service additionally enables NASA to capture resolution knowledge and apply it toward the centralized knowledge base.

Toward that end, the following SP requirements are hereby established:

- 2.2.1.3.1 The SP shall support and maintain a TIER 0 Self-Service web service which Authorized Users will access via the existing NSSC Customer Service Web Site.
- 2.2.1.3.2 The SP shall provide I3P customers self-help, including the posting of BP Known Error information and "how to" information relating to supported services (to be provided by the I3P contractors).
- 2.2.1.3.3 The SP shall use web-based, NASA-approved existing technologies for supporting users and sharing knowledge of I3P services.
- 2.2.1.3.4 The SP shall implement NSSC approved web services capable of providing customers with a self-service interface in order to obtain information related to:
- Incidents.
 - Status of BP services.
 - Access to the knowledge base for FAQs.
 - Common IT information requests, e.g. questions regarding software use, application access, and password resets.
 - I3P Incident/Problem status tracking information.
 - I3P knowledge base access.
 - BP password reset services (if system access is provided).
- 2.2.1.3.5 The SP will implement continuous improvement process for knowledge base and web services for ESD/ESRS. The SP shall be responsible for utilizing I3P contractor-provided scripts and knowledge base articles to address issues and support customers for repetitive problems identified at the TIER 2 level.
- 2.2.1.3.6 The SP shall be responsible for implementing and maintaining ESD dashboards.
- 2.2.1.3.7 The SP shall provide recommendations to the NSSC for TIER 0 opportunities and initiatives based on lessons learned in TIER 0 operations.
- 2.2.1.3.8 The SP shall implement Continuous Service Improvement processes specifically targeted at migrating TIER 1 Service Desk calls to a TIER 0 Self Service environment

2.2.2 ESD/ESRS Support Systems Management (WBS 3.8.3.2)

ESD/ESRS Support Systems Management identifies the SP's responsibilities associated with managing the systems required to support operations of the ESD and the ESRS.

The SP will be responsible for providing systems management for the following anticipated systems:

- Remedy 7.x ITSM Suite for the Incident Management System.
- Remedy 7.x ITSM Suite for the Service Request System.
- Centergy for the CISCO IPCC backup system.
- ATRIUM CMDB (Remedy 7.x) for the Data Repository / Configuration Database.
- Existing NSSC Web Services infrastructure for the TIER 0 Self Service Web Service.
- Remedy knowledge database for the Knowledge Management Database.
- All hardware servers and communications infrastructure required to support ESD operations as per defined SLIs.

- Activity and Outage Posting and Notification System (AOPNS) message dissemination currently in use at the NISC. The SP will investigate hosting AOPNS at the NSSC vs. implementing a new communications and notifications system, and will make a recommendation for NSSC approval prior to implementation of either approach.

The SP shall be responsible for the following system management activities for the systems identified above:

- 2.2.2.1 The SP shall provide application functional support knowledge for all systems defined above. This shall include knowledge of application functional configuration, functional integration of applications and the skills and abilities required to analyze and troubleshoot problems and inconsistencies within each application.
- 2.2.2.2 The SP shall operate and make available all systems as per defined SUs.
- 2.2.2.3 The SP shall utilize a configuration management process to manage all applications and system changes to ESD and ESRS support systems.
- 2.2.2.4 The SP shall provide security planning in accordance with NASA policies.
- 2.2.2.5 The SP shall apply critical software updates and patches to all software components for each application. Critical software updates include security updates, updates required to maintain vendor support and updates required for operational stability.
- 2.2.2.6 The SP shall provide a comprehensive governance, risk and compliance program, leveraging existing NSSC management tools, to address evolving security guidance, proactive response to internal / external assessments, routine security planning, and vulnerability assessments
- 2.2.2.7 The SP shall, as part of the security program, manage routine assessments of security to include, privacy assessments, vulnerability assessments, social engineering assessments, segregation of duties assessments, security plan assessments, business resiliency tabletops, business resiliency exercises, and routine reviews of lifecycle improvements to ensure system confidentiality, integrity and availability.
- 2.2.2.8 The SP shall provide a business resiliency capability that includes Business Continuity, cyber incident response planning.
- 2.2.2.9 The SP shall support internal / external audits and assessments for both routine and ad hoc reviews through the use of automated queries.
- 2.2.2.10 The SP shall collect and provide all performance metrics for ESD and ESRS support systems in accordance with Service Level Performance Measures.
- 2.2.2.11 The SP shall prepare, implement, and maintain a Capacity Management plan in accordance with NASA's Capacity Management Process.
- 2.2.2.12 The SP shall coordinate with the NSSC on an on-going basis to accurately project the capacity available for upcoming releases.
- 2.2.2.13 The SP shall utilize historical reference points related to capacity and work through-put to ensure accurate capacity projections.
- 2.2.2.14 The SP shall work with the NSSC to ensure NSSC licensing compliance for Remedy.
- 2.2.2.15 The SP shall work with the NSSC to monitor and manage adequate storage requirements for all users.
- 2.2.2.16 (DRD 3.8.3-2) The SP shall prepare, implement and maintain, for NSSC approval, a Release Management plan, in accordance with NASA's Release and Deployment Management Process. The SP's Release Management plan shall define release schedules and procedures, rules of

engagement for the usage of systems across the system landscapes and an NSSC-approved back-out plan.

2.2.2.17 The SP shall utilize network, computing, storage and business continuity services from NICS and the NEDC at the direction of the NSSC.

2.2.2.18 The SP shall develop and provide rough order of magnitude estimates for technology investments and provide acquisition options and recommendations for technology investments related to ESD/ESRS.

2.2.2.19 The SP shall manage the transition of all new infrastructure components into an operational state for the ESD/ESRS.

2.2.2.20 The SP shall operate and maintain electronic interfaces for the ESD and ESRS with the NEAR, I3P contractors (incidents, problems and fulfillment) and interfaces needed for Remedy foundation data.

2.2.2.21 The SP shall monitor messages for abnormal terminations, notify and record the problem to the respective NASA application owners and provide logs to vendors to support problem resolution for the ESD/ESRS applications and systems.

2.2.2.22 The SP shall provide Account Management functions for all ESD applications to include:

- Account Set-Up
- Password Reset
- Account Deletion

2.2.3 ESD Service Integration Management (WBS 3.8.3.3)

2.2.3.1 Service Communications and Notifications (WBS 3.8.3.3)

The Enterprise Service Desk will be the primary interface to customers for dissemination of informational notices to the I3P customer community. Current examples of these notices include:

- AOPNS
- NOMAD
- NEACC notification
- NISN
- ODIN Outreach

(See Appendix 1 for definitions.)

Messages may be widely disseminated or targeted to a specific customer base. Content for the disseminated message is the responsibility of the sending I3P Contractor.

As a part of BP Service Communications and Notification, the following requirements are hereby established:

- 2.2.3.1.1 The SP shall establish the capability to disseminate notices of planned/unplanned outages.
- 2.2.3.1.2 The SP shall review procedures for conducting End-User Satisfaction surveys.
- 2.2.3.1.3 The SP shall disseminate messages to BP users through:
- E-mail.
 - TIER 0 Web Services.
 - AOPNS or suitable alternative
- 2.2.3.1.4 The SP shall maintain appropriate, updated distribution lists for the various communities of Authorized Users across the Agency.
- 2.2.3.1.5 The SP shall develop and maintain a system for management of applicable messages, including:
- Performing communications Quality Assurance.
 - Dissemination based on the message priority.
- 2.2.3.1.6 The SP shall provide access to NASA's hosted message distribution database (AOPNS or suitable alternative)
- 2.2.3.1.7 The SP shall inform the NSSC of abnormal spikes of Incidents or Problems based on information obtained from:
- Authorized User contact.
 - New Incidents.
 - Call volume spikes.
- 2.2.3.1.8 The SP shall disseminate information about the I3P Service environment via the TIER 0 Web site, including:
- Schedules of changes to the BP services.
 - New I3P services.
 - BP service training materials.
 - BP user guides.
 - Knowledge Article search capability.
- 2.2.3.1.9 The SP shall broadcast known BP service disruption information as provided by the BP contractors
- 2.2.3.1.10 The SP shall provide an electronic communication method for BP customers to be delivered information to users at least three times before a major scheduled event occurs.
- 2.2.3.1.11 The timing of the communications may vary, but unless otherwise directed by the NSSC, these communications will occur:
- Once seventy-two (72) hours prior to the event.
 - Once twenty-four (24) hours prior to the event.
 - Once eight (8) hours prior to the event.

2.2.3.2 Configuration Management Support (WBS 3.8.3.3)

Configuration Management Support identifies and controls BP Service Configuration Items (Cis) to maintain accurate configuration information on the current state of the services and infrastructure as well as any historical data that is developed throughout the life of the BP contracts. This includes all versions, baselines, constituent components, attributes and

relationships. Each I3P Contractor is responsible for managing BP Cis, in accordance with NASA's Service Asset and Configuration Management (SACM) Process. The SP will be responsible for managing the ESD/ESRS Cis and ensuring that CI data is returned from the I3P TIER 2 to the CMDB.

This subsection describes the SP's responsibilities associated with managing the ESD/ESR Cis (e.g. Remedy application, IVR, ACD).

2.2.3.2.1 The SP shall identify and maintain ESD/ESRS-specific CI information details in accordance with NASA's SACM Process.

2.2.3.2.2 The SP shall maintain changes to ESD/ESRS-specific CI information detail in accordance with NASA's Change Management Process.

2.2.3.2.3 The SP shall report all ESD/ESRS-specific CI inconsistencies to the NSSC.

2.2.3.3 Continuous Service Improvement (WBS 3.8.3.3)

Continuous Service Improvement (CSI) creates and manages a structured approach for ongoing improvements to services and processes. NASA requires CSI to be a part of every process, with the SP prepared to improve quality in incremental steps by understanding the overall service vision of NASA, and to use that vision in order to achieve the desired improvement(s).

NASA anticipates attaining value from CSI in the form of:

- Increased sharing of services among all NASA Centers.
- Cost advantage over multiple decentralized help desks.
- Increased return-on-investment (ROI) for all services.
- Increased value-on-investment (VOI) for all services.

As a part of Continuous Service Improvement, the following requirements are hereby established:

2.2.3.3.1 The SP shall develop and implement a NASA-approved customer satisfaction scoring mechanism.

2.2.3.3.2 The SP shall support the SIM to identify process improvements for the Enterprise Service Desk. The SP will provide these for the monthly operational reviews mentioned in section 3.1.

2.2.3.4 Service Performance Analysis and Reporting (WBS 3.8.3.3)

The Service Performance Analysis and Reporting function provides information necessary to effectively communicate the status of service provisions to authorized users.

The NSSC and the SP will meet within 60 days of this contract modification's award date to finalize the detailed data elements, report formats and review process for the reports listed in Technical Exhibit 3, DRD 3.8.3-1.

In the area of Service Performance Analysis and Reporting, the following requirements are hereby established:

- 2.2.3.4.1 The SP shall design, develop, maintain ESD/ESRS performance measures as described by the Data Requirement Documents (DRD's) listed in the Technical Exhibit.
- 2.2.3.4.2 The SP shall support the development of business rules used to address ad hoc query requests. Estimated number of ad hoc reports is one per quarter.
- 2.2.3.4.3 The SP shall allow the NSSC to make changes to reports via the defined Change Control Process.
- 2.2.3.4.4 The SP shall provide the NSSC an executive summary performance dashboard with information including:
 - SLis.
 - Key Performance Indicators (KPI's).
 - Client Satisfaction.
- 2.2.3.4.5 The SP shall ensure all performance measures are available via TIER 0.

2.2.3.5 Incident Closure and Customer Survey Management (WBS 3.8.3.3)

As part of TIER 1 Services, the ESD has the responsibility for closure of all BP Incidents. Relative to this responsibility the SP shall:

- 2.2.3.5.1 Develop the systems and processes needed to survey customer satisfaction with the ESD/ESRS and BP Services. Only BP data resident in the SP's system shall be included in the BP portion of the survey.
- 2.2.3.5.2 As directed by the NSSC, develop possible response selections to the survey questions and the expected survey completion rate.
- 2.2.3.5.3 Ensure that CI information related to Incident close-out is updated in the CMDB as provided by the I3P contractor within the Incident.

This subsection describes the SP's Configuration Management responsibilities that are associated with supporting the BP Contractors and the SIM.

- 2.2.3.5.4 The SP shall make available to the NSSC, BP Configuration Items associated with each Incident, Problem or Service Request processed by TIER 2 contractors.

2.3 ESRS-Specific Operational Requirements (WBS 3.8.4)

The ESRS provides a capability for customers to request BP services from TIER 1 and TIER 2 contractors.

2.3.1 Support Systems Management (WBS 3.8.3.2)

- 2.3.1.1 The SP shall operate the ESRS in accordance with established NASA processes and procedures. A current list of applicable references is included in Appendix 2.
- 2.3.1.2 The SP shall be responsible for procuring and managing licenses for the ITSM tool. It is anticipated that
 - 48,000 customers will be entering service requests and/or checking status of requests (or incidents).

- 50 TIER 2 licenses for receipt of ITSM-generated service requests (and incidents)- estimated 10 licenses per I3P contractor.
- Server/Back-office license requirements as required.

2.3.1.3 The SP shall provide a staff that is trained and knowledgeable on the Remedy 7.x products necessary to initially configure and operate the ESRS.

2.3.1.4 The SP shall adhere to requirements defined in section 2.2.2 for those systems directly supporting the ESRS.

2.3.2 Customer- Focused Interface Support (WBS 3.8.3.1)

2.3.2.1 The SP shall ensure that the ESRS is available to customers for ordering as per defined SLIs. Customers are located in various geographic locations across multiple time zones. Estimated customer base is 48,000 comprising both NASA employees and NASA contractors.

2.3.2.2 The SP shall provide TIER 011 customer support for accessing the ESRS with respect to answering FAQs, inquiries for order status, application errors, issues with access

2.3.2.3 The SP shall manage and administer account access and/or role assignments for all users utilizing the ESD/ESRS ITSM tool.

2.3.2.4 The SP shall develop and maintain a web-based TIER 0 solution allowing customers to place service requests.

2.3.3 Catalog Management and Service Ordering Support (WBS 3.8.4)

2.3.3.1 The SP shall develop and maintain the "customer catalog" based on services defined in the Enterprise Architecture (EA) catalog.

- This will include the bundling of services between BP contracts into a customer catalog service.
- This requires adding workflow related to the service and incorporating the service description, associated SLIs, service costs, BP contract designee for service provisioning from the EA catalog.

- 2.3.3.2 The SP will develop the workflow processing and configuration settings based on defined business rules.
- 2.3.3.3 The SP shall provide the capability for users to track and manage requests through the ESD TIER 0 self-service customer interface.
- 2.3.3.4 The SP shall maintain and document interfaces between Remedy 7.x and NEAR, I3P contractors (incidents, problems and fulfillment) and NASA systems for Remedy foundation data to support the workflow and request service.
- 2.3.3.5 The SP shall define the interface requirements for the exchange of service order information in the event that the I3P contractor chooses not to use our ITSM tool. The SP shall adhere to applicable NASA policies for determining the inclusion, modification, and/or deletion/deactivation of customer catalog services.
- 2.3.3.6 The SP shall provide partitioned views into ESRS entries based on the user role and/or Center/organization as defined within the NASA identity system.

2.3.4 ESRS Configuration Management (WBS 3.8.3.2)

- 2.3.4.1 The SP shall configure the ITSM tool to:
- Create partitioned views for the BP contractors to support daily operations.
 - Deliver partitioned and customizable views for both end users and support analysts for I3P Contractor.
 - Provide for views that support roll up allowing information to be queried across all partitions.
- 2.3.4.2 The SP shall be responsible for maintaining documentation and current configuration of the ITSM system.
- 2.3.4.3 The SP shall ensure that all Federal/NASA IT security requirements are met with respect to operating the ESRS.
- 2.3.4.4 The SP shall configure the ESRS to utilize NASA e-auth and/or IDMAX single sign-on capability.
- 2.3.4.5 The SP shall update the CMDB as needed for services ordered.
- 2.3.4.6 The SP shall monitor system performance to ensure that capacity management and performance metrics are optimized.

2.3.5 Reports and Order Reconciliation Support (WBS 3.8.3.3)

- 2.3.5.1 The SP shall develop and provide queries to the Centers to facilitate their order/request reconciliation. Data elements for the queries are defined in Technical Exhibit 3, DRD 3.8.3-1.
- 2.3.5.2 The SP shall adhere to ad hoc reporting requirements (estimated at one per quarter) from the NSSC on the performance of ESD/ESRS, e.g. performance analysis, SLI compliance, and OMB requirements.

Appendix 1 - Definitions

A&I – Architecture & Infrastructure
ACD – Architectural Control Document
ACD – Automated Call Distributor
ACES- Agency Consolidated End-User Services
AOPNS- Activity and Outage Posting and Notification System
ARC – Ames Research Center
ASA- Average Speed to Answer
CF-PWS- Cross Functional Performance Work Statement
CI – Configuration Item
CIO – Chief Information Officer
CMDB- Configuration Management Database
CONOPS- Concept of Operations
COOP- Continuity of Operations Plan
CSI – Continuous Service Improvement
DFRC -Dryden Flight Research Center
DRD- Data Requirement Document
EA – Enterprise Architecture
EAST- Enterprise Applications Services Technologies
ESD – Enterprise Service Desk
ESM – Enterprise Service Management
ESRS – Enterprise Service Request System
GFSC – Goddard Space Flight Center
GRC -Glenn Research Center
HQ- Headquarters
I3P – IT Infrastructure Integration Program
IDA – Interface Definition Agreement
IMS – Incident Management System
ITIL- Information Technology Infrastructure Library
IPCC – IP Contact Center (Cisco)
ITMB – IT Management Board
ITSM – IT Service Management
IVR – Intelligent Voice Response
JPL- Jet Propulsion Laboratory
JSC- Johnson Space Center
KPI – Key Performance Indicator
KSC – Kennedy Space Center
LaRC – Langley Research Center
MFR- Mission Focus Review
MSFC – Marshall Space Flight Center
NEACC - NASA Enterprise Applications Competency Center
NEAR- NASA Enterprise Architecture Repository
NEDC -NASA Enterprise Data Center
NICS NASA Integrated Communications Services

NISC – NASA Information Support Center
NISN- NASA Integrated Services Network
NODIS- NASA Online Directives Information System
NOMAD- NASA Operational Messaging & Directory Service
NPD- NASA Policy Directive
NPR -NASA Procedural Requirements
NSSC-NASA Shared Services Center
OCIO- Office of the Chief Information Officer
ODIN- Outsourcing Desktop Initiative for NASA
OLA- Operating Level Agreement
PII – Personally Identifiable Information
PWS – Performance Work Statement
RCA – Root Cause Analysis
SACM - Service Asset and Configuration Management
SIM – Service Integration Management
SLA –Service Level Agreement
SLI – Service Level Indicator
SLM – Strategic Level Management
SMC -Strategic Management Council
SMO – Strategic Management Office
SOC – Security Operations Center
SP – Service Provider
SPOC – Single Point of Contact
SSC- Stennis Space Center
TIER- Technical Information Equipment Repair
UC- Underpinning Contract
WEST- Web Enterprise Services Technologies
WFF- Wallops Flight Facility
WSTF- White Sands Test Facility

Appendix 2 - Applicable Documents / References

1. ACES Performance Work Statement
2. EAST Performance Work Statement
3. Enterprise Service Desk Concept of Operations (CONOPS)
4. ESD/ESRS Requirements Document
5. BP Cross-Functional Performance Work Statement
6. MFR 137
7. NASA Architectural Control Document
8. NASA Enterprise Service Catalog
9. NASA IT Strategy Final Version December 5, 2007.doc
10. NEDC Performance Work Statement
11. NICS Performance Work Statement
12. NPD 2800.1, Managing Information Technology
13. NPD 1440.6H, NASA Records Management
14. NPR 1441.1, NASA Records Retention Schedules
15. NPR 1382.1, NASA Privacy Procedural Requirements
16. NPR 2800.1B, Managing Information Technology
17. NPR 2810.1, Security of Information Technology
18. NPR 7120.7, NASA Information Technology and Institutional Infrastructure Program and Project Management Requirements
19. Technical Exhibits provided with this PWS
20. WEST Performance Work Statement

Reference Web Sites:

I3P Acquisitions: <http://i3p.nasa.gov>NASA Online Directives Information System (NODIS): <http://nodis3.gsfc.nasa.gov/>

Appendix 3- Data Requirement Descriptions (DRD's)

This section provides a list of applicable DRDs. The DRD's are provided as a Technical Exhibit.

DRDNO.	TITLE	Phase
3.8.3-1	ESD/ESRS Performance Metrics Reports	Operations
3.8.3-2	ESD/ESRS Requirements for NPR 7120.7 Support	Transition

TECHNICAL EXHIBIT 1 - PERFORMANCE WORKLOAD DATA

1. ENTERPRISE SERVICE DESK PERFORMANCE WORKLOAD

1.1 I3P Operational Environment. It is estimated that the I3P environment will initially support 48,000 customers located on-site and near-site to NASA centers and facilities.

- 17,500 Civil Servant Employees
- 30,500 on-site/near site Contractors

The SP will design and implement an ESD that will support 48,000 customers at inception. Additional customers will be taken on as Center help desks transition from local contracts to the ESD.

From an IT support environment perspective the following elements have been identified. All numbers are estimated.

- 3,700 IT Employees
 - o 700 Civil Servant Employees
 - o 3,000 Contractors
- 4,500 Applications
- 8,000 Web Sites
 - o 2,000 Public-Facing
- 48,000 Users Supported (estimated)
- 80,000 Desktops/Laptops in NASA
 - o 42,000 currently supported by the Outsourcing Desktop Initiative for NASA (ODIN) contract
 - o 38,000 supported by non-ODIN Center/Mission Directorate contracts
- 15,000 Servers in 75 Data Centers
- 3 Wide Area Networks
- 14 Center-specific Local Area Networks
- 200 Connections to Universities and Partners
- 8,000 mobile computing devices (PDAs, BlackBerries, etc.)
- 57,000 E-mail Accounts
- 530,000 E-mail Messages Delivered Per Day

1.2 ESD TIER 1 Service Desk**1.2.1 ODIN Help Desk Call Volume for FY08**

ODIN Help Desk Calls for FY08 by Center	
Center	Count
ARC Count	13660
DFRC Count	10128
GRC Count	37669
GFSC Count	30825
JSC Count	61181
KSC Count	36042
LaRC Count	19938
MSFC Count	40440
HQ Count	37880
NSSC Count	2574
SSE Count	6245
Total	296582

ODIN Help Desk Calls for FY08 by Month	
Month	Count
October 2007	25033
November 2007	20977
December 2007	18239
January 2008	25040
February 2008	22761
March 2008	26622
April 2008	26490
May 2008	25648
June 2008	25801
July 2008	26857
August 2008	25768
September 2008	27346
Total	296582

1.2.2 ODIN Help Desk Call Types for FY08

(Included by reference. Data available on request.)

1.2.3 NISC Help Desk Call Volume Analysis for FY08

Call Totals for NISC Help Desk by Month		Source of Calls Statistics for NISC Help Desk		
Month	Calls by Month	Source of Calls	Count	Avg Duration
October, 2007	3111	Alarm Count	8964	22:20:26
November, 2007	3012	Call Count	32165	8:57:46
December, 2007	5708	DSO Count	5800	8:28:45
January, 2008	3738	E-mail Count	2015	20:15:26
February, 2008	3399	External System Count	16	21:04:22
March, 2008	5061	Import Count	1	14:56:00
April, 2008	4614	Log Count	10	3:30:14
May, 2008	5087	Web Count	2633	4:25:20
June, 2008	3825	Total	51,604	
July, 2008	4463			
August, 2008	4166			
September, 2008	5420			
Total	51,604			

Calls by Source Site/Center Aligned for NISC Help Desk		
Source Site	Count	Center
ARC Count	1962	ARC
ATLANTA-CIEF Count	8	NISN
BAY-CIEF Count	21	NISN
BOULDER Count	34	NISN
CHLNAP Count	15	NISN
CHICAGO-CIEF Count	12	NISN
CSA Count	1	NISN
DALLAS-CIEF Count	14	NISN
DC-CIEF Count	10	NISN
DRFC Count	778	DRFC
FRMTC Count	68	Unknown
GRC Count	2190	GRC
GSFC Count	4698	GSFC
HQRS Count	2070	HQ
IFMP CC Count	2741	IEMP CC
JPL Count	622	JPL
JSC Count	5276	JSC
KSC Count	4945	KSC
LaRC Count	2583	LARC
MAF Count	1071	MSFC
NDC Count	13592	NDC
NJ SNAP Count	3	NISN
NSSC Count	516	NSSC
NSSTC Count	775	MSFC
OFFSITE Count	4886	Offsite
RUSSIA Count	1090	RUSSIA
SOUTH POLE HUB Count	4	NISN
SSC Count	1156	SSE
VAFB Count	17	DRFC
WFF Count	249	GSFC
WSC Count	20	JSC
WSTF Count	176	JSC

Call volume by hour for 1 year for NISC Help Desk			
Hour (24 Hour Day)	Total Calls w/in Hour for 1 year	Average calls w/in the Hour	Number of Days used to compute Average
0 Count	638	4	179
1 Count	437	3	163
2 Count	724	4	184
3 Count	678	5	165
4 Count	398	3	162
5 Count	674	4	203
6 Count	1373	5	286
7 Count	2702	9	301
8 Count	4241	14	308
9 Count	5594	19	308
10 Count	5384	18	308
11 Count	4730	16	306
12 Count	4052	14	293
13 Count	4679	16	298
14 Count	4107	14	304
15 Count	3247	11	297
16 Count	2199	8	304
17 Count	1137	4	297
18 Count	787	4	250
19 Count	1212	7	188
20 Count	797	5	197
21 Count	525	3	182
22 Count	709	4	199
23 Count	580	4	156

1.2.4 Type of Calls Logged By NISC Help Desk for FY08

(Included by reference. Data available on request.)

1.2.5 FY 08 ODIN & NISC Call Profile

Time of Day	Day 1 #of Calls	Day 2 #of Calls	Day3 #of Calls	Day4 #of Calls	Day 5 #of Calls	Day6 #of Calls	Day7 #of Calls
0:00	3	3	5	5	5	5	6
0:30	2	2	4	4	5	4	6
1:00	2	2	3	4	5	4	5
1:30	2	3	3	3	3	3	4
2:00	2	3	4	4	9	4	4
2:30	3	3	3	3	4	4	3
3:00	2	3	4	4	4	5	6
3:30	2	2	3	2	3	4	4
4:00	2	2	3	3	3	3	4
4:30	2	2	3	3	4	2	4
5:00	2	4	3	2	3	3	5
5:30	3	2	6	3	2	3	5
6:00	3	3	3	3	3	3	8
6:30	2	7	4	4	4	4	8
7:00	2	6	5	5	5	5	3
7:30	2	7	7	6	8	6	3
8:00	2	8	7	7	9	6	8
8:30	2	9	12	9	10	8	5
9:00	2	11	12	12	10	8	3
9:30	3	15	13	13	14	10	4
10:00	2	13	18	11	11	9	5
10:30	3	18	19	13	14	11	5
11:00	2	19	23	18	17	17	2
11:30	2	31	30	31	26	23	3
12:00	2	45	45	39	35	33	2
12:30	2	63	60	53	50	46	3
13:00	2	73	70	63	62	56	3
13:30	2	90	85	81	74	68	3
14:00	3	83	84	75	69	63	3
14:30	3	85	88	83	79	71	3
15:00	3	79	79	75	70	63	3
15:30	3	76	78	75	70	62	3
16:00	3	63	64	60	57	51	3
16:30	3	59	60	57	54	50	3
17:00	3	51	54	53	49	43	3
17:30	3	57	59	61	50	48	3
18:00	3	53	59	57	51	50	3
18:30	3	61	68	58	54	53	3

19:00	3	53	52	52	52	54	4
19:30	3	53	56	53	53	58	3
20:00	2	45	52	47	47	44	3
20:30	4	46	46	45	44	40	4
21:00	3	33	35	33	33	28	3
21:30	2	26	27	27	26	24	2
22:00	3	16	16	15	15	15	3
22:30	3	13	12	14	11	13	2
23:00	2	8	8	8	8	8	2
23:30	4	7	7	6	6	8	2

1.2.5 ESD TIER I Call Volume Forecast
See Attachment I

1.3 ESDTIERO

Performance workload data does not exist within NASA as the TIER 0 web service is a new feature of our Authorized User support. The NSSC's Customer Service Web Site, by way of example, received approximately 10,000 visits per month in FY 2008, supporting mostly NASA civil servants (approximately 18,000) in the areas of Human Resources, Procurement, Financial Management, and IT.

1.3.1 ESRS Services

It is estimated that 400 services will be required to support the service ordering for the BP contracts. An additional 50 services will need to be bundled between BP contracts. Once these services are established, it is estimated that there will be 10 services updates/additions each month.

1.3.2 Notifications

It is estimated that 750 notifications will be processed monthly and that 95% of these notifications will be provided by the BP a minimum of 48 hours prior to the start of the defined end-user notification process.

1.3.3 Distribution Lists

It is estimated that the SP will support 20 distribution lists with updates to the distribution lists of approximately 10% of the 48,000 users.

1.3.4 Account Access

Based on the Governments workload data of 48,000 accounts annually with eAuth assume 200 account addition/updates per year one, 20 each out year. (50 BP vendors, 25 I3P program offices, 20 NSSC, 5 SIM, 50 at the Centers, 50 unplanned). The government is to provide business rules for the extraction of 48,000 user accounts from the NASA identity system.

1.4 Service Integration Management

Performance workload data does not exist as the SIM support portion of this contract is a new element in the NSSC's program. Projected workload may be estimated based on the SLI's, KPI's, and Required Reports detailed in the Technical Exhibits.

1.5 Support Systems Management

Performance workload data does not exist as the system to be managed is a requirement of this contract. Workload data may be projected as the system is designed.

TECHNICAL EXHIBIT 2- PERFORMANCE REQUIREMENTS

1. ESD/ESRS SERVICE LEVEL INDICATORS (SLI's)

1.1 Critical Service Level Metrics

1.1.1 ESD/ESRS Critical Service Level Matrix

The following matrix contains the ESD/ESRS Critical Service Levels and Metrics.

	Description	Measurement Window	Year 2 and Beyond Service Level	Year 1 Service Level
1.1. ESD - I3P TIER 1 Service				
1.1.1	Average Speed to Answer (ASA)	Monthly	80.00%	80.00%
1.1.2	Customer Satisfaction	Monthly	90.00%	85.00%
1.1.3	Call Abandon Rate	Monthly	7.00%	7.00%
1.1.4	First Call Resolution	Monthly	95.00%	90.00%
1.1.5	Availability of ESD Applications and Systems (Critical and Non-Critical)	Monthly	99.95%	97.00%
1.2. ESD - I3P TIER 0 Service				
1.2.1	Customer Satisfaction	Monthly	85.00%	75.00%
1.2.2	Distribution Lists	Monthly	99.00%	97.00%
1.2.3	Availability of ESRS Applications and Systems (Critical and Non-Critical)	Monthly	99.95%	97.00%

1.1.2 CRITICAL SERVICE LEVELS Definitions

This section sets forth qualitative descriptions of the Critical Service Levels. The numerical Minimum Service Levels, Expected Service Levels associated with these Critical Service Levels are set forth in the ESD/ESRS Service Level Matrix above.

Critical Service Level	
1.1.1 Average Speed to Answer (ASA)	
Service Level Description	The SP will design and provide an ESD TIER 1 service sufficient to sustain the NSSC's targeted Average Speed to Answer (ASA) response times.
Definitions	See Calculation
Hours of Operation	7 x 24
Service Level Target	Refer to the Critical Service Level Matrix, Section 1.1.1.
Calculation	Average Speed to Answer (ASA) shall be calculated as the number of telephone calls answered within sixty (60) seconds from the time a User places a telephone Call into the Service Desk Automated Call Distributor (ACD) and makes a selection to speak to a Service Desk representative until the time the telephone Call is answered by a Service Desk representative, in each calendar month, divided by the total number of telephone Calls answered in the same calendar month, multiplied by 100 with the result expressed as a percentage to two (2) decimal places.
Measurement	SP will utilize NASA's Remedy system and Centergy / Cisco IPCC tools to measure and report actual Average Speed to Answer.
Requirements and Dependencies	None.
Exceptions and Exclusions	Call Volume exceeding 110% of projected workload

Critical Service Level	
1.1.2 Customer Satisfaction with TIER 1 Service	
Service Level Description	The SP will design, and provide an ESD TIER 1 service sufficient to sustain the NSSC's targeted Customer Satisfaction levels.
Definitions	Customer Satisfaction shall be based upon a statistical sample of the customers. The sample size will be based on a 90% confidence interval and a 5% margin of error. The customer satisfaction will be measured closure

Critical Service Level	
1.1.2 Customer Satisfaction with TIER 1 Service	
	<p>of an Incident/Problem. Survey responses will be on a five (5) point scale:</p> <ul style="list-style-type: none"> • 1 - very dissatisfied • 2 - dissatisfied • 3 - neither satisfied nor dissatisfied • 4 - satisfied • 5 - very satisfied. <p>Customer Satisfaction Surveys will be electronically distributed to the originator of the Incident during the Incident closure step, and shall include a means to distinguish ESD calls from ESRS calls.</p>
Hours of Operation	7 x 24
Service Level Target	Refer to the Critical Service Level Matrix, Section 1.1.1.
Calculation	Customer Satisfaction performance shall be calculated by summing the survey ratings for each category and dividing the sum by the total number of responses received in the month, with the result expressed as a percentage to two (2) decimal places.
Measurement	The SP will use NASA's Inquisite tool to measure and report actual Customer Satisfaction for the services to a lean TIER 1 Service desk.
	applicable
Requirements and Dependencies	None
Exceptions and Exclusions	None

Critical Service Level	
1.1.3 Call Abandon Rate	
Service Level Description	The SP will design and provide an ESD TIER 1 service sufficient to sustain the NSSC's targeted Call Abandon Rate performance levels.
Definitions	See Calculation, and Exceptions and Exclusions
Hours of Operation	7 x 24
Service Level Target	Refer to the Critical Service Level Matrix, Section 1.1.1.
Calculation	Call Abandon Rate shall be calculated by dividing the number of calls that are terminated prior to answer by a Service Desk representative or Automatic Call Distributor (ACD) unit by the total number of calls placed to the

Critical Service Level	
1.1.3 Call Abandon Rate	
	<p>Service Desk within a month, with the result expressed as a percentage to two (2) decimal places.</p> <p>Calls in which the User elects to leave a voice mail message initially instead of waiting for a Service Desk representative shall be excluded from the measurement. Also, calls that are routed to automated messages will be excluded from the measurement.</p>
Measurement	The SP will utilize NASA's Remedy and Centergy / Cisco IPCC tools to measure and report actual Call Abandon Rates.
Requirements and Dependencies	None
Exceptions and Exclusions	Calls terminated prior to the caller making a selection from the automated menu will be excluded from the calculation. Call Volume exceeding 110% of projected workload

Critical Service Level	
1.1.4 First Call Resolution	
Service Level Description	The SP will design and provide an ESD TIER 1 service sufficient to sustain the NSSC's targeted First Call Resolution levels.
Definitions	See Calculation
Hours of Operation	7 x 24
Service Level Target	Refer to the Critical Service Level Matrix, Section 1.1.1.
Calculation	Percentage of incoming calls resolved without the use of a callback, or without having the caller call back the helpdesk to finish resolving the case. FCR as it pertains to the Tier 1 Help Desk of the ESD is the Tier 1 calls resolved without the use of a callback, or without having the caller call back the helpdesk to finish resolving the case divided by the total number of Tier 1 calls received. "Tier 1 calls received" for the purpose of computing FCR are calls that were or should have been resolved at Tier 1. This definition applies to 1.1.4.
Measurement	The SP will utilize NASA's Remedy tool to measure and report actual First Call Resolution.

Critical Service Level	
1.2.1 Customer Satisfaction with TIER 0 Service	
Service Level Description	The SP will design and maintain an ESD TIER 0 service sufficient to sustain the NSSC's targeted Customer Satisfaction _____ levels.
Definitions	Customer Satisfaction shall be measured at each instance of a web page viewing at the TIER 0 web service (FAQ, knowledge base, etc). Satisfaction shall be measured based on customer response to the question, "Was this information helpful?", with the possible responses being Yes / No / ■ Don't Know.
Hours of Operation	7 x 24
Service Level Target	Refer to the Critical Service Level Matrix, Section 1.1.1.
Calculation	Customer Satisfaction performance shall be calculated by summing the survey ratings and dividing the sum by the total number of responses received in the month, with the result expressed as a percentage to two (2) decimal places.
Measurement	Calculate Customer Satisfaction measurements as calculated above, and shall include a means to distinguish the ESD from the ESRS.
Requirements and Dependencies	None
Exceptions and Exclusions	Pages viewed without a response by the customer will be reported separately but not included in the customer satisfaction calculations. "Entry pages" will not be surveyed. For ESRS, customers dissatisfied with the services _____ the BP contractors.

Critical Service Level	
1.2.2 Distribution Lists	
Service Level Description	The SP will design and maintain an ESD TIER 0 service sufficient to sustain the Authorized User distribution lists for use when distributing notifications and communications of _____ service _____ etc.
Definitions	The SP shall maintain appropriate distribution lists for the various BP communities of Authorized Users.
Hours of Operation	7 x 24
Service Level Target	Refer to the Critical Service Level Matrix, Section 1.1.1.
Calculation	Number of changes made to the distribution lists divided

Critical Service Level	
1.2.2 Distribution Lists	
	by number of updates received within 30 days from the BP Contractors, with the result expressed as a percentage to two (2) decimal places.
Measurement	Number of changes counted by the appropriate system(s)
Requirements and Dependencies	None
Exceptions and Exclusions	Updates not received from the NSSC or BP Contractors will not be counted in the calculation. Updates exceeding 110% of workload.

Critical Service Level	
1.2.3 Availability of ESD/ESRS Applications	
Service Level Description	The SP will design and provide an ESD Application Support service for Critical ESD Applications sufficient to sustain the NSSC's targeted availability performance levels.
Definitions	"Availability" occurs when applications are ready for customer use and are accessible by all customers
Hours of Operation	7 x 24
Service Level Target	Refer to the Critical Service Level Matrix, Section 1.1.1.
Calculation	Availability of monitored Critical ESD Applications in each calendar month. This calculation will commence upon completion and review of availability-monitoring modifications to monitoring tool.
Measurement	Availability for all monitored Critical ESD Applications in each calendar month. This calculation will commence upon completion and review of availability-monitoring modifications to tool.
Requirements and Dependencies	None
Exceptions and Exclusions	Planned outages and outages due to factors beyond the SP network, i.e., power,

1.2 KEY PERFORMANCE INDICATORS (KPI)

1.2.1 Service Level Matrix.

The following matrix contains the ESD/ESRS KPI's. Note the KPI's are numbered beginning with 2.1 in order to distinguish them from the Critical Service Levels, which begin with 1.1.

	Description	Measurement Window	Year 2 and Beyond Service Level	Year 1 Service Level
2.1 ESD TIER 1 Help Desk Service				
2.1.1	Time to Escalate / Close - Severity 1 Incidents / Problems		98.00%	96.00%
2.1.2	Time to Escalate / Close - Severity 2 Incidents / Problems			85.00%
2.1.3	Time to Escalate / Close - Severity 3 Incidents / Problems		89.00%	85.00%
2.1.5	Right First-Time Allocation of Incidents to Level2		90.00%	85.00%
2.2 ESD TIER 0 Self Service Web Services				
2.2.1	Web Service Kept Current	Monthly	98.00%	95.00%
2.2.2	Communications to Authorized Users Delivered Promptly	Monthly	99.00%	98.00%
2.2.3	No PII Incidents	Monthly	100%	100.00%

1.2.2 KEY PERFORMANCE INDICATORS

Key Performance Indicator (KPI)	
2.1.1 Time to Escalate / Close Severity 1 Incidents / Problems	
Service Level Description	The SP will design and provide an ESD TIER 1 service sufficient to sustain the NSSC's targeted Time to Escalate / Close _____ 1 Incidents / Problems.
Definitions	Refer to Calculation
Hours of Operation	7 x 24
Service Level Target	Refer to the KPI Service Level Matrix, Section 1.2.1.
Calculation	Time to Escalate/Close shall be calculated as the number of Severity Level I Incidents/Problems escalated/closed within ten (10) minutes, divided by the total number of Severity Level 1 problems reported and/or assigned to the Service Desk during the month, with the result expressed as a percentage to two (2) decimal places. The proper escalation will be dependent on the information provided by the customer.
Measurement	Time to Escalate Severity 1 Incidents / Problems shall be measured in minutes as the elapsed time from when the End User notifies the Service Desk of the Severity 1 Problem to the time the Service Desk electronically notifies the TIER 2 contractor of the problem or notifies the End User that the problem has been resolved..
Requirements and Dependencies	<p>ESD Performance requirements are as follows:</p> <ul style="list-style-type: none"> • 10 minute maximum dispatch to contractor • 10 minute maximum call & wrap (after contractor has completed call – includes automated closure notice to end user) • Status check at 75th percentile (for Severity 1, calculated as (0.75*2.0 hours== 1.5 hours) • Status check at 95th percentile (for Severity 1, calculated as (0.95*2.0 hours or 1.9 hours) <p>Incident closure may require the end user(s) to be available at the time of incident completion. In the event that user contact is required to complete incident closure and the user is unavailable, ESD will follow the Notification Process in accordance with the Incident Management and Problem Management Process and Policy.</p>

Key Performance Indicator (KPI)	
2.1.1 Time to Escalate / Close Severity 1 Incidents / Problems	
	All Severity Level 1 problems are to be tracked.
Exceptions and Exclusions	None

Key Performance Indicator (KPI)	
2.1.2 Time to Escalate / Close Severity 2 Incidents / Problems	
Service Level Description	The SP will design and provide an ESD TIER 1 service sufficient to sustain the NSSC's targeted Time to Escalate / Close Severity 2 Incidents / Problems.
Definitions	Refer to Calculation
Hours of Operation	7 x 24
Service Level Target	Refer to the KPI Service Level Matrix, Section 1.2.1.
Calculation	Time to Escalate / Close shall be calculated as the number of Severity Level 2 Incidents/Problems escalated / closed within an average of fifteen (15) minutes, divided by the total number of Severity Level 2 problems reported and / or assigned to the Service Desk during the month, with the result expressed as a percentage to two (2) decimal places. The proper escalation will be dependent on the information provided by the customer.
Measurement	Time to Escalate Severity 2 Incidents / Problems shall be measured in minutes as the elapsed time from when the End User notifies the Service Desk of the Severity 2 Problem to the time the Service Desk electronically notifies the TIER 2 contractor of the problem or notifies the End User that the problem has been resolved.
Requirements and Dependencies	ESD Performance requirements are as follows: <ul style="list-style-type: none"> • 15 minute average dispatch to contractor • 15 minute average call & wrap (after contractor has completed call – includes automated closure notice to end user) • Status check at 75th percentile (for Severity 2, calculated as (0.75*6.0 hours= 4.50 hours) • Status check at 95th percentile (for Severity 2, calculated as (0.95*6.0 hours= 5.70 hours) All Severity Level 2 problems are to be tracked.
Exceptions and Exclusions	None

Key Performance Indicator (KPI)	
2.1.3 Time to Escalate / Close Severity 3 Incidents / Problems	
Service Level Description	The SP will design and provide an ESD TIER 1 service sufficient to sustain the NSSC's targeted Time to Escalate / Close Severity 3 Incidents / Problems.
Definitions	Refer to Calculation
Hours of Operation	7 x 24
Service Level Target	Refer to the KPI Service Level Matrix, Section 1.2.1.
Calculation	Time to Escalate / Close shall be calculated as the number of Severity Level 3 Incidents / Problems escalated / closed within fifteen (15) minutes, divided by the total number of Severity Level 3 problems reported and / or assigned to the Service Desk during the month, with the result expressed as a percentage to two (2) decimal places The proper escalation will be dependent on the information provided by the customer.
Measurement	Provider Time to Escalate / Close Severity 3 Incidents / Problems shall be measured in minutes as the elapsed time from when the End User notifies the Service Desk of the Severity 3 problem to the time the Service Desk electronically notifies the TIER 2 contract of the problem or notifies the End User that the problem has been resolved.
Requirements and Dependencies	<p>ESD Performance requirements are as follows:</p> <ul style="list-style-type: none"> • 15 minute average dispatch to contractor • 15 minute average call & wrap (after contractor has completed call – includes automated closure notice to end user) • Status check at 75th percentile (for Severity 3, calculated as $(0.75 \times 3 \text{ days} = 2.25 \text{ days})$) • Status check at 95th percentile (for Severity 3, calculated as $(0.95 \times 3 \text{ days} = 2.85 \text{ days})$) <p>All Severity Level 3 problems are to be tracked.</p>
Exceptions and Exclusions	None

Key Performance Indicator (KPI)	
2.1.5 Right First-Time Allocation of Incidents to Level 2	
Service Level Description	The SP will design and provide an ESD TIER 1 service sufficient to sustain the established targets for Right First-Time Allocation of Incidents to Level 2.
Definitions	<p>"Successful Allocation" shall mean the initial escalation by the Service Desk to Level 2 Contractor is the same Level 2 Contractor that closes the Incident or performs work necessary to resolve the problem, including coordination with other 13P contractors and TIER 3</p> <p>"Failed Allocation" shall mean the Incident was incorrectly escalated by the Service Desk, resulting in a different Level 2 Contractor working the Incident than the initial Level 2 Contractor to which the Incident was originally allocated by the Service Desk. A "Failed Allocation" shall include the escalation of an Incident to the 13P when the root cause is known.</p> <p>The proper escalation will be dependent on the information provided by the customer.</p>
Hours of Operation	7 x 24
Service Level Target	Refer to the KPI Service Level Matrix, Section 1.2.1.
Calculation	<p>Right First Time Allocation of Incidents to Level 2 performance shall be calculated as the total number of "Successful Allocations", divided by the sum of (i) the total number of "Successful Allocations" and (ii) the total number of "Failed Allocations" in a month, with the results expressed as a percentage to two (2) decimal places.</p> <p>For the avoidance of doubt, only Incidents closed in a given month will be included in the performance calculation, even if the Incident was escalated during the prior month. The Incident does not need to be escalated and closed in the same month in order to be included in the performance calculation.</p>
Measurement	The targeted percentage of Incidents allocated to Level 2 shall be successfully allocated the first time as calculated above.
Requirements and Dependencies	None
Exceptions and Exclusions	Exclusions:

Key Performance Indicator (KPI)	
2.1.5 Right First-Time Allocation of Incidents to Level 2	
	This measurement will not include the escalation of ESD/ESRS TIER 2 incidents.

Key Performance Indicator (KPI)	
2.2.1 Web Service Kept Current	
Service Level Description	The SP will design and provide an ESD TIER 0 service sufficient to sustain the established targets for keeping the web service current.
Definitions	<p>The SP shall provide Authorized User self-help, including the posting of I3P Known Error information and "how to" information relating to supported services via the TIER 0 web service.</p> <p>The SP shall disseminate information about the BP service environment including posting schedules of changes to the BP services, new BP services, BP service training materials, I3P Authorized User guides, answers to frequently asked questions (FAQs) as provided by the I3P contractors and the SIM.</p> <p>The SP shall update the web service and associated knowledge bases with information derived from Incident and Problem Management activities relevant to customer feedback and trend analysis, and with information provided by TIER 2 contractors.</p>
Hours of Operation	7 x 24
Service Level Target	Refer to the KPI Service Level Matrix, Section 1.2.1.
Calculation	<p>For BP contract updates, the calculation is number of updates posted to the TIER 0 web service divided by the number of updates received from the BP Contractors in 30 days.</p> <p>For Incident and Problem Management activities, the calculation is number of updates posted to the TIER 0 web service divided by the number of Incident and Problem Management activities in 30 days, with the result expressed as a percentage to two (2) decimal places.</p>
Measurement	Refer to the KPI Service Level Matrix, Section 1.2.1.
Requirements and Dependencies	None
Exceptions and Exclusions	Workload volume exceeding 110% of estimate

Key Performance Indicator (KPI)	
2.2.2 Communications to Authorized Users Delivered Promptly	
Service Level Description	The SP will design and provide an ESD service sufficient to sustain the established targets for delivering communications regarding outages, service disruptions, etc. to Authorized Users promptly.
Definitions	The SP shall broadcast known BP service disruption information. The SP shall provide an electronic communication to Authorized Users to be delivered to Authorized Users three times before a scheduled event occurs. The timing of the communications may vary, but unless otherwise specified, will occur as defined in Section 3.2.4.1.
Hours of Operation	7 x 24
Service Level Target	Refer to the KPI Service Level Matrix, Section 1.2.1
Calculation	1. Total number of communications delivered to Authorized Users divided by the sum of the number of communications generated by the SP, received from 13P Contractors and the NSSC. 2. Total number of communications delivered on time divided by total number of communications delivered, with the result expressed as a percentage to two (2) decimal places.
Measurement	Refer to the KPI Service Level Matrix, Section 1.2.1
Requirements and Dependencies	Proper categorization of notification by I3P contractor.
Exceptions and Exclusions	Communications not received from the 13P Contractors in a timely manner will not be counted. Workload volume exceeding 110% of estimate.

Key Performance Indicator (KPI)	
2.2.3 No PII Incidents	
Service Level Description	The SP will design and provide an ESD service sufficient to sustain the established targets for ensuring no Personally Identifiable Information is released.
Definitions	The SP shall adhere to all NASA standards regarding IT security and of information.
Hours of Operation	7 x 24
Service Level Target	Refer to the KPI Service Level Matrix, Section 1.2.1
Calculation	Number of incidents where PII was posted, released, distributed or the SP its subcontractors,

Key Performance Indicator (KPI)	
2.2.3 No PII Incidents	
	or staff, with the result expressed as a percentage to two (2) decimal places.
Measurement	Refer to the KPI Service Level Matrix, Section 1.2.1.
Requirements and Dependencies	None
Exceptions and Exclusions	PII information posted by individuals outside the SP's control.

TECHNICAL EXHIBIT 3- DRD's**WORKLOAD DATA REPORT/PERFORMANCE METRICS**

The SP shall provide and maintain a controlled-access on-line, automated management and work information system(s). This management information system shall reflect the workload expended by the SP to accomplish the requirements of the contract or letter of obligation and this PWS.

Access to this system will be defined by the COTR; however, if access requests will result in changes to the contract, the COTR will work through the CO to authorize such access. The SP shall provide authorized users* with electronic access to this system. Access includes the ability to read and download data, and construct and execute ad hoc queries and custom reports with current and historical data as captured by the ESD/ESRS. Extracted data shall be compatible with Microsoft software products. Data shall be current, accurate, and complete. The SP shall develop and maintain user guides and provide training for users on how to access on-line management information systems.

Attachment J-3 Technical Exhibit 4 contains the Performance Requirements Summary (PRS), which is a listing of minimum performance requirements that the Government intends to use to verify and evaluate SP performance. The SP shall develop, maintain, analyze, and report performance metrics for work described in this PWS, particularly, performance requirements addressed in the PRS. The SP shall report these metrics as part of management reviews. The SP shall provide objective, measurable metrics as partnered with the NSSC. The SP shall report existing or potential problem areas with recommended solutions. The SP shall prepare and submit a Performance Measurement Plan (DRD 2.5-2). The SP shall submit a semi-annual electronic Performance Metrics Report to the NSSC, in accordance with DRD 2.5-1. The SP shall prepare and submit a Performance and Utilization Report in support of Service Level Agreements (SLA) reporting requirements documented in the annually approved SLA (DRD 2.5.3).

The SP shall prepare and deliver reports upon request from the NSSC CO or COTR. Requested reports may contain Administratively Controlled Information (ACI) as defined in NPR 1600.1 "NASA Security Program Procedural Requirements," Chapter 5, section 5.22, as amended.

** "Authorized users" in this case does not equate with the definition of "Authorized User" as used in the PWS. Anticipated users authorized for electronic access of the system described in this Technical Exhibit include staff of the NSSC, the SJM, and 13P contractors. Levels of access may vary among these users. The CO and COTR will make the final determination in all cases where access is requested.*

CONTRACT APPLICATION INFORMATION FOR DRL NSSC-SP-01					ITEM NO. RD 3.8.3-1
B. LINE ITEM TITLE: Enterprise Service Desk / Enterprise Service Ordering System Performance Metrics Reports					
C. OPR. NSSC	D. TYPE 4	E. INSPECT/ ACCEPT 1	F. FREQ. As stated above	G. INITIAL SUB. Upon Customer Go-Live date	H. AS OF DATE
J. REMARKS: Recurring reports of SP activities related to ESD/ESRS activities					
K. DISTRIBUTION NSSC CO, COTR, NSSC Project Manager, others as authorized by CO					TOTALS
					NO.
					TYP
					1
					A
DATA REQUIREMENT DESCRIPTION					
1. TITLE ESD/ESRS Performance Metrics Reports				2. NUMBER DRD 3.8.3-1	
3. USE Ensures contractor-run ESD/ESRS meets the requirements of the PWS and supporting documents				4. DATE 04/08/09	
7. INTERRELATIONSHIP				5. ORGANIZATION NSSC	
8. PREPARATION INFORMATION General: Required data includes all Service Level Indicators (Critical Service Levels and Key Performance Indicators) including the number & percentage of SUs met/not met and the frequency ith which individual SUs are met/not met. IER 1: Average Abandonment Time, , Average Call Duration, , Calls Abandoned, Calls Answered, Cases Opened / Closed at the Service Desk, Cases Transferred to Other Contractors (sortable by frequency to produce "Top 10" list), e-Ticket Volume, Problem Types (sortable by frequency to produce "Top 10" list), call volume data NOTE: After Contract Award, we will need to determine how to get the IPCC data from ODIN. IER 0: Mirror existing Web Trends reporting SIM Support: Current distribution lists, ESD/ESRS- related Configuration Item verification, customer satisfaction survey results. ESRS: Service Request backlog, number of service requests initiated, number of service requests closed, time to close, number of TIER 1 incidents/problems related to the ESRS.				6. REFERENCES	

CONTRACT APPLICATION INFORMATION FOR DRL NSSC-SP-01					A. ITEM NO. 3.8.3-2	
B. LINE ITEM TITLE: ESD/ESRS Requirements for NPR 7120.7 Support						
C. OPR. NSSC	D. TYPE 1	E. INSPECT/ ACCEPT 1	F. FREQ. As stated below	G. INITIAL SUB. As per High-Level Project Plan	H. AS OF DATE	
J. REMARKS: SP support to meet the requirements of NPR 7120.7.						
K. DISTRIBUTION NSSC CO, CIO, NSSC Project Manager					TOTALS	
					NO.	TYP E
					1	A
					1	B
DATA REQUIREMENT DESCRIPTION						
1. TITLE ESD/ESRS Requirements for NPR 7120.7 Support				2. NUMBER ORO 3.8.3-2		
3. USE To support the NSSC to prepare for and present required documentation to the OCIO required to build-out the ESD and ESRS, in accordance with NPR 7120.7.				4. DATE 04/08/09		
				5. ORGANIZATION NSSC		
7. INTERRELATIONSHIP				6. REFERENCES		

8. PREPARATION INFORMATION

The required reviews are:

System Requirements Review (SRR)
Preliminary Design Review (PDR)
Critical Design Review (CDR)
Test Readiness Review (TRR)
Operational Readiness Review (ORR)
NSSC Operational Readiness Review (not required per 7120.7; required by NSSC prior to customer go-live date)

See NPR 7120.7 for required documentation at each review. Most reviews will be held at NASA Headquarters; a small number may be held locally - -

See High-Level Project Plan for scheduled review dates.

The SP shall attend and support weekly status briefings with the NSSC, to be held locally during the transition period, for feedback and progress reporting.

The SP shall support the enhancement of the existing NSSC Business Continuity Plan to include the ESD/ESRS, with reviews, exercises, and updates as per the existing contract with the NSSC.

The SP shall develop and maintain all operations documentation as per the PWS.

The SP shall prepare, implement and maintain, for NSSC approval, a Release Management plan, in accordance with NASA's Release and Deployment Management Process. The SP's Release Management plan shall define release schedules and procedures, a Change Management approach to include a communications plan, rules of engagement for the usage of systems across the system landscapes and an NSSC-approved back-out plan.

TECHNICAL EXHIBIT 4 – TRANSITION**1. (DRD) ESD / ESRS BUILD-OUT AND TRANSITION PLAN (WBS
3.8.3.4/3.8.4.2)**

As part of providing ESD and ESRS services, the systems, processes, and staffing plan must be established. Therefore, SP support is required in two areas -build-out and transition, and steady-state operations. The build-out and transition is a defined project with a specific start and end date. The SP shall provide project management and system development support during this phase as per the Data Requirement Descriptions (DRD's). The project shall follow the NPR 7120.7 Project Management requirements. A high-level project plan has been developed by the NSSC to establish key milestones and decision points, and is provided as an attachment. The SP's ESD/ESRS Project Plan shall serve as a management tool for the NSSC and the SP, and shall act as a guiding document throughout the life cycle of the implementation. The ESD/ESRS project plan objectives shall include:

- Seamless transfer of service from the current contractors to the SP.
- Establishment of the management processes and relationship structure to ensure the quality of the service provided meets the desired Service Levels.
- Minimization of disruptions to NASA end users during implementation activities.

1.1 General Build-Out and Transition Requirements

1.1.1 (DRD) The SP shall adhere to and develop the detailed tasks within the high-level ESD/ESRS project plan, which identifies the major tasks and milestones needed to establish ESD/ESRS capabilities and sustaining operations.

1.1.2 (DRD) The SP's ESD/ESRS Project Plan shall adhere to NPR 7120.7 Program and Project requirements. Note that NPR 7120.7 allows for iterative methods of build-out, with frequent feedback from the NSSC to the SP during the process. Regular meetings between the NSSC and the SP will be held during the transition phase in accordance with the DRD's, and as needed thereafter.

1.1.3 The SP shall establish an ESD and ESRS at the NSSC to support NASA's I3P services with an operational "go-live" date as established in the ESD/ESRS high-level project plan. Two operational dates are defined- I3P Contract Transition readiness and Customer Support Services. The ESD/ESRS must be ready to support the transition of I3P contracts awarded. The ESD/ESRS infrastructure and processes must be tested, implemented, and accepted by the operational "go-live" date for BP Contract Transition shown on the High-Level Project Plan. The Customer transition to utilize the ESD and ESRS is incremental. See the high-level project plan for Customer Support Services scheduled dates.

1.1.4 The SP shall design, document, implement and maintain ESD/ESRS procedures that are consistent and complimentary with NASA's ITIL v3-aligned processes.

1.1.5 The SP shall implement an ESD and ESRS ITSM solution leveraging current NSSC IT infrastructure, staffing, and processes. The RFP response should identify those specific solutions that the SP will implement.

1.1.6 The SP shall design, configure, test and implement the IT support systems required to support TIER 1, TIER 0, and ESRS requirements. The major systems are described in Section 3.4, BP ESD/ESRS Systems Management.

1.1.7 The SP shall train and staff the ESD with sufficient personnel to support an expected incremental volume of incidents as I3P contracts are transitioned on Day 1 of Customer Support operations.

1.1.8 (DRD) The SP shall utilize Interface Definition Agreements (IDAs) to define interfaces between the ESD and I3P contracts and the ESRS and the NEAR.

1.2 I3P ESD / ESRS Service Integration

The purpose of I3P Service Integration is to provide a clear, consistent understanding with and between the ESD/ESRS, I3P Contractors and the OCIO ESM functions regarding coordination of the service support being provided to Authorized Users. This will also serve as a vehicle to better ensure ESD/ESRS readiness and alignment with I3P Contractors as new services are introduced.

1.2.1 (DRD) The SP shall be responsible for defining, developing, and documenting the interactions and interfaces between the BP Contractors and the ESD/ESRS. This includes contacts, process touch points and information exchanges required for the Enterprise Service Desk to coordinate interaction with the I3P Contractors, including the following:

1.2.1.1 Documentation of the roles and responsibilities of the ESD/ESRS for all ITIL processes that the ESD/ESRS and I3P Contractors will be using.

1.2.1.2 Documentation of how Incident / Problem information (Known Errors, Root Cause Analysis, and ESD Service Diagnosis Scripts) is exchanged, referenced and reported.

1.2.1.3 Documentation of escalation procedures and contact lists to be approved by the NSSC.

1.2.1.4 Documentation of the roles and responsibilities for each party (ESD/ESRS, I3P Contractors, and the SIM) related to fulfilling Service Requests.

1.3 Build-Out and Transition High-Level Project Plan

The current Build-Out and Transition High-Level Project Plan (ESD/ESRS Project Timeline, current version) is available via the I3P web site at <http://i3p.nasa.gov>.

- Track phase-out of legacy licenses upon receipt of a decision by NASA to discontinue a specific software license.

3.8.3 Enterprise Service Desk (ESD) – *The SP shall perform all ESD services in accordance with Attachment J-21, PWS Enterprise Service Desk/ Enterprise Service Request System, and the associated Technical Exhibits.*

3.8.4 Enterprise Service Request System (ESRS) -*The SP shall perform all ESRS services in accordance with Attachment J-21, PWS Enterprise Service Desk I Enterprise Service Request System, and the associated Technical Exhibits.*

