



Volume 7

Greetings from The Enterprise Service Desk

Good Afternoon,

As the Enterprise Service Desk enters the “75 Days till Go-Live” production activities continue on schedule. Integration testing with ACES and NICS is robust and continues to move us all towards the benefits of the NASA CIO’s I3P. The Service Catalog is being populated with the wide range of computing seats, plans for phones, mobile devices and printers are all being built into the new NASA catalog. ESD’s call agent staff has been completing training to baseline their knowledge of NASA hardware and infrastructure. ESD Tier 1 and ACES Tier 2 have been validating use cases to ensure the processes and procedures they will use to deliver services to the NASA End User are streamlined and will create a positive user experience. Development of 8 additional OCIO requirements are on schedule in an effort to strengthen and improve the ESD customer experience.

ESD is preparing for Systems Integration Testing (SIT) of ESD 1.1, which will include [additional functionality](#). SIT 1 testing, which is conducted with internal points of contact is currently under way. SIT2 testing, which will once again call on testers from around the Agency, will begin on 8/23. Find details on the [ESD page](#).

View the ESD 1.1 [Test Schedule](#).

[Revision 5.0](#) of the ESD Change Management Plan is now available.

The ESD team is working with Center [Subject Matter Experts](#) on scheduling on-site training starting September. See the [proposed curriculum](#).

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

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

Thanks,

ESD

ESD Project Team