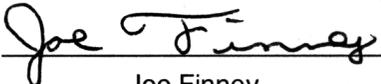
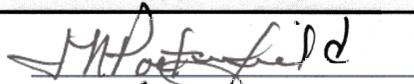
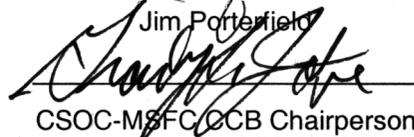




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Prepared By		Approved By		Effective	
 Joe Finney		 Jim Porterfield  CSOC-MSFC OCB Chairperson		July 8, 2003	

1. Purpose

This procedure describes the steps required to submit and deliver National Aeronautics and Space Administration (NASA) Integrated Services Network (NISN) services as defined in the NISN Services Document (NSD) via the NISN Service Request System (NSRS).

2. Customer(s) and Success Indicators

NISN customers are NASA and authorized contractor personnel who require the use of NISN services in support of NASA missions and objectives. Success shall be indicated by successful and timely implementation of the customer's requirement in accordance with approved Service Level Agreements.

3. Required Inputs

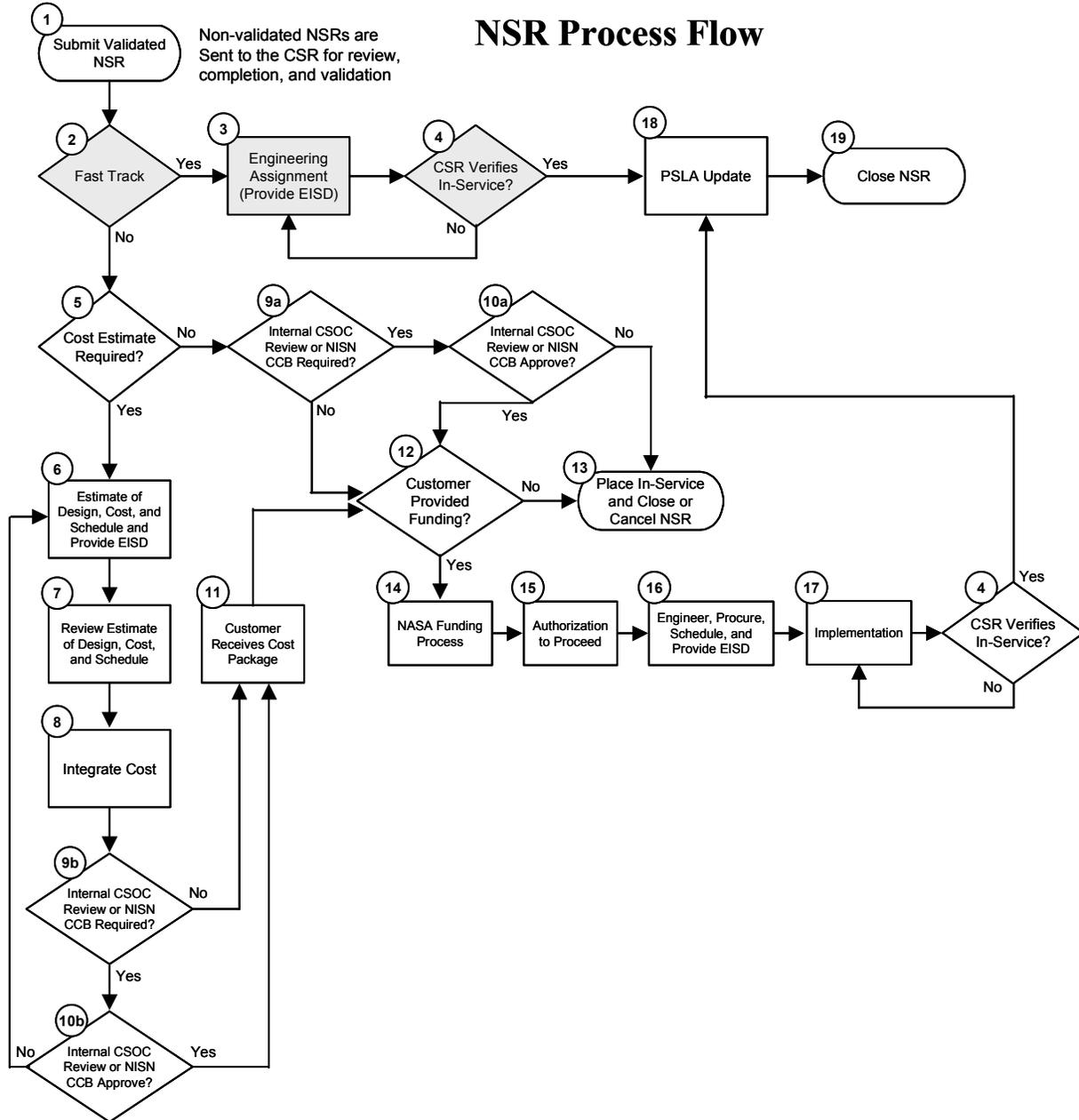
Input	Provider	Process/Procedure	Format
NISN Service Request (NSR)	Authorized NASA or Contractor Personnel	NSR Submit via Web or Remedy User Tool	Electronic via Web or Remedy

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4. Process Flow Diagram



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5. Process Description and Roles

Process Step	Responsible Party	Description of Step Activities	Time Constraint (If applicable)
1	CSOC Customer	<p>Submit Validated NSR - A NASA user or customer may submit a non-mission NSR via either Remedy or the web site at http://msfc-nrsr.csoconline.com/.</p> <p>Note 1: Mission NISN Service Requests may only be submitted by NISN Service Managers (NSMs) and NISN authorized Customer Service Representatives (CSRs) via Remedy.</p> <p>Note 2: All NSR's for Program Information Systems Mission Services (PrISMS) services are automatically routed.</p> <p>Prior to submitting the NSR, the CSR ensures that the cognizant NSM or NASA Center Representative agrees that the NSR represents a valid customer, a valid requirement, and that the customer intends to fund the implementation. This constitutes NASA validation of the requirement. An NSR that is submitted by an NSM and reviewed by the CSR is considered to be validated upon submittal. Non Validated NSRs are sent to the CSR for review, completion, and validation.</p> <p>Validation details are provided in Appendix A.</p>	
2	Customer Service	Fast Track - The criteria for services that can be fast tracked are included as Appendix B.	
3	Customer Service/ Engineering	Engineering Assignment (Provide Estimated In-Service Date (EISD)) . The NSR is routed to the appropriate engineering organization to provide EISD and to implement. An information copy is sent to the Project Service Level Agreement (PSLA) owner via Remedy.	
4	Customer Service	CSR Verifies In-Service. When implementation is completed, engineering notifies NISN Service Request Form (NSRF) Dispatch. Dispatch forwards the NSR to the appropriate CSR. The CSR verifies with the customer that the requested service was implemented, and that the customer is satisfied with the service. The CSR will update the Unit of Service Metric (USM) as required. The PSLA will be updated as required (Step 18).	
5	Customer Service	Cost Estimate Required? If the price of the requirement is known, a cost estimate is not required, and the NSR is routed to Step 9a. If a cost estimate is required, proceed to step 6.	

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Process Step	Responsible Party	Description of Step Activities	Time Constraint (If applicable)
6	Engineering	Estimate of Design, Cost, & Schedule (DCS) and Provide EISD - Engineering evaluates the requirement to determine whether sufficient existing resources are available. A cost estimate is developed as outlined in Appendix C. Termination liability information is also provided at this time.	10 working days maximum
7	Customer Service/ Engineering	Review Estimate of DCS - Engineering and Customer Service review the DCS to evaluate optional designs, cost elements and time factors.	
8	Business Office/ Customer Service	Integrate Cost - The Business Office prepares the cost package for review with customer.	
9 a & 10 a	Engineering/ Customer Service	NISN Configuration Control Board (CCB) Required (Cost Known) – Step 9a, If it is determined that the NSR requires a significant architectural change to NISN, or affects NISN services, it is forwarded to the appropriate CSOC review boards and the NISN CCB (step 10a). If review is not required, the NSR is forwarded to step 12. If the CCB does not approve the implementation, the NSR is canceled. If approved, the NSR is forwarded to step 12.	
9 b & 10 b	Engineering/ Customer Service	NISN CCB Required (Cost Estimate) – Step 9b, If it is determined that the NSR requires a significant architectural change to NISN, or affects NISN services, it is forwarded to the appropriate CSOC review boards and the NISN CCB (step 10b). If review is not required, the DCS is forwarded to the CSR for review with the customer (step 11). If it is not approved, the DCS is returned to engineering for re-evaluation (step 6). If approved, the NSR is forwarded to step 11.	
11	Customer/ Customer Service	Customer Receives Cost Package - The CSR and customer evaluate implementation options, and ensure customer concurrence with planned implementation, cost, and termination liabilities. If the NSR is for a cost estimate only, it is placed in-service and closed when the customer review is complete.	
12	Customer	Customer provided funding? - Based on the information provided by the CSR, the customer determines whether funding is available. If funding is not available, the NSR is canceled, Step 13. If funding is available, proceed to Step 14. The CSR provides the cost to the NISN Business Office.	
13	Customer Service	Place In-Service and Close or Cancel NSR – If a cost estimate was completed, the NSR is placed in service and closed. If the cost of the service was known but funding was rejected or the NISN CCB did not approve, the NSR is canceled.	

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Process Step	Responsible Party	Description of Step Activities	Time Constraint (If applicable)
14	NASA	NASA Funding Process - The NISN Business Office coordinates the transfer of funds and provides funding approval in the NSR.	
15	NSRF Dispatch	Authorization to Proceed (ATP) - Based on the criteria for ATP that is provided in Appendix D, NSRF Dispatch ensures ATP.	
16	Engineering/ Customer Service/ Business Office	Engineer, Procure, Schedule and Provide EISD - Procurement and scheduling of the chosen implementation are initiated, and the EISD is provided. The circuit procurement shall be accomplished utilizing General Services Administration (GSA) FTS 2001 services if possible. Any exception to this must be approved by Lockheed Martin (LM) and/or NISN. If Customer Services and engineering determines that the requirement cannot be implemented by the customer's requested start date, the requirement may be expedited. Any additional charges levied for expedited requirements will be coordinated with the customer by the cognizant CSR.	
17	Engineering	Implementation - The appropriate implementation for the required NISN service is executed. Engineering information, including circuit identification (ID) number, is entered in the NSR database. If the service cannot be provided by the original EISD, notification is sent to NSRF Dispatch no less than 10 working days prior to the EISD. The CSR will coordinate the EISD change with the customer and receive concurrence.	
18	Customer Service	PSLA Update - When the requirement is placed In Service, the CSR determines if PSLA changes are required. PSLA Configuration Maintenance records the change in the NISN Requirements database.	
19		Close NSR	

6. Outputs

Output	Customer Provided to*	Process/Procedure Receiving the Output	Format of Output (e.g., hardcopy, electronic database, etc.)	Delivery Frequency/ Time Constraints
NISN Service Implementations	NASA or Contractor	NASA Programs, Missions and Objectives	Network Service (i.e., circuit, hardware, or combination)	Per NISN Services Document

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Output	Customer Provided to*	Process/Procedure Receiving the Output	Format of Output (e.g., hardcopy, electronic database, etc.)	Delivery Frequency/ Time Constraints
NSR Database Quality Record [QR]	NASA or Contractor	NASA Programs, Missions and Objectives	NSR	As needed by customer

Output products that are [QR] are identified in the above table. More details regarding QRs are found in Section 7.0 of this document.

7. Quality Records

NSR Database - This database is the record of requirements from submission to implementation and assurance of customer satisfaction.

8. Related Processes, Guidelines, or Standard

- a. SLA Management Process, CSOC-CEN.CS50.001008
- b. SOP for Preparation of Contract Change Proposals, CSOC-CEN-SOP-000336
- c. CSOC-MSFC Engineering Review Board Charter; CSOC-MSFC-PRC-001766
- d. CSOC-MSFC System Engineering Development Process; CSOC-CEN-MPRC-002432
- e. CSOC-MSFC Software Engineering New Development Process; CSOC-MSFC-MPRC-002446
- f. CSOC-MSFC Hardware Engineering Development Process; CSOC-MSFC-MPRC-002429
- g. CSOC-MSFC Sustaining Engineering Process; CSOC-MSFC-MPRC-002434
- h. CSOC-MSFC Operations Integration and Test Process; CSOC-MSFC-MPRC-002431
- i. CSOC-MSFC Configuration Management Process; CSOC-MSFC-MPRC-002433
- j. CSOC Local Operating Procedure for VoTS Project Planning CSOC-MSFC-LOP-002002
- k. CSOC Local Operating Procedure for ViTS Project Planning CSOC-MSFC-LOP-001826

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9. Appendix A: Validation

9.1 Validation Guide

- a. Valid Customer (authorized to use NISN services) determined by any of these steps
 1. Identified in PSLA
 2. Refer to Organization Chart
 3. Verify with Center Representative or NSM
 4. Contact the funding Point of Contact (POC) to insure the requestor is authorized
 5. A list of authorized requestors (to be developed)
- b. Valid Requirement (needed within scope of program or Center and NISN) as determined by any of the following:
 1. Electronic Mail (E-mail) contact with Center Representative, NSM, and/or customer
 2. Center and Programmatic Review Board information
 3. Programmatic Requirements Documents
 4. Detailed Mission Requirements
 5. PSLA
 6. Approved local service request
- c. Intent to Fund

10. Appendix B: Fast Track

- a. Fast Track items bypass funding approval by the NISN Business Office and can just be "touched" by engineering and then be implemented.
- b. Guidelines:
 1. Calling Cards
 2. FTS Switch voice (new or disconnect)
 3. Toll Free numbers (new 800 numbers or disconnects)

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4. Fax Broadcast
5. Circuit disconnects
6. WAN Reallocations
7. Changes for mission non-Internet Protocol Network Operations Center (IPNOC) (Network Service Assurance Plan (NSAP) service)
8. Relocate/Disconnect Small Voice Teleconferencing System (VoTS) systems (Polycom/Shure, no procurements)
9. Fax relocations or disconnects

11. Appendix C: Cost Estimate

Summary of the DCS details for use by the CSR to present the proposal to the customer:

- a. Assumptions list
- b. Topology Diagram
- c. Schedule
- d. Hardware list (equipment list)
- e. Software list (application list)
- f. Cost Estimates – hardware/software/labor (time, travel)/miscellaneous materials/circuit costs/Monthly Recurring Cost (MRC)/NRC
- g. High Level/Initial Security Impact
- h. Operations impact
- i. Termination liability
- j. Quote valid to (date)
- k. Basis of Estimate (BOE)

12. Appendix D: ATP

Sequence of steps to confirm ATP (all 3 steps completed)

- a. NSR validated – at start of the process by CSR based on agreements with NCR or NSM

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- b. Design, cost, schedule provided (Board approval if required) and agreed upon by the customer
- c. Funding Approved – NISN Business Office

13. Acronyms and Abbreviations

Listed below are the acronyms and abbreviations used within this document:

- a. ATP Authorization to Proceed
- b. CCB Configuration Control Board
- c. CSOC Consolidated Space Operations Contract
- d. CSR Customer Service Representative
- e. DCS Design, Cost Estimate, Schedule
- f. EISD Estimated In-Service Date
- g. N/A Not Applicable
- h. NASA National Aeronautics and Space Administration
- i. NISN NASA Integrated Services Network
- j. No. Number
- k. NSD NISN Services Document
- l. NSM NISN Service Manager
- m. NSR NISN Service Request
- n. NSRF NISN Service Request Form
- o. NSRS NISN Services Request System
- p. PrISMS Program Information Systems Mission Services
- q. POC Point of Contact
- r. PSLA Project Service Level Agreement
- s. SPM Service Performance Metric
- t. USM Unit of Service Metric
- u. WAN Wide Area Network

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Signature Page	3.0		
Change Information Page	3.0		
Preface	3.0		
Page 1-10	3.0		
Document History			
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