

## Task Order 49-12 Rev. 1

### **1.0 TITLE OF EFFORT: S&MA Information Technology Management**

### **2.0 TASK DESCRIPTION (SOW 3.7.1):**

Provide Information Technology (IT) products and services to the JSC S&MA Directorate. These products and services consist of tools, data systems, websites, S&MA-managed servers, IT security, S&MA technical infrastructure support and S&MA-unique desktop and software support that enables S&MA engineering and administrative activities. All activities must comply with the following NASA requirements and directives:

NPR 7120.5 – NASA Space Flight Program and Project Management Requirements

NPD 7120.4 – NASA Engineering and Program/Project Management Policy

NPR 2800.1 – Managing Information Technology

NPD 2800.1 – Managing Information Technology

NPR 2810.1 – Security of Information Technology

NPD 2810.1 – NASA Information Security Policy

NPR 2830.1 – NASA Enterprise Architecture Procedures

NPD 2830.1 – NASA Enterprise Architecture

### **2.1 SOW Reference: 3.7**

### **2.2 Provide S&MA-Unique IT Operations (SOW 3.7.1):**

The contractor shall provide technical and administrative IT services necessary to support the S&MA hardware and software technical infrastructure.

#### **2.2.1 Perform S&MA-Managed Server Administration.**

- a. Provide single point of contact for the ODIN contractor and the Information Systems Directorate (IRD) for the JSC network in the SAIC 2450 NASA Parkway facility and on all S&MA-managed servers.
- b. Represent S&MA at JSC/IRD network meetings.
- c. Perform installation of critical server upgrades/patches on S&MA servers
- d. Install/configure new servers as needed.
- e. Implement and manage group/user accounts on S&MA servers as required by the S&MA user community
- f. Create and maintain server refresh/replacement schedules for S&MA servers
- g. Support the S&MA web and application server development environments to maintain optimum performance and availability of system resources.
- h. Represent S&MA at the Active Directory Working Group (ADWG) meetings

#### **2.2.2 Perform IT Security.**

- a. Develop, implement and monitor the S&MA IT Security Plans.
- b. Ensure S&MA IT Security Plans maintain current and timely NASA certification and accreditation requirements.
- c. Represent S&MA at NASA Access Control Board (NACB) meetings for all Service Requests (SRs) with IT Security implications.
- d. Determine and execute appropriate resolution when security-related vulnerabilities are identified on S&MA servers.

- e. Function as Organization Computer Security Representative (OCSR) for S&MA

### **2.2.3 Perform S&MA-Unique User Desktop Support.**

- a. Install/configure (and remove) software not included with ODIN standard load

### **2.3 Perform IT Planning (SOW 3.7.2):**

The contractor shall establish and maintain an annual Summary Investment Business Case (SIBC) Plan in accordance with DRD 12, Information Technology Plan.

- a. Facilitate, collect and record the annual SIBC IT requirements for the NASA and contractor community.
- b. Prepare the annual S&MA SIBC document.
- c. Capture the S&MA IT requirements in the S&MA IT Planning System database
- d. Coordinate the prioritization of requirements with the S&MA Directorate to fit within the annual IT budget allowance
- e. Prepare the S&MA SIBC documents
- f. Review the S&MA SIBC documents with the JSC Office of the Chief Information Officer (CIO)
- g. Baseline the requirements and budget once approved by the Office of the CIO
- h. Execute and manage the baselined SIBC Plan
- i. Initiate procurement activities in accordance with the approved plan
- j. Capture and document "out of plan" requirements and coordinate with the S&MA Directorate to determine appropriate course of action
- k. Review monthly S&MA ODIN billing to verify proper charging of S&MA initiated SRs
- l. Manage the SIBC Plan budget vs. spending and notify the S&MA Directorate of any over/under situations

### **2.4 Provide Data Management (SOW 3.7.4):**

The contractor shall establish and implement a Data Management Plan per DRD 13, Data Management Plan. The Data Management Plan shall describe the management, preparation, control and dissemination of data and documentation required and produced under this contract in order to provide NASA with direct, on-going access to all data and documentation required to accomplish S&MA responsibilities. The plan shall include an assessment of existing S&MA data and documents, methods for identifying and acquiring Safety, Reliability, and Quality Assurance data and documents, requirements for storage, equipment and methods of accessing data and documents, and data management philosophy. All documents and data produced in performance of this contract shall be organized, controlled, and stored on NASA IT equipment.

- a. Develop an S&MA Data Management process to insure all new/modified data and documents are captured and properly integrated into the S&MA data management index (DMI).
- b. Maintain the S&MA DMI that records and tracks metadata related to data and documents produced during the execution of S&MA business processes.
- c. Participate in S&MA and JSC events intended to plan/discuss NASA/JSC data management methodologies, standards, guidelines, and procedures.

### **2.5 Maintain S&MA IT Tools and Technologies (SOW 3.7.6):**

The contractor shall provide and maintain data systems and analytical tools in response to

current and future S&MA requirements. The contractor shall maintain existing databases, websites, and tools as well as those developed in performance of this contract utilizing software and applications recognized as JSC standards. Proprietary or non-JSC standard applications, protocols, or IT systems shall not be utilized without prior NASA contractual authorization.

#### **2.5.1 Web/Application Tasks.**

- a. Perform the collection and documentation of S&MA web/application user requirements.
- b. Maintain S&MA web/application solutions to S&MA user requirements.
- c. Perform Database Administration tasks:
- d. Provide maintenance of database strategies, monitor and improve database performance and capacity, and plan for future expansion requirements.
- e. Plan, coordinate and implement security measures to safeguard the databases.
- f. Facilitate NASA Account Management System (NAMS) compliance by defining and implementing appropriate work flows for approving user access to data stored in S&MA-developed systems.
- g. Respond to NASA data calls related to capturing information about S&MA-developed applications/websites/records (i.e., System for Tracking and Registering Applications and Websites (STRAW), Agency Website Registration System (AWRS), the Organizational Records Management Inventory System (ORI).

#### **2.5.2 SharePoint Maintenance Tasks.**

- a) Provide and maintain S&MA SharePoint instances in response to S&MA user requirements.

#### **2.6 Participate in JSC IT Communication/Collaboration Events (SOW 3.7.8):**

The contractor shall participate in JSC IRD-led meetings and events as required for the purpose of coordinating and collaborating IT activities that affect JSC systems, and sharing information on current IT topics that affect S&MA systems. The contractor shall provide technical expertise at IRD boards and meetings, such as the NACB which typically meets once each week for one to three hours.

**3.0 PERIOD OF PERFORMANCE:** October 1, 2011 – September 30, 2012

**4.0 ESTIMATED COST:**

Contractor may provide travel, training, materials, and other non-labor resources as necessary to support task order requirements. Training may include selected professional discipline-based or spaceflight-based conferences with approval of the TMR.