



Volume 6

Greetings from The Enterprise Service Desk

Good Afternoon,

ESD is in the final six months before "Go Live" in support of the OCIO's I3P initiative. We successfully completed User-Acceptance Testing. The support of 121 users, from all 10 NASA Centers, giving more than 122 hours of their valuable time to test 102 test cases (19,900 individual steps), showed not only the readiness of ESD 1.0, but also the interest ESD has across NASA. The test successfully concluded with a 93.3% pass rate. We would like to thank all of the test coordinators and testers who invested significant time and energy, especially the Center test coordinators. Without the coordination and collaboration of so many, we could not have successfully accomplished this NASA 7120.7 requirement. Additionally, we want to thank Mr. Terry Jackson and Ms. Melinda Jackson for their time as Test Managers. This test was one of the largest conducted by the NSSC, and their skills were especially appreciated. Our Service Provider team, of Ms. Lori Hatten and Mr. Matt Drudy, expertly executed our test plan and was flawless in their customer-focused approach to the testing. Mr. Drudy's team brought integrity to the analysis process. Great work was provided by all, and it is sincerely appreciated. Please find our data and analysis [here](#).

The ESD team will now turn its attention to preparing for SIT 2 testing for [ESD 1.1](#) in July of 2011. This test will also provide users an opportunity to re-familiarize themselves with ESD 1.0 as we will make it available and encourage users to comment on its improvements.

The ESD team will also be working hard on "Go Live" of the Service Definition Repository (SDR). SDR will allow Service Executives and I3P Providers to begin building out the ordering system for I3P services.

We encourage stakeholders to follow us on [Twitter](#), sign up for [ESD notifications](#), and bookmark our project page – www.nssc.nasa.gov/esd.

This month's [blog](#), by Lori Hatten, offers more details on SDR.

We also ask that you take a moment to provide valuable [feedback](#) on I3P communications.

Thanks,

ESD

ESD Project Team