



Volume 8

Greetings from The Enterprise Service Desk

Good Afternoon,

With November 1, 2011, rapidly approaching, the OCIO's I3P vision is nearing implementation. NASA users will soon gain access to a rich new set of tools and services from the NASA Enterprise Service Desk (ESD). Whether you call a local number that will route you to the NSSC's Automated Call Distribution system, contact the ESD directly via our toll-free number, or access the new ESD Web site, ESD will be at your fingertips 24x7.

ESD will allow you to: order services; report equipment functionality problems; check the status of an I3P service or help ticket; search the self-help library for knowledge articles that provide answers to your I3P questions; and subscribe and unsubscribe to outage and maintenance notifications.

All of this will be managed with you in mind from the ESD. ESD has invested more than a year of collaboration with the new service providers and the NASA OCIO staff, while also leveraging the NSSC's nationally recognized Customer Contact Center (service desk). The goal is to provide an IT experience fit for the world class workforce NASA employs.

In the few short months before the ESD begins providing services, coordination is being done to ensure, where possible, customer problems will be resolved when they call the ESD. When that is not possible, expedient dispatch of tickets to the ACES remote support team or the onsite "touch labor" team are all being planned, rehearsed, and improved. The ESD Web site will keep customers abreast of their ticket's status, much like many modern commercial services (i.e., Amazon, Barnes & Noble's, or Dell) allow customers to visit their Web sites to obtain the status of a problem or order.

More than 130 of your peers will virtually gather this week to test each process and procedure added to the ESD in the ESD 1.1 production release. Additionally, this team will have the capability to revisit the ESD 1.0 production release to further comment on its utility and to help ensure smooth delivery of IT services by ESD and other I3P vendors.

The new release will: allow any user to open a problem ticket or order a service for another NASA user; refine the survey questions so they require minimal time for the customer to grade our services; and utilize queues for approvals so that a customer will not have to rely on a single person to approve a request.

ESD has been designed using best business practices to maximize reporting capabilities and service delivery, striving to help the entire OCIO community to synergize and efficiently find resolution to problems.

Additionally, readiness reviews are being conducted both horizontally and vertically across the I3P program to ensure dependencies are understood and tested before services are delivered. ESD will work with IT services that are outside the scope of I3P at each Center to build a knowledge base, so when customers call the ESD, they will be routed to the organization that can best address and resolve issues and questions.

All important updates and process changes dictate a significant awareness campaign. This newsletter is but one of the methods we are using to provide you with information about the great new services you can expect. We encourage all stakeholders to follow us on [Twitter](#), sign up for [ESD notifications](#), and bookmark our project page – www.nssc.nasa.gov/esd. Please feel free to share this message with your colleagues. Anyone can subscribe to the ESD newsletter by visiting our [project page](#). Our [schedule](#) is now available online as well.

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

ESD will be your portal to the I3P goods and services. On your behalf, IT professionals at your Center and across NASA are teaming together with legacy and new service providers to bring you world class IT in the 1st quarter FY12.

Thanks,

ESD

ESD Project Team