

QUESTION
<p>How much workspace is needed for the Transition Team? I know how much is needed for the TTT however, to correctly answer this question we would need to know how many Transition resources will be on the ground in a holistic view.</p>
<p>The Customer would like to have Test Hardware for Mac and Wintel. They are requesting this to validate the ACES image/machine is compatible with their custom applications.</p>
<p>In November, 200 people will be relocated from NASA HQ to a building on I Street for renovation that will be ongoing at NASA HQ for 3 years. Dennis would like to have ACES MFD's at the new site that way he will not have to put Xerox in and then pull them out a few weeks later</p>
<p>What level of support will ACES provide for APC software purchases? In particular, will HP provide and perform IT security patching for the APC purchases? Also, will the ACES IT security plan address the patching of APC items?</p>
<p>Will end users have the ability to augment the S seat via the APC? Could the end user order a larger hard drive for the S seat?</p>
<p>How do you plan to address hardware augmentations when we order the ACES seats via the bulk loader tool?</p>
<p>How does a Center order maintenance for a recently purchased ODIN catalog printer?</p>
<p>Is there a listing of the software (including version) and licenses that will be provided with the ACES standard load? Has a gap analysis been performed of what is currently provided with the ODIN center software load versus the ACES standard load? <del>Customers are questioning what software and licenses will they</del></p>
<p>What are HP ES' hardware configurations for computing seats and peripherals? Where can the customer review Seat specifications and options?</p>
<p>What will the Pilot Look Like? o What are the parameters to the Pilot? o Feedback Methods? o Support? o Intended Outcome?</p>
<p>Will Printers and Mobile devices be included in the pilot?</p>
<p>What IT security services will be monitored by ACES at NASA HQ?</p>
<p>If physical equipment is not available, where can Pilot Users review the specs and images of Pilot equipment?</p>

Given that HP ES is considering some sort of NASA Cloud implementation, who is leading this effort, what is the extent of the implementation, and what happens if it doesn't come online in year 3 as suspected? Do proposed cost savings disappear?

Marshall has its own Asset Management system (MAMS) to account for and validate Marshall's IT equipment. Will there be an interface into the HP ES environment that will allow MAMS application to perform that function under ACES?

When will the 5% pilot begin and how will they be selected?

Is ACES responsible for covering lost and damaged equipment?

Will tethering be available?

Currently ODIN has NAD seats with very limited ODIN support. Will NAD seats be carried over in ACES?

What is the strategy for deploying non-ODIN software?

Will ACES be 508 Compliant? Why is it considered before deployment of hw/sw? (ex. Specifically mentioned was the tokens)

Under the new contract, the number of support staff is drastically less than what ODIN currently offers. Will we be able to get adequate level of support from a limited number of personnel?

What types of Seats are available via ACES?

What consumer products lines will be available?

Can I get an HP Touch Pad?

If my equipment goes down, how long will it be until I get it replaced?

How will the buy out of T-Mobile affect my current cell phone?

Will ACES offer Verizon?
Will air cards be available?
What is tethering?
When will Stennis start getting ACES seats?
How long will I be without my ODIN seat before I get my new seat?
How many technicians will be on site during deployment?
When does the ODIN contract close out?
How does someone who is interested in employment opportunities with HPES learn more?
How many people can participate in the pilot?
How do you determine who participates in the pilot?
Will I be able to keep the items I use during the pilot program?
What kind of training will be offered to people who are in the pilot program?
If I have questions about the ACES pilot program, who can I contact?
What will be validated on the pilot program?

Will you have people onsite during the pilot program?
When will the APC be available for review for both pilot and standard users?
When will we be able to describe the IUP process?
How will ACES participate in the OCIO CCB process?
If a "B" seat is purchased with the 36 months payment option, does the seat transfer ownership to the Government after the 36 months?
Please describe the functionality of the smartphone connecting to the computing seat and being used as a cellular modem to access the internet, and the IT security ramifications.
Will the Government provide guidelines to assist the Centers with identifying end users for inclusion in the pilot?
How will ACES deploy to overseas customers?
How will ACES deploy to international new hire?
Can the 5% pilot be increased?
Can I get Verizon service (rather than AT&T/T-Mobile) for my SmartPhone (BlackBerry/iPhone)? If not, can I purchase my own SmartPhone (with Verizon service) and have that connected to the NASA data services
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What are HP ES' hardware configurations for computing seats and when will they be available to share with the End User community?
Will all HP ES machines come with card readers?
Who is responsible for PKI certificate and password reset support after ODIN?
An End User recently invested \$1,000 on an Atrix Phone that he purchased off the ODIN catalog. This is now a government asset. Will we be able to get service for this phone under ACES? If so, how?
Are there any restrictions that limit an end user from taking a SIM card from one phone and putting it in another? This is fairly common practice today.
Some Centers do not currently have print servers; will the ACES contractor be contractually required to set up new printer servers?
NASA-STD-2804/2805, Version O, is currently under review. Will the ACES systems delivered as part of the pilot and mass migration be based upon the current approved or pending version of NASA-STD-2804/2805?
Will Pilot Users keep the Pilot equipment following the Pilot?
Who is responsible for supporting ACES Pilot Seats in terms of Security incidence & Return to Service?
Who will be responsible for repair/replacement cost of hardware if something goes wrong with regular ODIN computing/mobile device seat hardware before transition is complete?
Will HP be offering Science and Engineering Seats?

How will HP handle our hardware that we acquire through ODIN Transition Seat? Are we allowed to keep the hardware? Or will HP require us to purchase new hardware from HP and replace existing transition hardware once they take over the contract?
Is there a FAX option on the MFD's? If so will they come turned on?
Will all Wintel seats come with Windows 7?
What is ACES?
What will ACES provide?
When will ACES be implemented?
How will ACES be funded?
What are the ACES Base Services?
What are ACES Seats?
What are ACES General Services?
What is I3P?
Where can I learn more about ACES?
How will an end-user order a new seat or make changes to an existing seat?
Who will an end-user call when he/she needs support?

Where do I call to get support for ACES seats and services?

What are the services provided under ACES?

Can other Agencies use the ACES contract?

ANSWER

Depends on size of Center.  
HP ES Facility Plan is being distributed to the Centers.

HPES proposed an early deployment approach that will enable Centers to test the hardware and software configurations to identify incompatibilities and potential problems.

This was discussed at the NHQ Center Kick-off visit on 5/18/11 and was deemed to be aligned with the move schedule.

Monthly maintenance services will be offered at a percentage of the software purchase price. Maintenance is defined as troubleshooting and repair or replacement for hardware and upgrades and patches for software. For End Users that order the monthly maintenance service for their APC software purchases, the software will be maintained in accordance with policy.  
Yes. Yes. \* However pilot seats are unable to be augmented.

There will be fields embedded in the tool to identify compatible augmentations to the base seat selected.

The End User would order a "B" seat and select the appropriate Return to Service level. The monthly maintenance cost will be a percentage based on the purchase price.

EUSO is working with the Center Desktop Subject Matter Experts to approve the software to be included in the Agency desktop standard load. This software listing, including versions, will be published upon approval.

Hardware specifications are available in the DRD IT-07, Vendor Hardware Configuration Specifications. Contact your Center Integration Lead (CIL) or ACES Subject Matter Expert (SME) to obtain a copy.

Early Deployment Guidelines will be issued to answer the scope, timing and expectations for the early deployment (Pilot). It is expected that these Guidelines will be published 3 weeks prior to the start of Wave 1 early deployment (Pilot).

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From MSFC and JSC, HPES will be monitoring anti-virus and malware alerts, incident response, and Data At Rest (DAR) management on ACES workstations.

Hardware and software configurations are available from your Center Integration Lead (CIL) or ACES Center Subject Matter Expert (SME).



The ACES technology roadmap includes a path to offer NASA a technology innovation plan to achieve this goal by year 3. Cost savings are not dependent on implementation.

The ACES contract requires the ACES provider to manage all ACES Assets within a single authoritative system for the Agency.

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Yes, the ACES contractor is responsible for up to the first 0.8% total invoice of lost or damaged equipment per year.

Tethering is an orderable service option under the "B" Smartphone seats.

The ACES equivalent of the ODIN NAD seat may be obtained through appropriate tailoring of the B seat.

ACES is working with the Center ACES SME's to identify all the software that is in the center standard configurations that were not part of the ODIN core software build. Depending on the ownership and management of the software, ACES will determine how to best support the deployment of the software. For ~~example if the media and licensing is available during the pre-deployment~~ Yes. The Developmental Test Labs will be 508 compliant for testing prior to deployment and if there are hardware or software deficiencies that do not meet the accessibility needs of the users, then alternative configurations will be explored and offered before deployment is scheduled.

This is a fixed price, performance based contract in which HPES is required to perform under a set of requirements that differ from those that have been historically provided under ODIN.

Computing, Cellular, Pager, Network Peripheral, VTS

HPES currently has arrangements with HP, Lenovo, Apple, and Dell lines.

It is anticipated that the HP Touchpad will be available.

Return to service timeframe ranges from 2 to 8 business hours, depending on the type of seat and service option selected for that particular seat.

T-Mobile is continuing to operate as an independent organization, as the merger is still awaiting approval with the FCC.

<p>Yes, the government is working to affect the change to add Verizon as a cellular service provider. This will include smartphones and air cards.</p>
<p>Yes. Air cards are offered as a selectable item listed under Other General Services, and will include Verizon.</p>
<p>Tethering is a method to share the Internet connection of an Internet-capable mobile phone.</p>
<p>It is anticipated that Wave 2 Centers including Stennis will start receiving ACES seats in October 2011.</p>
<p>The ODIN seat will be replaced with the new ACES seat at the time of seat deployment. When your ACES seat is delivered and operational, the ODIN seat will be removed.</p>
<p>The number of technicians per Center is based on the number of seats. In general, there will be one technician for every four seats per day.</p>
<p>The ODIN contract period of performance ends on March 1, 2012.</p>
<p>If you are interested in career opportunities with HPES, please contact Andy Loyd, andy.loyd@hp.com or visit the HPES website at <a href="http://www.hp.com/go/hp">http://www.hp.com/go/hp</a>.</p>
<p>Approximately 5% of the end-user community will be able to participate in the early deployment (Pilot).</p>
<p>The Center Integration Leads (CILs) and ACES Subject Matter Experts (SMEs), in coordination with the EUSO, determine who participates in the early deployment (Pilot).</p>
<p>Yes. The Pilot is actually early deployment of ACES seats, and therefore, it is intended that they remain in place until the next refresh period.</p>
<p>HPES will provide pilot end users with familiarization training on the new ACES environment being deployed. Training methods may include computer-based training, quick reference guides, and workshops.</p>
<p>Contact your Center Integration Lead (CIL) or Center ACES Subject Matter Expert (SME), who may bring end user questions to the daily round table with HPES if necessary.</p>
<p>The ACES Base Services, General Services, and Seat Services and transition processes will be validated during the early deployment (Pilot).</p>

Yes, a dedicated team will be onsite during early deployment (Pilot).
The expectations of the pilot users will be communicated by the EUSO prior to pilot deployment. Purchases from the APC cannot officially be approved until 1 Nov 2011.
EUSO will communicate the process once finalized and approved.
HPES will integrate with NASA's existing governance boards.
After 36 months, a B seat becomes Government owned equipment.
Tethering enables the smartphone to function as a modem to access the internet. Preliminary assessments have been done. IT Security is reviewing the specific security ramifications to NASA's network.
Early Deployment Guidelines will be issued to answer the scope, timing and expectations for the early deployment (Pilot). It is expected that these Guidelines will be published 3 weeks prior to the start of Wave 1 early deployment (Pilot).
Seats will be delivered to the host Center and the Government will follow the necessary export processes and procedures to ship to international locations.
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A Center may request their pilot group be greater than 5%. The End User Services Office and HPES will evaluate the request and make a determination.
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HP ES proposed an pilot approach that will enable Centers to test the hardware and software configurations to identify incompatibilities and potential problems. Pilots are scheduled to begin approximately eight weeks after the Centers transition phase commences.
Monthly maintenance services will be offered at a percentage of the software purchase price. Maintenance is defined as troubleshooting and repair or replacement for hardware and upgrades and patches for software. For End Users that order the monthly maintenance service for their APC software purchases, the software will be maintained in accordance with policy
Yes. Yes. * However pilot seats are unable to be augmented.

<p>There will be fields embedded in the tool to identify compatible augmentations to the base seat selected.</p>
<p>The End User would order a "B" seat and select the appropriate Return to Service level. The monthly maintenance cost will be a percentage based on the purchase price.</p>
<p>EUSO is working with the Center Desktop Subject Matter Experts to approve the software to be included in the Agency desktop standard load. This software listing, including versions, will be published upon approval.</p>
<p>IT-07 was approved on June 26, 2011. The models reflected in this document represent the offerings that will be provided by HP to support ACES services.</p>
<p>Yes, card readers are a requirement for all computing seats under the ACES contract.</p>
<p>In accordance with PWS 4.8, ACES is responsible for the management of the lifecycle of all certificates, including those associated with PKI and two-factor authentication hardware tokens.</p>
<p>Yes, ACES will provide support for the existing device, assuming the device is compatible with the ACES service provider's solution. The End User would order service via a "B" cellular seat and selecting the appropriate service levels.</p>
<p>Yes, there are restrictions. In accordance with PWS 5.2.3.1 the device must be able to support service-based management and policy adherence.</p>
<p>The ACES contract requires the service provider to provide a print queue infrastructure for all managed network peripherals and MFD's.</p>
<p>ACES is required to deliver systems that meet the current approved 2904 and 2805. The current approved standard is version N.</p>
<p>Yes. This is an "early deployment" of the ACES seat. The expectation is that pilot users will retain their HPES equipment until the next tech refresh.</p>
<p>ODIN is responsible for provisioning existing ODIN services through the end of their current delivery order with the exception of NOMAD and NCAD which HP takes responsibility for November 1. HP will be working collaboratively to ensure seamless support during the transition period.</p>
<p>Until the ACES contractor fully assumes responsibility on the implementation start date for a wave (e.g. Nov 1 for wave 1), the ODIN contractor is fully responsible for service and should be contacted.</p>
<p>Yes, there are numerous ways to obtain "science and engineering" seats through the ACES contract. Depending on end user requirements a "M" Workstation or "B" seat could be ordered.</p>

NAD seats with government-provided hardware desiring ACES support will subscribe a "B" seat with the applicable services desire and levels.
Fax capability is an orderable service for MFD seats. If selected, HP ES will verify that provisioned phone lines are available for the device at the time of deployment. Should the phone service not be in place at the time of survey, HP ES will coordinate with the appropriate authorized requestor to ensure service at the time scheduled for transition/deployment
Yes, NASA-STD-2804 defines Windows 7 as the standard operating system for all NASA Wintel systems.
Agency Consolidated End-user Services (ACES) is a new NASA contract that will be used to provide Civil Servants and contractors with efficient, well supported personal computing services, mobile communications devices, and collaborative services.
Personal Computing hardware, from light weight laptops to high end computational workstations (per NASA-STD-2805, <a href="http://etads.nasa.gov/DCS/CurrentStandard.shtml">http://etads.nasa.gov/DCS/CurrentStandard.shtml</a> ) Agency standard software like Microsoft Office, Entrust, and Anti-virus (per NASA-STD-2804 <a href="http://etads.nasa.gov/DCS/CurrentStandard.shtml">http://etads.nasa.gov/DCS/CurrentStandard.shtml</a> )
Wave 1 Dryden Flight Research Center (DFRC) Goddard Space Flight Center (GSFC) Kennedy Space Center (KSC) NASA Headquarters (HQ)
The NASA Shared Services Center (NSSC) is working closely with Agency CIO to work the details at this time. The Kaizan I3P Funding Event held by OCIO on Dec 6-10, 2010 has promoted action items to address ACES funding processes and concerns expressed by the Centers.
Base Services: E-mail and collaborative calendaring services; Active Directory services; loaner pool management; print queue infrastructure management; security management, including IT security, Data At Rest services, physical security, emergency management, and emergency preparedness and <del>response; software license management; Instant Messaging services; and two-</del> A "Seat" is a term used to describe the tracking and managing of a service that is paid for on a monthly basis, usually represents one service of a NASA employee and is more than just the employee's computer. It includes the upkeep to ensure the service capability is maintained and available. There are <del>five ACES Seats that are comprised of bundled hardware software system</del> General Services include a variety of other end-user services (Provisioned as part of Base Services. As part of General Services, ACES will provide and support the ACES Product Catalog (APC) Services: a single, Agency- wide, Web-based catalog of commercially available IT products.
I3P stands for Information Technology (IT) Infrastructure Integration Program. For more information, see: <a href="http://www.nasa.gov/offices/ocio/i3p/i3p_faq.html">http://www.nasa.gov/offices/ocio/i3p/i3p_faq.html</a>
For more information about End User Services or ACES, see: <a href="http://www.nssc.nasa.gov/aces/">http://www.nssc.nasa.gov/aces/</a>
The new Enterprise Service Desk (ESD) located at NSSC will have a web site and phone number to provide trouble ticket support and ordering capability to ACES services. To contact the ESD, see: <a href="http://www.nssc.nasa.gov/esd">www.nssc.nasa.gov/esd</a>
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There are two types of services—Base Services and General Services.

Base Services are provided to all NASA employees.

Base Services include: Email & Collaborative Calendaring, Active Directory Services, Loaner Pool Mgmt, Print Queue Infrastructure Mgmt., IT Security (End-user), Software License Mgmt, Instant Messaging Services, Contract

No, ACES was not developed as a GWAC and has no plans to try to change the type of contract at this time.