

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 <u>Services Catalog</u> 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

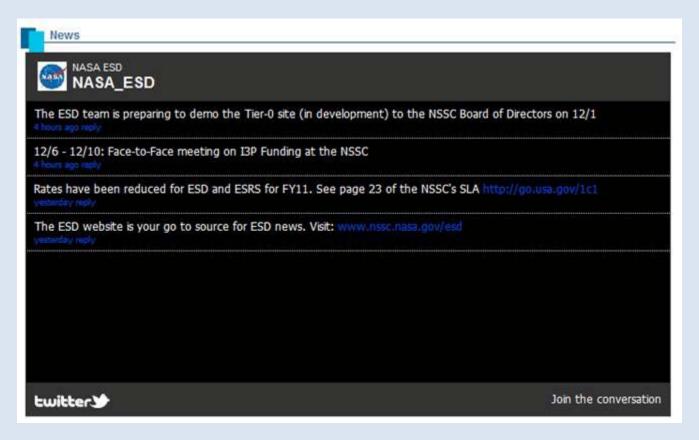
NSSC IT Service Provider Manager, Rachel Raines, discusses the ESD Tier-0 website in this month's blog.

The <u>ESD website</u> 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.

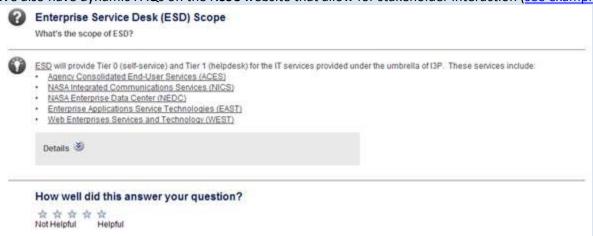
You can find the project on Twitter at http://twitter.com/NASA_ESD



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



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



If you have a question that we have not addressed, you can visit the <u>NSSC Information Center</u>. 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 and signing up.

ESD

ESD Project Team