



## Volume 4

### Greetings from The Enterprise Service Desk

Good Morning,

As the “Go Live” dates approach for the Enterprise Service Desk, the need for communication across the Agency continues to grow. For that reason, we welcome many new recipients to the distribution list for this edition of the ESD e-Newsletter. Welcome aboard. Please feel free to share this e-mail with your co-workers, [rate our communication efficiency, or make suggestions](#).

### **What is the Enterprise Service Desk (ESD)?**

Our [project page](#) holds the answer. It also contains all of our change management initiatives. If you are unfamiliar with ESD, explore the resources on this page.

[esd.nssc.nasa.gov](#) will be the URL for the ESD; While that site remains in development, this URL will redirect end users to the project page.

### Recent Developments

#### **Branding**

The OCIO Strategic Communications Committee (OSC2) crafted recommendations on the branding of the ESD Tier-0 website. That feedback was provided to the ESD team in early February.

#### **Additional Feedback on the Development Site**

After viewing demonstrations and screen shots, the [Center Integration Leads \(CILs\)](#) are also gathering valuable feedback to improve the ESD Tier-0 site.

#### **Usability Testing**

The NSSC is planning usability testing on the ESD Tier-0 site prior to “Go Live.”

#### **Enterprise Service Request System (ESRS) Process**

Are you confused as to how the ESRS will work? We’ve drafted a roles and responsibilities chart to clarify the process. View it, rate it, and comment on it [here](#).

#### **Calendar**

##### [Project status](#)

- Test Readiness Review is 3/31/2011
- Operational Readiness Review (ORR) is 4/21/2011

- ESD fully ready for integration with I3P contractors is 5/2/2011
- NICS Go Live is 6/1/2011
- ACES Go Live is TBD
- WEST Go Live is 7/22/2011
- EAST Go Live is 2/1/2011 ESD support will begin later in the year (date is TBD)

### **I3P Face to Face**

View the [ESD presentation](#)

Read the latest [blog](#) discussing the event (by project manager, Paul Rydeen)

### **Posters and Sticky Notes**

The [ESD Poster](#) is now available online. Once the design is finalized, hard copies will be mailed to each Center's OSC2 representative for distribution. Sticky notes are also being distributed to OSC2 members to share with employees.

Employees can join the distribution list for this newsletter and view previous newsletters and other resources by visiting [www.nssc.nasa.gov/esd](http://www.nssc.nasa.gov/esd). Follow us on [Twitter](#).

ESD

ESD Project Team