



Volume 10

Greetings from The Enterprise Service Desk

Good Afternoon,

The Enterprise Service Desk (ESD) went live on November 1, 2011, supporting ACES Wave-One Centers and providing Agency-wide support for ACES Base Services. Since that time, the ESD has already assisted thousands of customers with password resets, e-mail, directory requests, and other requests while also providing guidance on using the new ESD service ordering system.

An extremely high call volume in the first few weeks of operation led to additional communications to be delivered to Center POCs for distribution. One message was sent promoting the use of the Tier-0 site for the submission of non-critical help tickets. By visiting <https://esd.nasa.gov>, selecting **My Tickets**, and **Create a Ticket**, users can quickly and efficiently report their incident. In many cases, this is a welcome alternative to longer-than-expected wait times to reach help desk personnel. We also sent out follow up communication to approvers, so that they could better understand what to do with notification e-mails they started to receive. Approvers should approve the requests for their employees and disregard any requests submitted by individuals they did not know. ESD altered the subject line of the notifications so that the requestor's name is now included, making this task easier on the approver. This clarification also helped to reduce some of the call volume.

Expedited work continues on further development of the catalog within ESD's ordering system. Every day new services become active. In the mean time, all services not yet specifically defined, can be ordered by selecting **Order Services, Other ACES Services**, selecting **Request Now** beside **Other ACES Services** option. From there, the user need only choose the service from the drop down menu. The ESD has helped several customers find the service they were looking to order over the phone.

Several callers have phoned the ESD to request Elevated Privileges (EP). To expedite this process, EP has been added to the catalog as a service. Users can quickly and easily request EP by selecting **Order Services, Other ACES Services**, and **Elevated Privileges**. EP requests are no longer taken by telephone.

The team has fielded a wide variety of questions in these first weeks of service and continues to work closely with Center POCs and the ACES Service Office to create new knowledge articles for future use. All Help desk data are being shared daily with Center POCs. In an effort to reduce wait times, the ESD will increase staffing by adding seven new help desk personnel starting next week.

In other news, the training and outreach efforts have continued with recent visits to MSFC, JSC, and SSC. SATERN courses are also available on the [project page](#). Online offerings will continue to grow. A

new [video tutorial](#) demonstrates the Approval Process. Meanwhile, the tech team continues to work system integrations and prepare for NICS transition in December.

The ACES Product Catalog (APC) is now available online. Select **Order Services, Other ACES Services**, and then **APC – Miscellaneous Purchase** to access the online catalog. Just last week, the first order with a government credit card was placed via the APC. We encourage you to explore the APC and all of the new resources at <https://esd.nasa.gov>. The ESD project page at www.nssc.nasa.gov/esd will remain active through transition.

Some Wave-Two and Wave-Three Centers do not yet have approvers identified in the system. It is critical that this occur quickly. Some services (for example: VTS support [aka “Webex”]) must be ordered through the system today as part of base services. Without approvers, these orders cannot be placed. Also, the ODIN catalog will be unavailable one month prior to ACES “Go Live.” System approvers will be necessary so orders in the APC can be placed.

This newsletter is but one of the methods we are using to provide you with information about the great new services you can expect from ESD. We encourage all stakeholders to follow us on [Twitter](#), and sign up for [ESD notifications](#). Please forward this information to your colleagues as appropriate. Anyone can subscribe to the ESD newsletter by visiting our [project page](#).

Please take a moment to provide us your [feedback](#) on I3P communications. We appreciate and value your comments.

Thanks,

ESD

ESD Project Team