



George C. Marshall Space Flight Center  
Marshall Space Flight Center, Alabama 35812

FPD-OI-FD33.1  
September 7, 2004

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# ORGANIZATIONAL INSTRUCTION

## Flight Projects Directorate Payload Operations and Integration Department FD33/Payload Systems Group

# Management Process

Rev E

### APPROVAL

<u>NAME</u>	<u>TITLE</u>	<u>ORG</u>	<u>DATE</u>
<i>Original Signed by</i> <hr/> Richard M. McElyea	Lead, Payload Systems Group	FD33	September 7, 2004

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## **1.0 GENERAL INFORMATION**

### **1.1 Scope**

This Organizational Instruction (OI) covers all functions in the Payload Systems Group that affect the quality of in-scope products (involving onsite Marshall Space Flight Center (MSFC) activities, or onsite contractor activities being conducted by MSFC procedures) under the MSFC Quality System, per the MSFC Management Manual.

### **1.2 Purpose**

The purpose of this instruction is to document the process by which the Payload Systems Group conducts business.

### **1.3 Applicability**

This procedure applies to those projects and activities that are the responsibility of the Payload Systems Group or under the auspices of their in-scope contractors.

## **2.0 APPLICABLE DOCUMENTS**

Revision levels of documents are not shown. The latest revision shall be used unless otherwise required by contractual requirements or other regulations. In this case the letter revision of the document is given.

FD32-CMPLAN-01	FD32 Configuration Management Plan for Payload Operations Integration
FPD-OI-FD01.1	Management Process
FPD-OI-FD30.1	Management Process
MPG 1230.1	Center Resources Management Process
MPG 1440.2	MSFC Records Management Program
MPG 2810.1	Security of Information Technology
MPG 3410.1	Training
MPG 8715.1	Marshall Safety, Health, and Environmental (SHE) Program
MWI 5113.1	Governmentwide Commercial Purchase Card Operating Procedures
MWI 8715.16	Supervisor Safety Visits

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NPD 2810.1                      Security of Information Technology

NPR 1441.1                      NASA Records Retention Schedule

NPR 7120.5                      NASA Program and Project Management Processes and Requirements

SSP 58304-01                    Ground Support Personnel Training and Certification Plan

### **3.0 ACRONYMS, DEFINITIONS AND ORGANIZATIONS**

#### **3.1 Acronyms**

CCB                                      Configuration Control Board

CI                                        Continuous Improvement

COTR                                    Contracting Officer’s Technical Representative

CSO                                      Computer Security Official

CWC                                      Collaborative Work Commitment

ECR                                      Engineering Change Request

EXPRESS                                EXpedite the PProcessing of Experiments to Space Station

FD30                                      Payload Operations and Integration Department

FD32                                      Payload Operations Directors Group

FD33                                      Payload Systems Group

FPD/FD                                  Flight Projects Directorate

IDP                                        Individual Development Plan

IT                                         Information Technology

MSA                                      Management Support Assistant

MSFC                                      Marshall Space Flight Center

NASA                                      National Aeronautics and Space Administration

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OI	Organizational Instruction
OPR	Office of Primary Responsibility
POD	Payload Operations Director
POIF	Payload Operations and Integration Function
POIWG	Payload Operations Integration Working Group
SHE	Safety, Health, and Environmental
SSWP	Supervisor Safety Web Page

### 3.2 Definitions

**Collaborative Work Commitment:** A Collaborative Work Commitment (CWC) is a document that defines the tasks and resources required to accomplish in-house work for the next fiscal year and signifies commitment of the Project Manager, Task Manager, and Supporting Organizations to provide the resources.

**Payload Systems Group Lead:** The Payload Systems Group (FD33) Lead is responsible for oversight of the activities in the Payload Systems Group. The Group Lead is responsible for the accomplishment of Group assignments and goals in support of Flight Project Directorate projects. These include development of operations requirements, mission concepts, functional analysis, systems operations assessments, and flight operations implementation and support.

**Team Lead:** The Team Lead is responsible for planning and controlling team activities, and is responsible to the Group Lead for actions. The team lead manages the day-to-day operations of the team and is responsible for allocating and reporting the team's work. Schedule establishment and management are a key role of the team lead with primary responsibility for accomplishment of the project objectives allocated to the team.

**Configuration Management:** FD33 Configuration Management is responsible for the configuration control of internal Office of Primary Responsibility (OPR) documents, software tools developed per the FD33 guidelines and standards, and all FD33-developed Configuration Control Board (CCB) documents prior to Engineering Change Request (ECR) submittal. Ensuring adherence to standards and document quality are duties of Configuration Management. Computations, scripts and displays for console tools are examples of products controlled by FD33 Configuration Management.

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## **4.0 INSTRUCTIONS**

### **4.1 Credit Card Process**

The Payload Systems Group shall utilize the procedures described in MWI 5113.1 Governmentwide Commercial Purchase Card Operating Procedures for all government credit card purchases. The cardholder shall identify purchase requirements and obtain approval from the FD33 Payload Systems Group Lead before purchase is initiated. The cardholder shall maintain a file for each purchase that contains the original MSFC Form 4235, correspondence from the vendor, special approvals or waivers, sales receipts, disputes documentation, and notes made to clarify issues to an interested third party. Upon receipt of the credit card statement, the cardholder shall reconcile this bill, obtain the signature of the FD33 Group Lead indicating approval and forward the monthly payment package including the MSFC Form 4235 to RS23 for payment within 5 workdays.

### **4.2 Project Support Approval**

The Payload Systems Group shall utilize the procedures described in FPD-OI-FD01.1 Management Process. When support is requested for a new project from an external organization, CWCs are developed between the requesting organization and FD33 for the products and services required. CWCs only cover tasks within MSFC, but the cooperating organizations may be either internal or external to the Flight Projects Directorate. The CWCs are developed in accordance with MPG 1230.1 Center Resources Management Process which covers the CWC process in detail.

FD33 tasks performed under contract shall be established through the contract Statement of Work and associated specifications. In-house tasks with other MSFC organizational elements performed by MSFC Civil Service personnel shall be established through the CWC process.

### **4.3 Project Configuration Management**

The basis for accomplishment of Payload Systems Group projects is the project plans established by the Payload Operations and Integration Department. Project plans are developed per NPR 7120.5 NASA Program and Project Management Processes and Requirements and define the FD33 support for planning, organizing, staffing, review and control of the respective project.

Configuration management of FD33 products shall be conducted according to project-specific configuration management plans. For example, the Payload Operations and Integration Function (POIF) Configuration Management shall be conducted in accordance with FD32-CMPLAN-01 FD32 Configuration Management Plan for Payload Operations Integration. If other plans are needed because of new projects, department management will direct implementation of new project plans per requirements defined in NPR 7120.5. In addition, internal FD33 configuration management shall be provided for selected products.

### **4.4 Safety Meetings**

Safety meetings shall be in compliance with MPG 8715.1 Marshall Safety, Health and Environmental (SHE) Program. Monthly safety meetings are required of all offices. They may be a part of regular office staff meetings and must address the required SHE focus topics listed in the Supervisor Safety Web Page (SSWP). Appendix A is a sample FD33 Safety Meeting Form used to collect the signatures

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of meeting attendees. Records of these meetings shall be posted on the SSWP accessible to the FD33 Group Lead.

**4.5 Safety Visits**

Monthly Safety Visits of assigned areas of responsibility shall be conducted by the FD33 Payload Systems Group Lead supported by FD33 personnel on an as required basis in compliance with MPG 8715.1 Marshall SHE Program and MWI 8715.16 Supervisor Safety Visits. The Supervisors Safety Checklist (MSFC Form 4286) or a checklist from the SHE Homepage may be used to help identify concerns. The SSWP shall be used to record the safety visit results and all of the information is forwarded automatically to the Industrial Safety Office from the SSWP. Facility requests required for corrective actions that are identified during Safety Visits shall be submitted by the FD33 Group Lead within one day of the Safety Visit. Resulting employee actions shall be completed within three days.

The FD33 Management Support Assistant (MSA) maintains a matrix containing work order numbers and tracks corrective actions to closure. Safety hazards identified between Safety Visits that require facility requests may be reported to the FD33 MSA to be called in to Facilities, or Facilities may be contacted directly by dialing 4-HELP. If an employee contacts the Facilities Office directly, provide the problem description and work order number shall be provided to the FD33 MSA to be added to the matrix for tracking purposes.

**4.6 Information Technology (IT) Security**

FD33 shall maintain security of all information systems under its direct control or the control of its contractors per FPD-OI-FD30.1 Management Process and NPD 2810.1 Security of Information Technology (IT) directive. Per MPG 2810.1 Security of Information Technology, the Payload Operations and Integration Department (FD30) organizational Computer Security Official (CSO) shall coordinate and schedule risk assessments for each FD30 IT system as an included part of the security plans development or update process. Individual IT system security plans shall be retained in original form with all authorizing signatures for the certifying line manager by the Directorate CSO for a minimum of six (6) years from the planned effectivity date in accordance with MPG 2810.1. Currently, FD33 has no IT systems requiring security plans.

**4.7 Visitor Security/Safety/Approval Notification**

Foreign nationals (non-U.S. citizens) and Foreign Representatives visiting FD33 shall be escorted by FD33 personnel who have been authorized by the MSFC Protective Services Office to serve as Foreign National Escorts within the last 12 months. Escort responsibilities are stated in the Foreign National Escort Briefing provided by the MSFC Protective Services Office. Prior to the visit, the authorized FD33 escort shall ensure that a MSFC Form 4336 Foreign National/Foreign Representative Visit Request has been submitted for each visitor to the MSFC Protective Services Office to define the purpose of the visit and area(s) of interest.

**4.8 Conference Room Use Policy**

The conference rooms that are the responsibility of FD33 (rooms 2021 and 3023 in building 4610) shall be scheduled by the FD33 MSA, who shall record the name and phone number of the meeting Point of Contact. The rooms shall be scheduled on a first-come-first-served basis with the understanding that usage by the FD33 Group Lead will take precedence. In the event that scheduling

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must be changed to accommodate the FD33 Group Lead, the MSA shall notify the Point of Contact and attempt to arrange an alternate conference room or schedule.

**4.9 Team Lead and Group Lead Reporting**

The Team Leads shall develop and maintain team level schedules for development of team products and actions. The FD33 Group Lead shall hold weekly tag-ups with the Team Leads to review the status of their schedules.

**4.10 Risks, Issues, Concerns Submittal**

FD33 shall support the risk management process for each project. All proposed submittals of a risk, issue, or concern to the Project Manager shall have prior approval of the FD33 Group Lead or the appropriate team lead.

**4.11 FD33 Presentations**

A template (Form FD33-4) for use in preparing presentations is available from FD33 Configuration M. Use of this template for the title page and master ensures that presentations originating in FD33 have the same "look and feel" with standard information set on the title page. This template shall be used for all presentations generated by FD33 personnel. If a different template is required for a particular event, e.g. the Payload Operations Director (POD) office requires a specific template for a Payload Operations Integration Working Group (POIWG), use of the FD33 Presentation Template will be waived.

**4.12 Continuous Improvement**

Actions shall routinely be identified for Continuous Improvement (CI) and recorded in the FD33 CI Action Tracking Log. The FD33 Group Lead maintains the current version of the log. An example of this log is shown in Appendix B. The FD33 Group Lead shall conduct status meetings as required to manage the progress of these actions and update the Log.

**4.13 Individual Development Plan (IDP) Development and Maintenance**

Each civil service employee in the Payload Systems Group shall develop an IDP. This IDP will enhance the communication process with the employee's supervisor and provide a guide for advancing the employee's career goals through education, training, and job assignments. The IDP form is available on the web at <http://mi.msfc.nasa.gov/idp/IntroPage.htm> for use as a tool to document the required information. If you encounter a problem in logging on to the web-based IDP application, contact the Help Desk and ask for assistance. The procedure for developing and maintaining the individual's IDP and is as follows:

- Each individual shall develop an IDP for the current Performance Year (July 1 of current year to June 30 of following year) by personalizing all of the IDP form items.
- The IDP shall be kept on file in the individual's office, with a copy filed in the office of the FD33 Group Lead.

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- Individuals may update their IDP at any time, but nominally it shall be updated for review with the FD33 Group Lead at the employee’s midterm and final performance evaluations. Course work that is completed shall show the date the training or developmental assignment was accomplished.

**5.0 NOTES**

Approval, authorization, revision, and control of FD30 OIs require the approval and signature of the Manager, Payload Operations and Integration Department or the designated alternate in accordance with FPD-OI-FD30.1 Management Process. The designated alternate is the Deputy Director, Flight Projects Directorate.

**6.0 SAFETY PRECAUTIONS AND WARNING NOTES**

None

**7.0 APPENDICES, DATA, REPORTS, AND FORMS**

Appendix A                                      Sample FD33 Safety Meeting Form  
Appendix B                                      FD33 Continuous Improvement Action Tracking Log

**8.0 RECORDS**

All records shall be maintained in accordance with NPR 1441.1 NASA Records Retention Schedule. Records Plans (MSFC form 2441) are maintained by the FD33 Records Custodians per MPG 1440.2 MSFC Records Management Program. The Records Plans shall identify all records for which FD33 is responsible, the retention schedule, and disposition.

The table below identifies Records Custodians for the Payload Systems Group records.

TABLE 1: FD33 PAYLOAD SYSTEMS GROUP RECORDS CUSTODIANS

<b>FD33 Records Custodians</b>
Credit Card Holder (Mike Shell)
FD33 MSA (Pamela Stone)

**9.0 TOOLS, EQUIPMENT, AND MATERIALS**

None

**10.0 PERSONNEL QUALIFICATION, TRAINING, AND CERTIFICATION**

All employees currently employed are considered fully qualified to perform their current assignments. Any employees hired or transferred following the signature date of this OI shall be qualified per MPG

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3410.1 Training and documentation of their qualification are maintained by the MSFC Customer and Employee Relations Directorate. The employee's supervisor, in conjunction with the employee, is responsible for defining any additional training required to enhance employee performance.

Employees who are part of the Payload Operations Integration Function and provide console support to the International Space Station systems and/or payloads shall be trained and certified prior to working at their assigned console position. SSP 58304-01, "Ground Support Personnel Training and Certification Plan," defines the criteria for positions requiring certification, the certification process, the course work, progress reviews, and certification evaluations.

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APPENDIX A: FD33 SAFETY MEETING FORM

Safety Meetings are required by Marshall Space Flight Center Directive MPG 8715.1:  
Supervisors at all levels shall:

- Conduct and document monthly safety meetings with those employees that report directly to them. The safety meeting may be incorporated into a regular organization staff meeting.
- Assure a record of the safety meeting is posted on the Supervisor Safety Web Page

<b>Date:</b> _____	<b>Location:</b> _____
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**Topic (Meeting Minutes):**

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**Attendees (Signatures Required):**


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