



## **Greetings from The Enterprise Service Desk**

Good Afternoon,

The Enterprise Service Desk (ESD) project team presented a brief demonstration of the ESD Tier-0 website portal at the NSSC Board of Directors Meeting on 12/1. We will be sharing more and more details about the site and its capabilities, and moving forward, we will capitalize on additional opportunities to share it with stakeholder groups.

On 11/23/10, the NSSC notified signers of its Service Level Agreement (SLA) of a significant reduction in ESD and Enterprise Service Request System (ESRS) rates for FY11. You can view the new rates on page 23 of the FY11 [SLA](#).

The NSSC FY11 [Services Catalog](#) is also a good resource for finding answers to questions on NSSC chargebacks and services, including ESD/ESRS.

On 12/6/10, the resources community, along with I3P management, will be meeting at the NSSC to discuss funding processes for ESD/ESRS and all I3P contracts.

## **New Resources**

NSSC IT Service Provider Manager, Rachel Raines, discusses the ESD Tier-0 website in this month's [blog](#).

The [ESD website](#) continues to be the go-to source for project information, but additional resources are available to help keep you up-to-date on what is happening.

You can find the project on Twitter at [http://twitter.com/NASA\\_ESD](http://twitter.com/NASA_ESD)



By following NASA\_ESD, you can be alerted when new content is made available and when events are scheduled. If Twitter isn't your cup of tea, the content will also be accessible on the ESD site at [www.nssc.nasa.gov/esd](http://www.nssc.nasa.gov/esd)

News

NASA ESD  
**NASA\_ESD**

The ESD team is preparing to demo the Tier-0 site (in development) to the NSSC Board of Directors on 12/1  
4 hours ago reply

12/6 - 12/10: Face-to-Face meeting on I3P Funding at the NSSC  
4 hours ago reply

Rates have been reduced for ESD and ESRS for FY11. See page 23 of the NSSC's SLA <http://go.usa.gov/1c1>  
yesterday reply

The ESD website is your go to source for ESD news. Visit: [www.nssc.nasa.gov/esd](http://www.nssc.nasa.gov/esd)  
yesterday reply

twitter Join the conversation

We also have dynamic FAQs on the NSSC website that allow for stakeholder interaction ([see example](#)).

? **Enterprise Service Desk (ESD) Scope**  
What's the scope of ESD?

💡 ESD will provide Tier 0 (self-service) and Tier 1 (helpdesk) for the IT services provided under the umbrella of I3P. These services include:

- [Agency Consolidated End-User Services \(ACES\)](#)
- [NASA Integrated Communications Services \(NICS\)](#)
- [NASA Enterprise Data Center \(INEDC\)](#)
- [Enterprise Applications Service Technologies \(FAST\)](#)
- [Web Enterprises Services and Technology \(WEST\)](#)

Details

**How well did this answer your question?**

☆☆☆☆☆  
Not Helpful Helpful

If you have a question that we have not addressed, you can visit the [NSSC Information Center](#). Select the “Give Feedback” option. We’ll do our best to update our FAQs to address your needs.



As always, feel free to forward this Newsletter. Others can join the distribution list by visiting [www.nssc.nasa.gov/esd](http://www.nssc.nasa.gov/esd) and signing up.

ESD

ESD Project Team