



ORGANIZATIONAL INSTRUCTION

Flight Projects Directorate FD01

Management of Information Technology Systems and Services

APPROVAL

<u>NAME</u>	<u>TITLE</u>	<u>ORG</u>	<u>DATE</u>
<u>Original signed by</u> _____ N. Jan Davis, Ph. D	Director, Flight Projects Directorate	FD01	October 02, 2002

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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		6/15/00	Baseline Document
Revision	A	10/02/02	IT Purchase Processes Update

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1.0 GENERAL INFORMATION

1.1 Scope

This instruction covers all aspects of the management of Information Technology (IT) equipment, services and security within the Flight Projects Directorate.

1.2 Purpose

The purpose of this Organizational Instruction (OI) is to provide policy and guidelines pertaining to the procurement and management of Information Technology systems and services and IT Security within the Flight Projects Directorate (FD).

1.3 Applicability

This instruction is applicable to all FD organizations and support contractors for which the Flight Projects Directorate provides IT funding regardless of location. IT policies and procedures are applicable to all civil service and contractor systems and major applications as defined in MPG 2810.1 including systems and major applications which contain FD data but which reside on servers within contractor facilities.

2.0 APPLICABLE DOCUMENTS

Revision levels of documents are not shown. The latest revision will be used unless otherwise required by contractual requirements or other regulations. If a specific revision must be used the revision letter will be given.

MPD 2800.1 Management of Information Technology Systems and Services at MSFC

MPD 2810.1 Security of Information Technology

MPG 1100.1 Marshall Space Flight Center Organizational Manual

MPG 1440.2 MSFC Records Management Program

MPG 2800.1 Agency Information Technology Services

MPG 2810.1 Security of Information Technology

MWI 4200.1 Equipment Control

MWI 4220.1 Space Utilization, Communications, Furniture, Relocation and Special Event Services

MWI 5113.1 Credit Card Operating Procedures

NPD 2800.1 Managing Information Technology

NPD 2810.1 Security of Information Technology

NPG 1441.1 Records Retention Schedules

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3.0 ACRONYMS and DEFINITIONS

3.1 Acronyms

APRS	Automated Procurement Request System
CIO	Chief Information Officer
COTR	Contracting Officer's Technical Representative
CSO	Computer Security Official
CSOC	Consolidated Space Operations Contract
CSS	Customer Service Specialist
IDS	Integrated Desktop System
FD & FPD	Flight Projects Directorate
FMC	Facilities Move Coordinator
HOSC	Huntsville Operations Support Center
IP	Internet Protocol
IT	Information Technology
ITSM	Information Technology Security Manager
NEMS	NASA Equipment Management System
OCIO	Organization Chief Information Officer
ODIN	Outsourcing Desktop Initiative for NASA
PAI	Privacy Act Information
PrISMS	Program Information Systems Mission Services
SRS	Service Request System

3.2 Definitions

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Chief Information Officer The MSFC CIO is responsible for planning, coordination, and oversight of initiatives and measures to ensure the confidentiality, integrity, and availability of information processed by MSFC IT systems, consistent with the operational needs of MSFC's missions, programs, and projects.

Credit Card Holder Credit Card Holder, for the purposes of this document, refers to the credit card holder responsible for the purchase of non-ODIN items requested via an approved FD internal ODIN Waiver and ODIN items requested via an approved FD internal ODIN Memo. Other credit card holder activities and guidelines are covered in MWI 5113.1.

Facilities Move Coordinator The Facilities Move Coordinator is designated by the Facilities Engineering Department to coordinate moving of computer hardware.

Information Technology Information Technology includes computer and communications systems, ancillary equipment, software applications, hardware, firmware, networks, and support personnel and services that enable FD personnel to generate, process, store, access, manipulate, exchange, and safeguard information.

Information Technology Security Manager The Information Technology Security Manager for the Center is appointed by the Chief Information Officer. Duties of this position may be found in MPG 2810.1 Chapter 1.1.8.

OCIO Assistant Contractor Support to the OCIO.

Purchase Monitor The Purchase Monitor is the person processing and tracking an IT purchase.

Line Manager The Line Manager is a civil service department manager or group lead who exercises administrative or operational controls, whether directly or through delegated technical civil service or contractor staff, for an IT resource in his/her area of responsibility. Reference the definition provided in MPD 2810.1.

Directorate Organization Chief Information Officer (OCIO) The FD OCIO will serve as the IT representative for the Flight Projects Directorate, serve as the primary point of contact concerning IT with organizations outside FD, and coordinate Directorate IT policies, procedures and action items.

Department/Office level Organization Chief Information Officers (OCIO's) Will serve as the IT representative for their Department/Office and serve as the primary point of contact within their Department/Office for coordination of Directorate IT policies, procedures, and action items.

Property Support Assistant The Property Support Assistant is the person assigned to provide property support to users for each organization. A listing of property assistants is available at the following URL: <http://inside.msfc.nasa.gov/AD40/property/propcust.pdf>.

Service Request System The Service Request System allows users to submit requests for services electronically and is available at the following URL: <http://4help.msfc.nasa.gov/>.

4. INSTRUCTIONS

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4.1 FD Internal Process For Purchases

This process is used for the initiation and procurement of ODIN and non-ODIN purchases excluding HOSC purchases. Reference 5.1 of this document for information on HOSC purchases.

User Requirements For purchases via the ODIN Catalog, users will provide a memo requesting a purchase through ODIN to the OCIO assigned to their office/department. As indicated in the sample memo provided in Appendix A, the memo should show justification of the purchase, the appropriate funding code, a full description of user requirements, and should be signed by the requestor's Group Lead and Department Manager. If the user has been provided a quote via ODIN, that quote reference number should also be provided in the memo.

Organization Chief Information Officer (OCIO) Function The OCIO assigned to the user's organization will review the request and after approval will provide the memo and any other pertinent data to the Purchase Monitor for action. A signed copy will also be sent to the approving Department Manager.

Purchase Monitor Responsibilities The Purchase Monitor will contact the appropriate Program Analyst in the Business Management Resources Group to verify available funds. This verification will be documented either in writing or via a printed e-mail from the Program Analyst to the credit card holder and included in the procurement package. The Purchase Monitor will provide the credit card holder with a copy of the approved memo/waiver and attachments.

Upon verification of funds, the Purchase Monitor will submit a request via the ODIN Catalog to order the item(s) identified by the user. If the user has already performed this step the Purchase Monitor will obtain a copy of the ODIN Catalog order document.

MPG 2800.1, Paragraph 7.1 requires that IT services and products are procured through the MSFC established contracts (ODIN, PrISMS, CSOC, UMS). A waiver will be required for any items that are not procured through these contracts. Waivers may be granted by organizational OCIO's, however, monthly waiver reports will be consolidated by the Directorate OCIO and furnished to the MSFC CIO.

A memorandum requesting a waiver of the requirement to purchase through ODIN will be required when purchasing any items that are not available through the ODIN Catalog or outside of other MSFC established contracts, or when the price comparison is such that ODIN procurement is not cost effective. A sample waiver memorandum is provided in Appendix B. (If a purchase is to be made through ODIN refer to Appendix A.) Appendix C contains further guidance provided by the Center CIO for IT purchases. OCIO Assistants will provide assistance to users in preparing waivers as required.

As indicated in the sample memorandum, the waiver should state the justification, provide a funding code, and should be signed by the Group Lead and Department Manager responsible for the funds being used. Any documentation showing price comparisons or quotes should be included with the waiver package.

Upon completion, the waiver request memo should be forwarded to the appropriate FD OCIO for approval. The OCIO or OCIO Assistant will, upon approval, log and file the memo. A log of all waiver memos will be forwarded to the CIO monthly. The OCIO will then forward a copy of the signed waiver to the user who initiated the purchase request as well as a signed copy to the Department Manager.

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Upon receipt of a Memo/Waiver for items totaling over \$2,500 the initiation of an Automated Procurement Request System (APRS) will be required. The Purchase Monitor will provide a copy of the Memo/Waiver to the Program Analyst for further processing. Upon delivery of the purchase the Purchase Monitor will close the line item in the online Memo/Waiver Log. This online log is shared by the OCIO's and OCIO assistants electronically. The Purchase Monitor will file the documentation details for each request in the Memo/Waiver Logbook kept in the office of the OCIO Assistant until the purchase is complete.

After the delivery and or installation is complete the documentation will be filed as file #2800/ODIN/Non-ODIN Completed Purchases in the office of the OCIO or OCIO Assistant in accordance with the latest versions of MPG 1440.2 and NPG 1441.1.

4.2 FD Computer Access Request (CACs) Process

When a new employee, whether government or contractor, comes to FD and needs a user account to access Integrated Desktop Services (IDS), FD Group areas, and electronic mail it is necessary to complete the MSFC Form 4194.

The form is accessible from IDS and can be printed out by any IDS user. For new employees, this should be coordinated by their supervisor, mentor or sponsor.

The new Civil Service employee should complete the form and have it signed by the immediate supervisor. If the employee is a contractor, a MSFC line manager or the employee's contract COTR should sign.

Upon completion the form should be submitted to the Directorate OCIO. The Directorate OCIO will ensure that a copy of the form is Faxed to the appropriate contact requesting that the account be created. The Privacy Act Information on the form will be removed or covered before the fax is transmitted, and privacy information will be provided via telephone to the appropriate person. After the account is created the form will be filed as Privacy Act Information in the office of the Directorate OCIO in file #2800/Computer Access Control System (CACs) User ID Requests. A copy of the form will be provided to the OCIO Assistant who will submit the request for a new ODIN seat via the ED-eXtended Asset Management Database (ED-X).

When the account has been created a message is sent to all concerned. Upon notification, the new employee should contact the appropriate persons as instructed, to obtain the new user ID and temporary password.

4.3 FD Equipment Loan Process

Employees requiring the use of IT equipment off-site are required to sign the proper MSFC Form as identified in MWI 4200.1.6.n. A listing of property assistants is available at the following URL: <http://inside.msfc.nasa.gov/AD40/property/propcust.pdf>. The property assistant can provide information on what form is appropriate for the user's requirement.

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Copies of any property loan agreements for non-ODIN equipment (MSFC Forms 4241 or 38 or NASA Form 892, etc.) should be provided to the OCIO and a copy retained by the user. Note that hand-held organizers and similar equipment should have a NASA property sticker and if not, the user should obtain one from his/her assigned property assistant. To carry these items off site the user should obtain a Mobile Equipment Property Pass that identifies the item(s) being carried by that user.

The OCIO Assistant will document the latest equipment status in the FD historical equipment database. A copy of the Employee Equipment Loan Agreement will be filed in the FD Equipment Loans folder file # 4200 in the office of the OCIO or referenced in his/her files and kept in the office of the OCIO Assistant.

4.4 FD User and/or Equipment Relocation Process

A user who is relocating should refer to MWI 4220.1.

The user will request approval through the web based Service Request System (SRS) (<http://srs.msfc.nasa.gov/catalog/>). The Administrative Officer will coordinate the availability of the cubicle/office and approval of the appropriate management officials. After management approval the Administrative Officer will provide approval through the SRS. The SRS will notify the Administrative Officer and the OCIO when the move is complete.

The OCIO or OCIO Assistant will then update the FD historical equipment database and file a copy of the request in the file # 2800/Service Requests folder.

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5.0 NOTES

5.1 The Flight Projects Directorate will utilize the appropriate MSFC organizations and their contractors (i.e., ODIN, PrISMS, CSOC) for all IT products and services as defined in the Center organizational charters and as defined in MPG 2800.1. The UMS contract will continue to be used for HOSC related procurements.

5.2 The Director of Flight Projects will appoint a directorate level Organization Chief Information Officer (OCIO), as well as OCIO's from each department/office within the Directorate as recommended by Department/Office Managers. This appointment of OCIO's will be documented by memo from FD01. Historical data records will be maintained in a database accessible to the OCIO's as a management tool for tracking non-ODIN equipment [i.e., hand held devices, models, typewriters, die-on-the-vine (non-maintenance items) printers, etc.]. Contractor support personnel will assist the OCIO's in these assignments and will be referred to as the OCIO Assistant(s).

5.3 As required by MPG 2800.1, IT services and products will be procured through MSFC's established contracts (CSOC, ODIN, PrISMS) unless a waiver is issued. Any FD OCIO may grant waivers. If there is a waiver purchase due to a major cost savings the cost comparison should be provided for justification. Waiver reports for each department/office within the FD should be forwarded monthly to the Directorate OCIO to be consolidated and reported to the MSFC CIO. All waivers and waiver reports will be filed using MPG 1440.2 and NPG 1441.1 guidelines.

5.4 All credit card IT purchases will be approved by a FD OCIO and will be processed and filed by the credit card holder in accordance with Center Credit Card procedures as defined in latest version of MWI 5113.1.

5.5 IT policies and guidelines will be implemented within the Directorate through the Directorate level Organization Chief Information Officer (OCIO). Each Department/Office will have an OCIO designated by their respective Department/Office Managers. The Directorate OCIO will function as the liaison to the Chief Information Officer (CIO) on all matters concerning IT for the Directorate. Department/Office OCIO's will be responsible for all IT concerns within the department/office that they represent and will assume all functions of the OCIO for their department/office. The Directorate OCIO will coordinate all IT actions through communication with the internal OCIO's and keep Directorate Management informed of issues/concerns affecting the Directorate. This group of OCIO's will meet on an as-needed basis to discuss upcoming trends, concerns, and IT requirements, and to share ideas and experiences to promote the efficient use of IT products, services, and resources within the directorate.

5.6 IT Security policies and guidelines will be implemented within the Directorate through the Directorate Level Computer Security Official (CSO). Each Department/Office will have a CSO designated by their respective Department/Office Managers. The Directorate CSO will function as the liaison to the Center Information Technology Security Manager (ITSM) on all matters concerning IT Security for the Directorate. Department/Office CSO's will be responsible for all IT security concerns within the department/office that they represent and will assume all functions of the CSO for their department/office as described in MPG 2810.1. The Directorate CSO will coordinate all IT Security actions through communication with the internal CSO's and keep Directorate Management informed of issues/concerns affecting the Directorate.

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6.0 SAFETY PRECAUTIONS AND WARNING NOTES

None

7.0 APPENDICES, DATA, REPORTS, AND FORMS

Appendix A: ODIN Purchase Request Sample Memorandum

Appendix B: Sample Waiver Memorandum for a Non-ODIN Purchase

Appendix C: Waiver Questions Regarding the Purchase of Non-ODIN Items

8.0 RECORDS

The table below identifies specific records required by this Organizational Instruction.

File Title	Description of Record	Reference	Notes
File #2800/ODIN /Non-ODIN Requests	Contains request memo, funding verification, APRS request, and delivery and installation verification.	This OI, Paragraph 4.1; MPG 1440.2; NPG 1441.1	Maintained by the office of the OCIO or OCIO Assistant.
File #2810/ Computer Access Control System (CACS) User ID Requests	Contains completed MSFC Form 4194. This is a user account request for electronic mail, IDS access, etc.	This OI, Paragraph 4.2; MPG 2810.1	Maintained by the office of the Directorate OCIO. Contains Privacy Act Information - must be safeguarded
File #4200/FD Equipment Loans	Contains documentation for employee equipment loans (e.g., portable computers, handheld devices)	This OI, Paragraph 4.3	Maintained by the office of the OCIO, or referenced there and kept by the OCIO Assistant Copies only.
Historical Equipment Database (Electronic)	Electronic database of equipment orders, relocations, etc.	This OI, Section 4.0 and Paragraph 5.2	This is an electronic database shared by the OCIO's and OCIO Assistants for historical reference purposes

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File Title	Description of Record	Reference	Notes
File #2800/Service Requests	For office and computer equipment relocation	This OI, Paragraph 4.4. Also see MWI 4220.1 for office standards and communications requirements	Copies are maintained by the office of the OCIO or OCIO Assistant. For those requests issued or tracked by this office. The Historical Equipment Database is updated using this document as input.
File #2800/Waiver for Equipment Purchases	Contains approved equipment purchase waiver memorandum. This is for purchases not made through ODIN, CSOC, PrISMS, or UMS	MPG 2800.1, Paragraph 7.1 This OI, Paragraph 5.3	Maintained by the office of the OCIO or OCIO Assistant. A log of waiver memos is sent to the CIO monthly from the Directorate OCIO.
File #2800/Information Technology Management	Contains OCIO meeting minutes and recommendations	This OI, Paragraph 5.5	Maintained by the office of the Directorate OCIO.
Credit Card Holder File	File of Credit Card Small Purchases Credit card file consists of original MSFC Form 4235, copies of bank statements, original merchant invoices, and copies of dispute information	This OI, Paragraph 5.4. MWI 5113.1, paragraph 6.p.	Maintained by card holders.

9.0 TOOLS, EQUIPMENT, AND MATERIALS

None

10.0 PERSONNEL TRAINING AND CERTIFICATION

Training requirements established by the Center IT Security Manager will be implemented within the directorate as required by MPG 2810.1 and in accordance with NPG 1441.1. IT Security Training records will be maintained by the MSFC Training Office as per mandate by the Center Steering Committee.

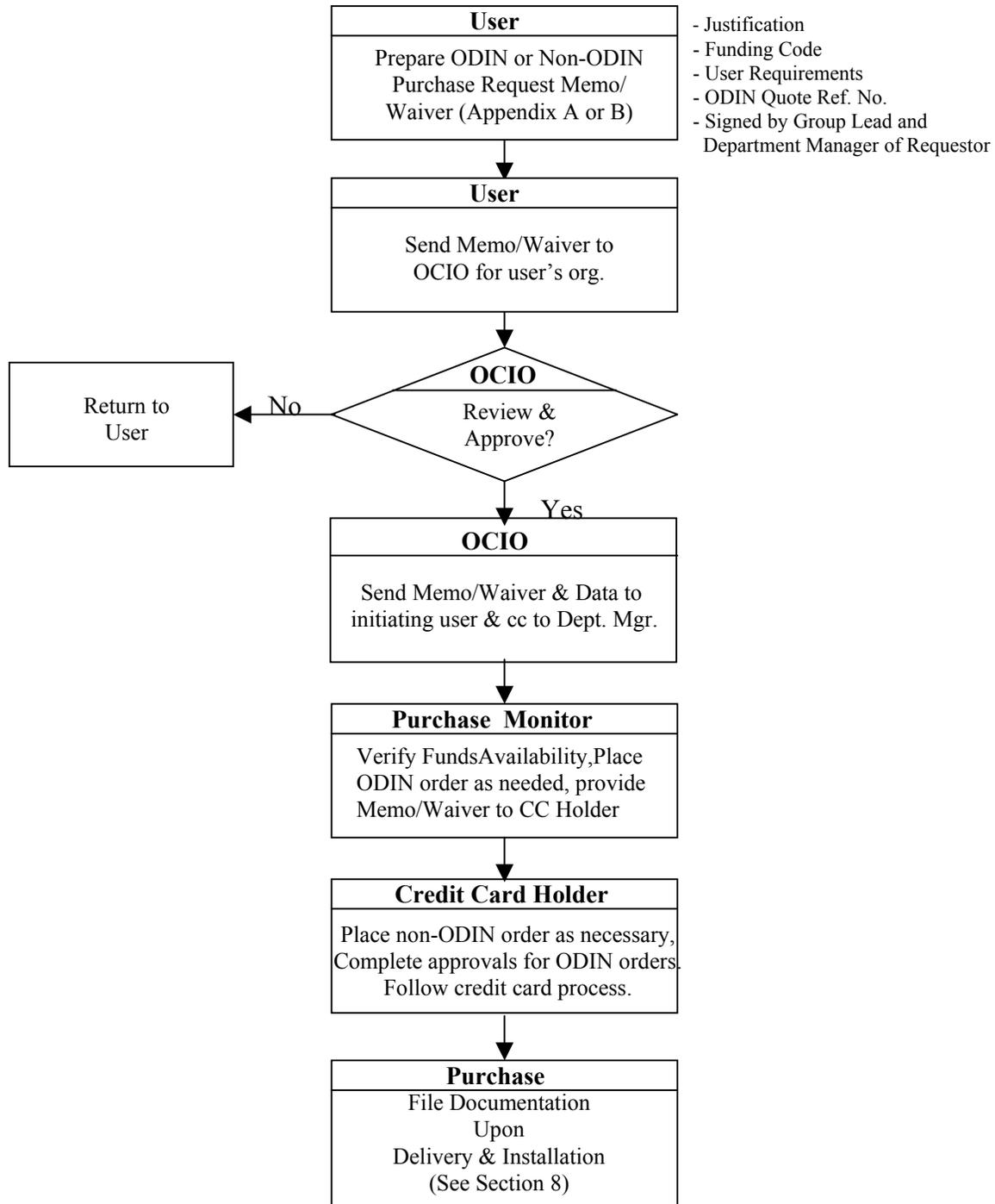
11.0 FLOW DIAGRAM

The following flow diagrams depict the processes outlined in paragraphs 4.1 and 4.2. Paragraphs 4.3 and 4.4 do not need flow diagrams since they are self-explanatory.

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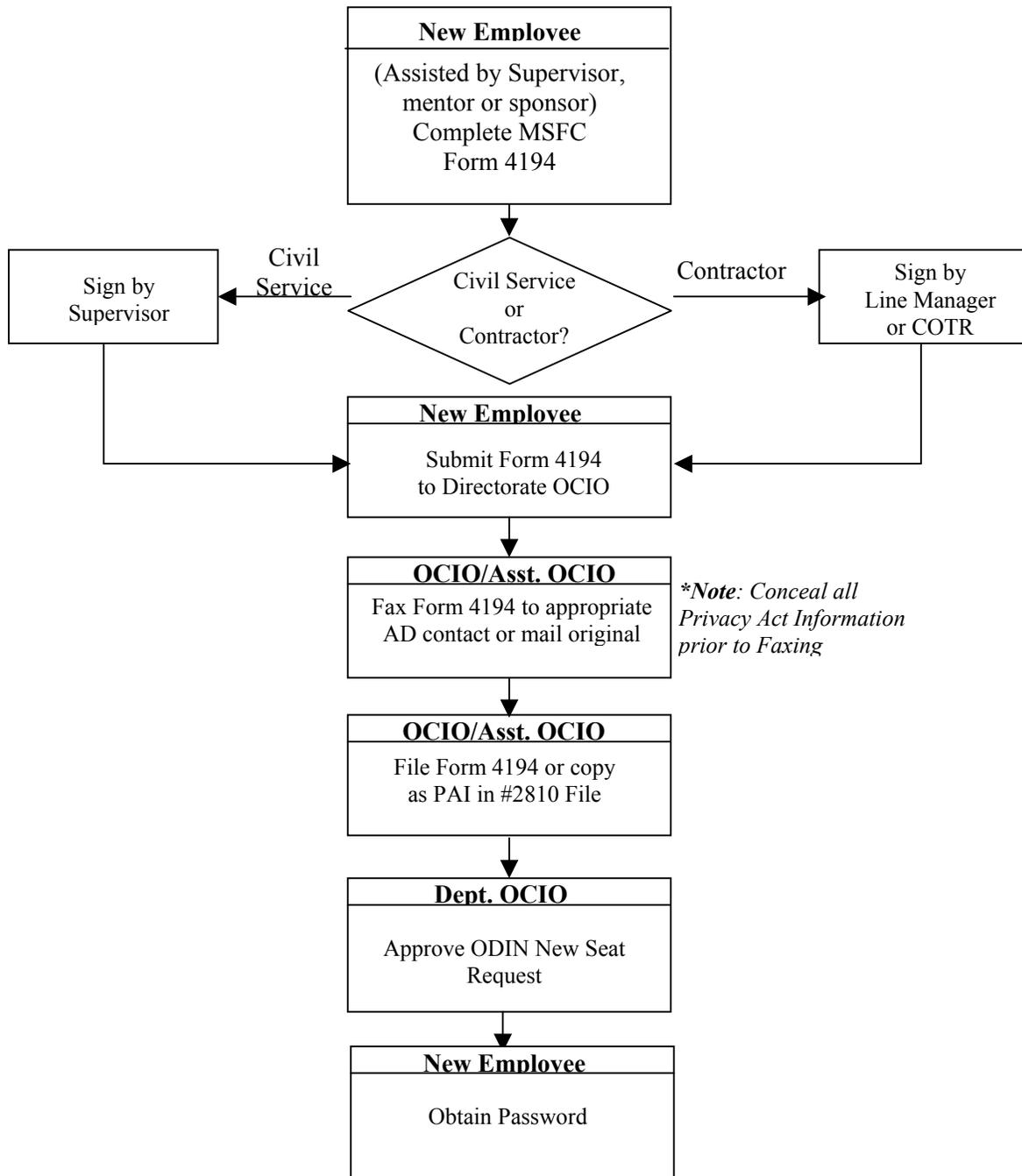
FIGURE 1: FD Internal Process For Purchases (Paragraph 4.1)



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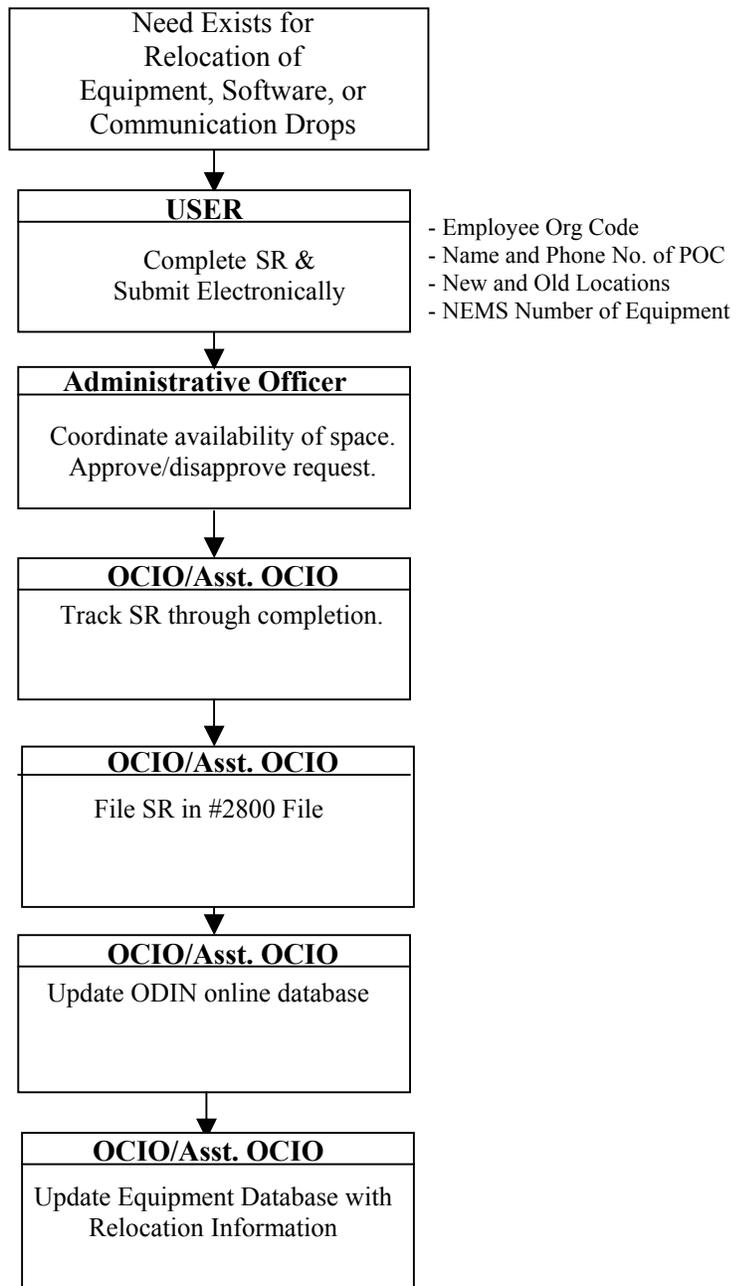
FIGURE 2: FD Computer Access Request (CACS) Process (Paragraph 4.2)



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FIGURE 3: FD Service Request (SR) Process (Paragraph 4.4)



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APPENDIX A
ODIN PURCHASE REQUEST SAMPLE MEMORANDUM

FDXX

Date: _____

TO: FD__/OCIO's Name
FROM: FD__/Manager
SUBJECT: ODIN Purchase Request

The purchase of equipment needed is required for user's name in order to support project or mission to be supported.

The purchase of this equipment/software is necessary because:
Justification of why the items are needed.

If the order has already been submitted to ODIN please provide the ODIN Catalog reference number and a copy of the order.

The estimated cost for the items needed is the cost in dollars and the funding code for the upgrade is funding code. Funding questions for this procurement may be referred to the project or organization program analyst.

If you have any question regarding this request, please contact the name, telephone number, and /or e-mail address of the point of contact.

Manager, Group Name

Department Manager, Department Name

OCIO's Name, FDXX OCIO

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APPENDIX B
SAMPLE WAIVER MEMORANDUM FOR A NON-ODIN PURCHASE

FDXX

Date: _____

TO: FDXX/OCIO

FROM: FDXX/Manager

SUBJECT: Waiver For Permission to Purchase Outside Of ODIN

The purchase of equipment needed is required for user's name in order to support project or mission to be supported.

The purchase of this equipment/software is necessary because:
Justification of why the items are needed.

This purchase is requested outside of ODIN because:
Justification of why the items needed cannot be provided by ODIN (this should include any available cost comparisons).

The estimated cost for the items needed is the cost in dollars and the funding code for the upgrade is funding code. Funding questions for this procurement may be referred to the project or organization program analyst.

If you have any question regarding this request, please contact the name, telephone number, and /or e-mail address of the point of contact.

Manager, Group Name

Department Manager, Department Name

OCIO's Name, FDXX OCIO

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APPENDIX C

WAIVER QUESTIONS REGARDING THE PURCHASE OF NON-ODIN ITEMS

ODIN is the primary source, not an alternative, for "purchasing" desktop computer equipment. The intent of the outsourcing initiative is to remove the Government ownership of desktop computing resources, and the Agency has directed each Center to participate to the fullest extent possible in the ODIN contract. MSFC has made the decision to utilize the ODIN contract as its major supplier of desktop systems, and the ODIN catalog is also available to procure those items. OAO Corporation participated in a full and open competition and has won the contract to supply MSFC and the other Code M Centers with products and services specifically noted in their contract.

Two of the objectives defined for the ODIN Program by NASA management are:

- Shift asset management responsibility and risk to the private sector
- Focus remaining civil service on core R&D missions.

There is a significant cost associated with Government ownership of Information Technology (IT) assets, especially in the case of computers. The full cost of people (both civil service and contractor), equipment, and asset management systems required to track, report, and inventory computers is high. With a shrinking NASA workforce and decreased funding available for the contractors and support systems needed for the property management function, ODIN was designed to shift this responsibility and cost to the private sector.

Purchasing items from outside ODIN hinders NASA management's efforts to meet the first objective by prolonging the existence of NEMS tagged equipment. NASA management made the conscious decision to outsource these services in an effort to focus dwindling civil service resources into core mission areas. In so doing, NASA has shifted responsibility for how the ODIN Service Level Model (SLM) is implemented to the contractors from the traditional NASA involvement and direction.

Information Technology items that CANNOT be procured from ODIN should be purchased through an existing contract at MSFC (PrISMS, CSOC, etc). Credit Card purchases are subject to approval by the Organizational CIO or the MSFC CIO, and waivers are required for credit card purchases of IT equipment. Waivers must be approved by an Organizational CIO or the MSFC CIO.

The following information should accompany all waivers.

JUSTIFICATION: The justification must include why the item is needed; whether it is a new or existing requirement (upgrade/replacement), and if so, what is being upgraded or replaced; the user's organization; the project(s) it supports; whether it is mission critical; where the equipment will be located; and the projected life-cycle costs. The rationale provided should acknowledge the full cost to NASA associated with purchasing (including the initiator's time) tracking, inventorying, reporting, maintaining, and the liability burden of Government-owned equipment.

The following must also be answered

1. Does ODIN provide this item?

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If yes, why can't this item be procured from ODIN? If the answer is cost, is the ODIN Category 3 price more than 15% higher? Compare ODIN and NON-ODIN Life cycle costs. Include time spent by initiator in purchasing the item or costs associated with existing non-ODIN shipping/receiving facilities.

If ODIN cannot provide the item, who will maintain it once it is purchased elsewhere? If it is under warranty, then who will be responsible for sending the item back? How will they ship it? Who will pay for the shipping?

2. If the item must be tracked by a property custodian, who is the custodian?
3. If the system requires software, who will provide it, repair the system, and install it? ODIN has a return to service charge for non-ODIN items installed on ODIN seats that they receive trouble tickets for.
4. If Network Connectivity is required, will you add this to ODIN as a network seat?

RAINES RULES: The acquisition of IT resources must address the Raines Rules which are shown below; MSFC is mandated by law to consider these rules in its acquisition of IT resources.

The decision criteria to be considered prior to initiating a new investment in information technology include the following:

- **Mission Support** - The investment supports core or priority mission functions that need to be performed by the Federal Government
- **Alternative Sources** - The investment is undertaken because no alternative private sector or government source can efficiently support the function
- **Work Process Redesign** - The investment supports work processes that have been simplified or otherwise redesigned to reduce costs, improve effectiveness, and make maximum use of commercial, off-the-shelf technology
- **Return on Investment** - The investment demonstrates a projected return on the investment that is clearly equal to or better than alternative uses of available public resources. Return may include: improved mission performance in accordance with GPRA measures, reduced cost; increased quality, speed, or flexibility; and increased customer and employee satisfaction. Return should be adjusted for such risk factors as the project's technical complexity, NASA's management capacity, the likelihood of cost overruns, and the consequences of under- or non-performance.
- **Architectures** - The investment should be consistent with Federal and NASA architectures which integrate NASA work processes and information flows with technology to achieve NASA's strategic goals; reflect NASA's technology vision and year 2000 compliance plan; and specify standards that enable information exchange and resource sharing, while retaining flexibility in the choice of suppliers and in the design of local work processes.

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- **Risk Reduction** - The investment reduces risk by avoiding or isolating custom-designed components to minimize the potential adverse consequences on the overall project; using fully tested pilots, simulations, or prototype implementations before going to production; establishing clear measures and accountability for project progress; and securing substantial involvement and buy-in throughout the project from the program officials who will use the system.

- **Phased Development** - The investment is implemented in phased, successive modules as narrow in scope and brief in duration as practicable, each of which solves a specific part of an overall mission problem and delivers a measurable net benefit independent of future modules.

Acquisition Strategy - The investment employs an acquisition strategy that appropriately allocates risk between government and contractor, effectively uses competition, ties contract payments to accomplishments, and takes maximum advantage of commercial technology.

CHECK THE MASTER LIST
VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE