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NASA Shared Services Center
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NASA Shared Services Center Business Continuity Plan

NSBCP-1040-0001 Revision 2.0

Effective Date: August 1, 2012

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NSSC Business Continuity Plan (BCP)

(REDACTED VERSION)

Responsible Office: Business & Administration Office

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Approved by:

Executive Director
NASA Shared Services Center

October 15, 2012
Date

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Revision	2.0	08-01-2012	Updated illustrations, tables, charts, and references; added <i>Figures</i> and <i>Tables</i> sections to Table of Contents; added I3P Business Office and Enterprise Service Desk to Section P2, adjusted Real Time Objectives (RTO's); added I3P Business Office within Table 1.1.; identified the Damage Assessment Team within Section 2.1.1; updated Section 2.3, NSSC Key Personnel List; redesigned the NSSC BCP SLT Organization, Figure 2-1; redesigned Disruption Classification and Response Guidance, Figure 2-4; added Section 2.10, SLT Teleconference Bridge; updated Section 3.2.2., Notifications, by adding Emergency Notification System information; added Appendix K, Information Technology BCP; added Appendix L, I3P Business Office BCP; added Appendix M, Enterprise Service Center BCP; and revised Section 5.2, Resumption Procedures.
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PREFACE

P.1 Purpose

The NASA Shared Services Center (NSSC) Business Continuity Plan (BCP) is designed to provide a general overview of the strategies, resources and procedures required for the immediate response and subsequent recovery from short or long term business interruptions, such as: loss of critical Information Technology (IT) services, loss of building access or a physical facility disruption.

The NSSC BCP is organized in order to determine the appropriate actions necessary for business recovery. It is a combination disaster time checklist, reference document, and training aid.

In conjunction with the NSSC BCP, functional area BCP's have been developed and deployed which document the specific recovery objectives and procedures required for the continuation of those essential functions the NSSC has identified in Table 1.1. These objectives and procedures are identified as having "major impact" to the daily operation and continuation of essential functions for NASA and the NSSC. These identified functions shall continue within their respective Recovery Time Objectives (RTO) as noted within Section 1.5.

The NSSC BCP also provides a planning and implementation framework that is designed to integrate and expand upon existing emergency preparedness processes. These processes are established under NPD 8710.1D, Emergency Preparedness Program and NPR 8715.2A, NASA Emergency Preparedness Plan Procedural Requirements. They are also found in the requirements of the Federal Information Security Act of 2002 and Office of Management and Budget (OMB) Circular A-130, Management of Federal Information Resources, which will allow the Agency to properly and efficiently address the steps to be taken to maintain its essential functions, or implement transfer of these essential functions to alternate location(s), in the event of an incident causing long-term disruptions to normal operations.

P.2 Applicability

- a. The provisions of the NSSC BCP are relevant to all NSSC personnel located at John C. Stennis Space Center (SSC). This plan is pertinent to the full spectrum of manmade, natural and technological emergencies and threats (exception being civil defense matters which are addressed in other documentation).
- b. The NSSC BCP addresses the following functional areas within the organization:

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- Financial Management (FM)
- Human Resources (HR)
- Procurement (PR)
- I3P Business Office (I3P BO)
- Information Technology (IT)
 - Services
 - Customer Contact Center (CCC)
 - Enterprise Service Desk (ESD)

P.3 Authority

NSSC business continuity planning ensures the continued delivery of identified essential functions and services to the Agency, other Federal agencies, customers, stakeholders and NSSC personnel. Business continuity planning also enables NSSC to comply with applicable directives, procedural requirements, executive orders and mandates, among which are included in the Robert T. Stafford Disaster Relief and Emergency Assistance Act.

Principal documents requiring the development and implementation of continuity planning include:

- a. FCD 1 Federal Executive Branch National Continuity Program and Requirements
- b. NSPD 51 National Continuity Policy
- c. FPC 65, Federal Executive Branch Continuity of Operations
- d. NPD 1040.4b NASA Continuity of Operation

P.4 Applicable Documents

All references are assumed to be the latest version unless otherwise specified.

- a. Federal Information Security Act of 2002
- b. Executive Order 12656, Assignment of Emergency Preparedness Responsibilities, as amended
- c. NPD 1000.3D, The NASA Organization
- d. NPD 8710.1D, Emergency Management Plan
- e. NPR 1600.1, NASA Security Program Procedural Requirements
- f. NPR 8715.2A, NASA Emergency Preparedness Procedural Requirements
- g. Office of Personnel Management Handbook on Pay and Leave Benefits for Federal Employees Affected By Severe Weather Conditions or Other Emergency Situations July 2007
- h. SPLN-1040-0003, John C. Stennis Space Center Emergency Preparedness Plan

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- i. NSSC-DP-0016, NSSC Emergency Communication Plan
- j. Department of Homeland Security (DHS) Federal Emergency Management Agency (FEMA) Federal Continuity Directive 1 and 2, Federal Executive Branch Continuity

P.5 References

- a. Executive Order 12148, Federal Emergency Management, as amended
- b. Executive Order 12472, Assignment of National Security and Emergency Preparedness Telecommunications Functions
- c. Executive Order 12919, National Defense Industrial Resources Preparedness
- d. FPC 60, Continuity of the Executive Branch of the Federal Government at the Headquarters Level during National Security Emergencies
- e. Presidential Decision Directive 39, U.S. Policy on Counter-Terrorism
- f. Presidential Decision Directive 62, Protections Against Unconventional Threats to the Homeland and Americans Overseas
- g. Presidential Decision Directive 67, Enduring Constitutional Government and Continuity of Government Operations

P.6 Definitions and Acronyms

- a. Definitions (Appendix A)
- b. Acronyms (Appendix B)

P.7 Measurement/Verification

Not Applicable

P.8 Cancellation

None

P.9 Distribution

Approved for release via NASA Online Directives Information System (NODIS); distribution is limited.

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CHAPTER 1 - INTRODUCTION

1.1 Policy

It is the policy of the NSSC to quickly and methodically respond to an event which may impact the continuity of identified essential business functions, while continuing to provide unparalleled service to key stakeholder and external agencies.

The NSSC BCP capabilities must be maintained at a high level of readiness, capable of activation with or without warning and able to maintain sustained essential business functions for up to 30 days or until terminated.

1.2 Objectives

The primary objectives of the NSSC BCP and subsequent functional area BCP's are to direct and guide appropriate actions for the continuation of the NSSC's identified essential functions, and to achieve an orderly recovery from emergency situations across a wide range of potential emergencies or threats.

Additional objectives of the NSSC BCP and subsequent functional area BCPs' include:

- a. Ensuring the safety of NSSC employees during an emergency;
- b. Ensuring the performance and continuity of identified NSSC essential functions within the allotted RTO's;
- c. Protecting essential facilities, equipment, records, and other assets;
- d. Minimizing damage, losses and reducing or mitigating disruptions to operations;
- e. Providing organizational and operational stability;
- f. Facilitating decision making during an emergency;
- g. Achieving an orderly recovery from emergency operations; and
- h. Mitigating risks.

1.3 Requirements

To accomplish these objectives, the NSSC has:

- a. Delineated essential operations and functions using a business impact analysis model;
- b. Developed functional specific BCP's, detailing essential function procedures and processes to ensure continuity in case of NSSC BCP activation;
- c. Established an order of succession for key NSSC leadership positions;

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- d. Identified minimal communications capabilities required to support the NSSC BCP;
- e. Identified essential and vital records, as well as databases required to support operations and functions; steps for protecting these records as well as procedures for backup, storage, recycling and retrieval are also included;
- f. Outlined a decision process for determining appropriate actions in implementing the NSSC BCP;
- g. Established a roster of trained Emergency Relocation Group (ERG) members, with the authority to perform essential functions and established procedures for training these employees in the roles to be performed under BCP implementation;
- h. Provided for annual remote exercises or tests to ensure the viability of the NSSC BCP;
- i. Developed plans and procedures for employee advisories, alerts and NSSC BCP activation, with instructions for relocation to designated facilities, with or without warning, during duty and non-duty hours;
- j. Provided for employee accountability and safety throughout the duration of the emergency;
- k. Established processes and procedures to acquire the resources necessary to continue mission-critical, essential operations and sustain them for a minimum of 30 days;
- l. Established provisions, processes and procedures to transition to a designated Alternate Work Site (AWS) if the need arises;
- m. Integrated existing emergency preparedness and IT Disaster Recovery procedures to ensure consistency in the overall Business Continuity Planning; and
- n. Stored software and databases in a controlled environment designated as a safe zone away from the NSSC, ensuring vital information restoration can be implemented as quickly as possible: the NSSC IT Disaster Recovery (DR) plan addresses contingency issues that support restoration planning.

1.4 Sensitivity Level of BCP Documents

In accordance with FCD 1, the NSSC BCP is deemed unclassified.

1.5 Business Impact Analysis

The NSSC has completed a Business Impact Analysis (BIA) of the NSSC's functional areas. The objective of the BIA was to prioritize essential functions and determine their RTO. The RTO is defined as the maximum amount of time (generally measured in hours, days or weeks) that a business process could be completely idle before significantly adverse financial and

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operational impacts are incurred. The RTOs were determined by assessing the impacts within the following categories:

- a. Potential Transactional Backlog Impact;
- b. Direct Financial Impact;
- c. Service Level Impact; and
- d. Stakeholder/Customer Impact.

For the purposes of the NSSC BCP, business functions with an RTO greater than 15 days will not be addressed. NSSC business functions identified as essential with an RTO of less than 15 days are denoted within Table 1-1, NSSC Recovery Priorities.

Functional Area	Service	Activity	Desired RTO
Human Resources	Financial Disclosure Processing	Financial Disclosure (New Hires/Terminations)	15 Days
	Support to Personnel Programs	New Hire In-Processing, Entrance On Duty System (EODS) Orientation Only	15 Days
		Drug Testing (New Hire/Reasonable Suspicion/Post Accident)	0-5 Days
	Employee Benefits	Insurance Programs	15 Days
		Retirement Estimates/Counseling < 60 days	0-5 Days
		Death Benefit Counseling Cases	0-5 Days
		Administration of Advanced Sick Leave and Voluntary Leave Donor Program	10 Days
	Personnel Action Processing	Transaction Processing (Selected Actions)	0-5 Days
	HR Training and Information Systems Operations and Maintenance	Ethics Program Tracking System	15 Days
		Workforce Transition and Tracking System	0-5 Days
Entrance On Duty System		0-5 Days	
Financial Management	Accounts Receivable	Processing Collections, Cash Deposits, IPAC, Pay.Gov Receipts and Transactions, Reimbursable and Direct Bills	10 Days

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Functional Area	Service	Activity	Desired RTO
	Travel Payments	Foreign, Domestic, Change of Station	10 Days
	Accounts Payable	Grant Payment / Reconciliation Activity	0-5 Days
		Processing Payments	0-5 Days
	Fund Balance with Treasury	Reconciling and Transmitting the FMS 224	0-5 Days
	Payroll	Processing	0-5 Days
Procurement	Grants	Award Grants and Cooperative Agreements	10 Days
I3P Business Office	Accounts Payable	Reconciliation Activity/Processing Payments	0-5 Days
Cross-Cutting Support Service	Customer Contact Center (CCC)	Customer Inquiries and Interface	0-5 Days
Information Technology	Enterprise Service Desk	Customer Inquiries and Interface	0 Days

Table 1-1 – NSSC Recovery Priorities

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CHAPTER 2 – CRISIS MANAGEMENT

2.1 Purpose of the NSSC Senior Leadership Team (BCP Crisis Mode)

The NSSC Senior Leadership Team (SLT) will provide the crisis management function before, during and after an event. In time of crisis, the SLT will assemble and respond to incidents impacting operations.

SLT Quick Assessment Guides are provided as Appendix N.

The SLT will guide and support each functional area ERG and the IT DR Team throughout an incident.

The responsibilities of the SLT at the time of an incident include:

- a. Making incident management decisions;
- b. Activating functional area BCPs;
- c. Making workplace recovery decisions;
- d. Allocating resources among recovering functional areas and supporting offices;
- e. Coordinating efforts with the functional ERG's;
- f. Approving incident-related purchases;
- g. Developing and distributing messages to staff, Centers, and vendors; and
- h. Providing direct updates to NASA Headquarters.

2.2 NSSC SLT Overview

The SLT addresses response and recovery support that will be provided at the time of disaster. During the recovery effort, the SLT provides direction and support to all affected functional areas. This is a centralized approach to ensure that recovery requirements for functional areas are met while eliminating confusion and duplication of effort. Affected functional areas will perform recovery activities based on their pre-determined strategies documented within their functional area BCP.

This concept allows for effective and timely management of the BCP activities, regardless of the magnitude of the event. A disaster is defined as any business interruption which results in the loss of a crucial information technology service, loss of access to the facility or loss of the facility.

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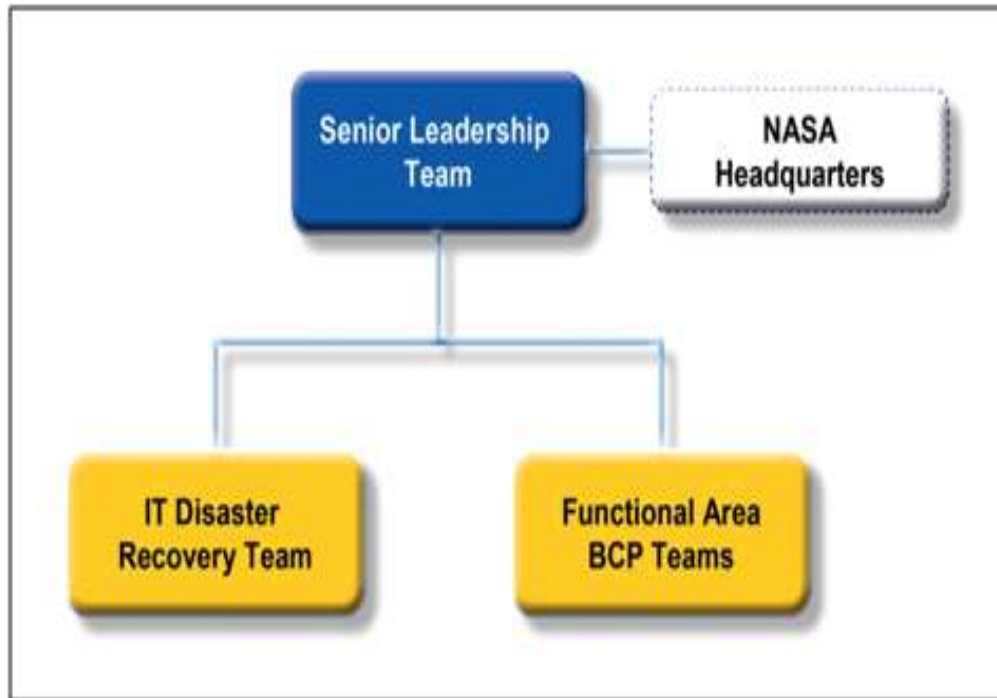


Figure 2-1 – SLT BCP Organization

2.3 SLT Structure (BCP)

Crisis management refers to the pre-determined actions that are performed immediately following emergency response and before recovery. Crisis management is carried out by the SLT with essential input from NSSC BCP Key Personnel, Table 2-1, specifically designated and trained for this purpose.

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BCP Key Personnel		
Role	Primary	Alternate
NSSC Executive Director		
BCP Manager		
Business and Administration Director		
Service Delivery Director		
Operations and Budget		
Financial Management		
Human Resources		
Procurement Team		
Information Technology		
I3PBO		
Facility Manager		
Customer Sat/Crisis Communications		
Legal		
Functional Leads	See Functional Specific BCP	

Table 2-1 – BCP Key Personnel (Redacted)

The basic organizational structure of the SLT during a crisis provides a focal point for the coordination and communication of all business response and subsequent recovery activities.

The SLT is organized into the major functional categories as shown within Figure 2-2, SLT Major Functional Categories.

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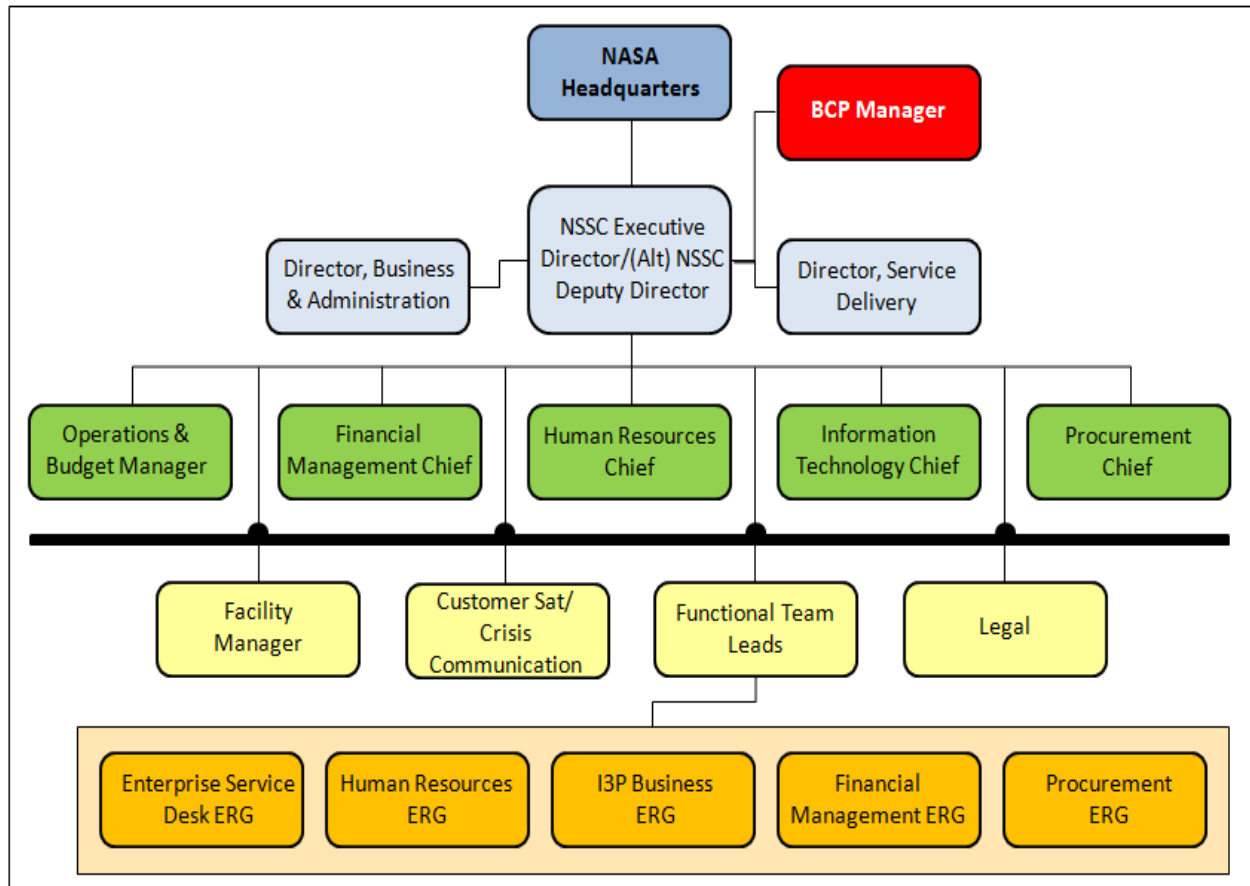


Figure 2-2 – SLT Major Functional Categories

2.4 Roles of Key Personnel in the BCP

2.4.1 NSSC Executive Director

The Executive Director has the following responsibilities:

- a. Presides over the SLT;
- b. Evaluates incidents based on notifications by first responders;
- c. Notifies or activates members of the SLT based on the type and severity of the incident;
- d. Coordinates efforts among members of the SLT;
- e. Evaluates the response of recovery teams to determine what type of escalation and resources are required; and
- f. Declares activation of the NSSC BCP (partial or full).

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The NSSC Executive Director will escalate issues to NASA Headquarters including:

- a. Type of incident and current status;
- b. Any current actions taken to resolve the situation;
- c. Plan and estimated time to repair/resolve;
- d. Anticipated impacts on customers, employees and revenue; and
- e. Special considerations, issues, concern or requests for assistance.

2.4.2 BCP Manager

The BCP Manager provides the working knowledge of the overall NSSC BCP.

During incident management, the BCP Manager is responsible for:

- a. Gathering and organizing information about the incident and corresponding response and recovery requirements;
- b. Maintaining and disseminating incident status reports;
- c. Assisting the SLT in developing and revising incident objectives and strategies;
- d. Maintaining incident status logs and reports;
- e. Managing all incoming and outgoing communications between the SLT and effected functional areas; and
- f. Activating the Emergency Notification System (ENS) in coordination with the HQ Emergency Operations Center.

2.4.3 BCP Senior Leadership Team (SLT)

The SLT is comprised of selected senior management staff representing key functional areas within the NSSC. In the event that the primary contact is not available, the alternate would take on the responsibilities of the primary member.

Team members are expected to be reachable 24 hours a day, 7 days a week to respond to an incident.

The SLT responsibilities include:

- a. Assisting the Executive Director in making recovery decisions;
- b. Obtaining and reviewing damage assessment/impact information from emergency response and affected departments;
- c. Providing operational, administrative, financial and technical support required by the recovery teams with support from the NSSC key personnel;
- d. Contacting and mobilizing personnel or external parties under the member's area of responsibility to address the impact of the incident; and

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- e. Initiating, revising and executing functional area BCP's including the coordination and administration of ERG personnel assigned to their areas of responsibility.

2.4.4 Information Technology (IT)

Responsibilities for Information Technology include:

- a. Conducting computer system and telecommunication damage assessments;
- b. Recovering computer systems and network environment(s);
- c. Supporting functional areas by providing replacement personal computers (PC) equipment including connectivity to required critical applications; acquiring and installing replacement personal computer equipment;
- d. Establishing data network connections to external resources (e.g., Marshall Space Flight Center (MSFC));
- e. Implementing all telephone response actions (e.g., re-routing critical telephone numbers);
- f. Arranging AWS IT infrastructure needed to support ERG personnel; and
- g. Implementing the NSSC IT Disaster Recovery (DR) Plan in the event that a disaster impacts the primary Data Center.

2.4.5 Facility Management

Responsibilities for Facility Management include:

- a. Assessing damage to the facility and infrastructure serving NSSC;
- b. Acquiring replacement office space and interface with the alternate sites;
- c. Working closely with SSC facility and operations personnel to ascertain infrastructure and utility requirements;
- d. Documenting proof of losses; and
- e. Managing salvage and restoration activities.

2.4.6 Human Resources

Responsibilities for Human Resources include:

- a. Monitoring the condition and status of NSSC employees utilizing the ENS;
- b. Managing all next-of-kin notifications;
- c. Coordinating employee communications with the NSSC Executive Director and BCP Manager;
- d. Coordinating additional or temporary staffing for the recovery effort with the BCP Manager;

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- e. Arranging NASA Employee Assistance Program (EAP) access for personnel and their families if necessary; and
- f. Administering applicable personnel policies.

2.4.7 Legal

Responsibilities for Legal include:

- a. Managing all required regulatory notifications;
- b. Providing legal counsel for response and recovery operations; and
- c. Reviewing and approving new contracts acquired as a result of the event before implementation.

2.4.8 Customer Satisfaction / Crisis Communications

Responsibilities for Customer Satisfaction/Crisis Communication include:

- a. Ensuring communication protocols are in place for timely, accurate information dissemination to internal and external stakeholders;
- b. Coordinating all media and external communications;
- c. Reviewing and approving all statements regarding the incident;
- d. Developing both internal and external communications; and
- e. Coordinating recovery-related advertising with external vendors.

2.4.9 Procurement

Responsibilities for Procurement include;

- a. Coordinating emergency buys and funding for supplies and services required by the effected essential functional areas, (e.g., copiers, facsimile machines);
- b. Implementing any necessary short-term financial tracking controls, using the designated expense account number; and
- c. Managing all incident-related purchasing.

2.5 Succession Plan and Delegation of Authority

The NSSC has provisioned for the assumption of senior leadership positions during and after an emergency where the incumbent is unable or unavailable to execute their official duties. The designated successor will be given the authority to act on behalf of the person who they succeed as noted under "program responsibility." Assigned successors are to operate within the framework of delegated authorities exercised by the NSSC Executive Director, provide

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leadership and guidance, and ensure continuity of the NSSC's essential functions in support of NASA's overall mission.

The BCP Manager is responsible for ensuring the execution of procedures documented within the NSSC BCP. If the BCP Manager is unable to function as the overall authority, he/she may choose to delegate this responsibility to a successor, who shall function as that authority.

To ensure continuity of NSSC leadership, senior-level officials are identified and designated within the NSSC Leadership Succession Plan, Table 2-2.

Position	Successor	Program Responsibility	Condition
Executive Director	Deputy Executive Director	Full	All emergencies
Deputy Executive Director	Director, Service Delivery	Full	If requested by the Deputy Executive Director or in the absence of the Deputy Executive Director
Director, Service Delivery	Director, Business & Administration	Full	If requested by Director, Service Delivery or in the absence of the Director, Service Delivery
Director, Business & Administration	Deputy Director, Service Delivery	Full	If requested by Director, Business & Administration or in the absence of the Director of Business & Administration

Table 2-2 – NSSC Leadership Succession Plan

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2.6 Incident Escalation Flow

Figure 2-3, Unplanned Business Interruption Escalation and Activation, demonstrates how the NSSC will respond to an incident and how that incident is escalated from emergency response to crisis management to business continuity.

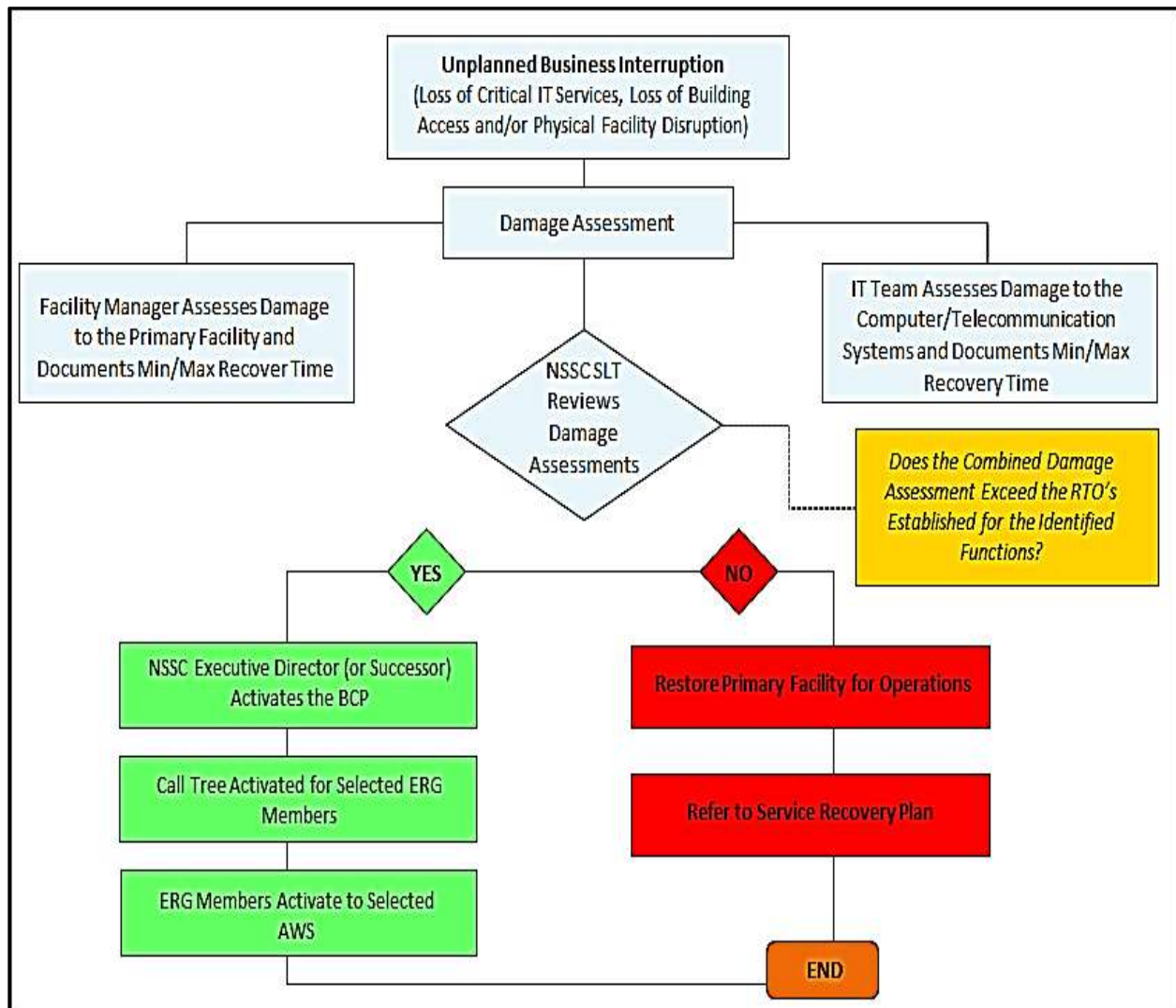


Figure 2-3 – Unplanned Business Interruption Escalation and Activation

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2.7 Response to an Incident and Notification

- The first employee or responder on the scene contacts Security, IT (Helpdesk) and/or their management depending on the nature of the incident.
- Security and/or IT will respond to the incident following normal problem resolution processes.
- If the incident meets the SLT notification criteria, the Executive Director and BCP Manager will be notified.
- The NSSC Executive Director will decide if other members of the SLT will be notified or activated.

2.7.1 Notification Criteria

The SLT shall be notified if there is a perceived or direct threat to the NSSC including the following considerations:

- Serious injuries or fatalities;
- Threat to lives and safety of staff and/or service providers;
- Facility is damaged to the extent that staff relocation is required;
- Disruption to essential functions and operations; and
- Media or public is aware of the incident.

2.8 Identify Crisis Level and SLT Activation

The following are immediate actions for the BCP Manager once he/she is notified of the incident:

- Address immediate life safety issues, if necessary;
- Notify the NSSC Executive Director;
- Record all pertinent information;
- Assess the incident based on information received from the first responder; and
- Using the Disruption Classification and Response Guide, Figure 2-4, determine the classification level of the incident.

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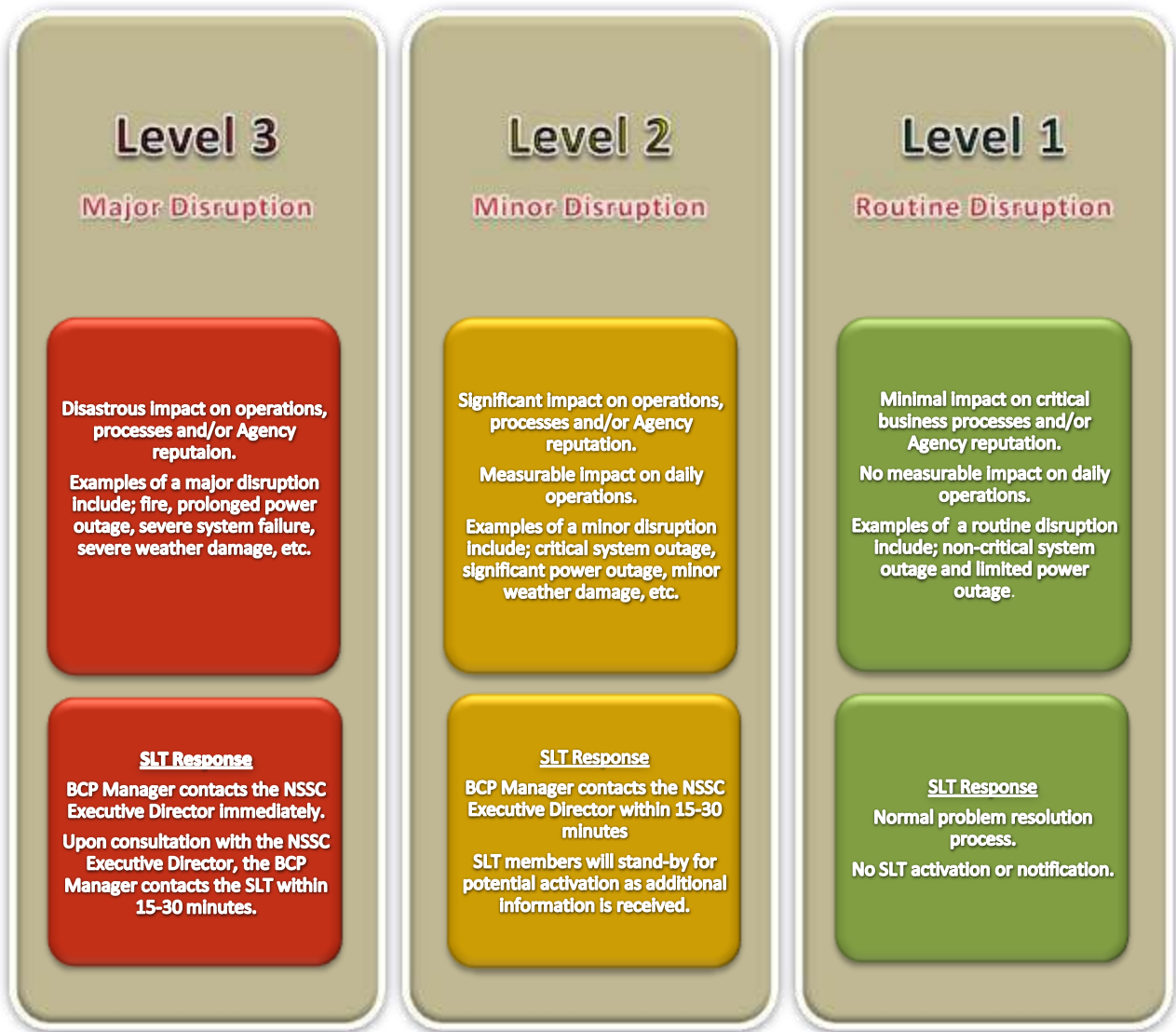


Figure 2-4 – Disruption Classification and Response Guidance

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2.9 Relocate to Emergency Operations Center (EOC)

Upon notification of an event which encompasses the possible activation of the BCP, the SLT will assemble at the primary EOC. In case the primary EOC is inaccessible, the SLT will relocate to the alternate EOC, as directed by the NSSC Executive Director.

	Office/Location	Room
Primary EOC	NSSC Building 1111	Executive Conference Room, 370B
Alternate EOC	SSC EOC, Building 8000	SSC EOC

Table 2-3 – EOC Relocation for BCP Activation

The BCP Manager will notify the SLT via NASA ENS or by direct telephone contact regarding the incident and subsequent information regarding the activation of the designated EOC.

In the event that communications are unavailable, SLT members shall report to the EOC within 4 hours.

2.10 SLT Teleconference Bridge

A designated SLT BCP Audio Teleconference bridge, Figure 2-5, has been established to ensure pertinent communication and operational direction is discussed within the NSSC SLT during an event that encompasses the activation of the BCP.

Upon notification of an event that encompasses the activation of the BCP, SLT BCP Audio Teleconference meetings will convene daily at 9:00 AM and 3:00 PM until terminated at the discretion of the NSSC Director. If an unscheduled audio conference meeting is required other than at designated times, the BCP Manager will contact members of the NSSC SLT via NASA ENS or by direct telephone contact.

Toll Free Call-in Number		Pass Code	
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Figure 2-5 – Audio Teleconference Bridge Information

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2.11 Damage Assessment Procedures

A Damage Assessment Team (DAT), led by the NSSC Facility Manager will conduct an on-site inspection of the affected area(s) to determine the extent of the damage. The DAT will assess the status and condition of the primary facility, Center infrastructure and IT systems, (e.g., telecommunication, personal computers and file servers).

The NSSC BCP may be implemented following an incident based on the damage assessment performed by the DAT. It is imperative that the nature of the incident and extent of the damage be assessed as quickly as conditions allow.

Upon completion of the damage assessment, the NSSC Facility Manager will notify the BCP Manager, who in turn will relay the results to the NSSC Executive Director. Based on available information, the BCP Manager and NSSC Executive Director will determine the level of the contingency as noted within Chapter 3, using the Level of Disruption Matrix, (Figure 3-1), as a guide.

The Damage Assessment Team is comprised of personnel representing the following areas;

- NSSC Facility Management;
- SSC Facilities Operations Service Contractor (FOSC);
- SSC Office of Safety and Mission Assurance (OSMA);
- SSC Office of Protective Services (OPS);
- NSSC IT; and
- The National Center for Critical Information Processing and Storage (NCCIPS) if the incident involves the off-site primary computer server location.

Post incident, the Damage Assessment Team will:

1. Obtain proper clearance from on-site authorities prior to personnel entry into affected areas;
2. Conduct a pre-inspection briefing on all available information, such as cause, expected environmental conditions and time allowed for completing the damage assessment;
3. Review inspection objectives and use of assessment forms;
4. Determine and issue proper Personal Protective Equipment (PPE) based on the incident circumstances and recognized hazards;

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5. Assign each member of the team specific inspection objectives so that all of the following are carefully evaluated;
 - Facilities
 - Computer systems and equipment
 - Telecommunications
 - Vital Records
6. Request SSC OSMA personnel review safety procedures prior to entry and subsequent evaluation;
7. Proceed to the damaged facility to assess and evaluate the extent of damage;
8. Assess and evaluate the extent of damage to the primary facility and its contents; and
 - Structural (external & internal)
 - Accessibility within the structure
 - Status of telecommunications and the switch
 - Status of cabling, computer connections
 - Status of all utilities (electricity, water)
 - Status of plumbing, HVAC
 - Potential environmental safety exposures
9. Work with contractors to develop an estimate of how long it will take to reconstruct damaged sections of the facility.

2.12 Communication to NSSC Employees

The SLT may also need to communicate with NSSC Employees. The communication process should follow the guidelines described below:

- Executive Director and BCP Manager gather information from SLT members and other pertinent reports;
- Customer Satisfaction and Communication, along with Human Resources, drafts a message;
- NASA Headquarters approves, if necessary; and

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- Human Resources disseminates message and provides scripts to the NSSC Emergency Manager for employee notification via the NASA ENS.

For SSC status, NSSC employees who have evacuated the affected area may call toll-free **(877)-776-4654**. Locally, employees may call **(228)-688-3777**.

NASA has also established a public Web site to convey important contact information to NASA employees and contractors impacted by disasters at <http://www.nasa.gov/eoc>.

2.13 External Communication

Per the NSSC Emergency Communication Plan, the SLT should send preliminary communications to NASA Centers, suppliers or vendors to inform them of the situation at the NSSC.

The external communication process should follow the guidelines described below:

- The NSSC Executive Director and the Customer Satisfaction and Communication Team gathers information from SLT members and other reports;
- The SLT determines which employees, NASA Centers and vendors should receive initial communications;
- The Customer Satisfaction and Communication Team will draft a message for the appropriate audience, (i.e., employees, NASA Centers, vendors, and partners); and
- The NSSC Executive Director disseminates message to external audience as appropriate.

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CHAPTER 3 - PHASE 1 – BCP ACTIVATION

This NSSC BCP can be activated in part or in whole depending upon the level of disruption or threat. An event may demand that employees evacuate a single facility for a day or two, in which case execution of only the communications component of the BCP and IT recovery of data and systems may be necessary. Conversely, the facility could be destroyed, which necessitates full execution of the NSSC BCP and subsequent functional area BCP's which include the deliberate and pre-planned movement of ERG personnel to a selected AWS that is capable of sustaining essential functions for 30 days.

The NSSC BCP will apply to the following execution triggers:

- Denial of access to a facility;
- Denial of service due to a reduction in workforce; and
- Denial of service due to equipment or IT system failure.

Level of Disruption	Impact on Organization
I	Disruption of up to 12 hours, with little impact on functional areas or impact on critical systems. No BCP activation required, depending on individual organization requirements.
II	Disruption of 12 to 72 hours, with minor impact on functional areas or impact on critical systems. Limited or no BCP activation, depending on individual functional requirements.
III	Disruption to one or two functional areas or to a critical system for no more than three days. May require movement of selected ERG personnel to a designated AWS for less than a week.
IV	Disruption to one or two functional areas or to the entire organization with potential of lasting for more than three days but less than fourteen days. May require activation of orders of succession for some key personnel. May require movement of selected ERG personnel to a designated AWS for more than a week.
V	Disruption to the entire organization with a potential for lasting at least fourteen days. Requires activation of orders of succession for some key personnel. Requires movement of all ERG members to a designated AWS for more than fourteen days.

Table 3-1 – BCP Level of Disruption Matrix

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3.1 Activation of BCP

The NSSC Executive Director will make the decision to activate functional area BCP's either in full or partially based on the level of disruption. **Functional areas should not activate their AWS procedures until notified by the NSSC Executive Director.**

The SLT will follow this process to assign functional areas to an AWS:

- a. The Functional Team Leaders will provide the SLT the number of seats needed at the alternate work site based on the current workload and business priorities;
- b. The BCP Manager will active the AWS at MSFC by following the activation procedures noted within the Memorandum of Understanding (MOU) with MSFC (See Appendix F);
- c. The BCP Manager will contact the MSFC Facilities Manager regarding number of seats needed, available space in empty cubicles, conference rooms, and other space; and
- d. The Functional Team Leaders will notify each ERG member and inform them to activate their plans and relocate to the alternate work site.

Note: Depending on the type, severity and extent of disruption, space may be allocated within SSC for use as an AWS. The decision to secure space within SSC will be made by the NSSC Executive Director based on the incident and the results of the primary facility subsequent damage assessment.

3.2 Alert and Notification Process

3.2.1 Alert and Notification Procedures

Depending upon the severity and type of incident, the NASA ENS or employee call lists found within functional BCP's will be utilized for incidents where there is a possibility of BCP activation, with or without warning.

Critical information and guidance will be transmitted using multiple communication devices, (e.g., e-mail, text, cellular phone, home phone), identified within the NSSC employees emergency contact information database.

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Depending on the situation, pertinent information may also be transmitted via:

- Telephone, (i.e., personal contact using ERG call lists found within functional area BCP's);
- E-mail for those employees working at the time of the event;
- Announcements to local radio and TV stations; and
- Other means, if approved and developed.

3.2.2 Notification Procedures

Because events that would trigger activation of the NSSC BCP may be sudden and unexpected, rapid notification is necessary to initiate the procedures that will ensure continuity of essential functions.

3.2.2.1 Execution/Warning Conditions

Execution of relocation operations for identified essential functions should occur as follows: (Actions are described by conditions according to circumstances.)

With Warning: Under some circumstances, a warning may occur up to three (3) days before an event. This would allow full execution of the NSSC BCP with a complete and orderly alert, notification, and deployment of designated ERG personnel.

Without Warning: The ability to execute the NSSC BCP following an event that occurs with little or no warning will depend on the severity of the emergency.

Non-business Hours: If NSSC's primary facility, (Building 1111), is rendered inoperable, ERG personnel will be alerted and deployed to the selected AWS.

Business Hours: The NSSC BCP will be activated and ERG personnel will be deployed to the selected AWS.

3.2.2.2 Execution with Warning, Business and Non-Business Hours

Upon receipt of necessity to relocate identified essential functions by the NSSC SLT, notification of key personnel will commence using the NSSC Key Contact List (Appendix D) - primarily via telephone. Key personnel will then contact designated functional ERG personnel utilizing call lists found within functional area BCP's to begin preparation for relocation to the selected AWS,

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(i.e., MSFC or SSC). The BCP Manager also notifies the point of contact at the selected AWS to initiate preparations for relocation operations.

Upon receipt of alert notification:

- Key personnel assemble supporting elements required for re-establishing and performing current essential functions, such as vital records, software and hardware;
- Key personnel also assemble the remaining documents required for performance of all other essential functions to be conducted at the selected AWS;
- Professional and personal items to be used at the AWS should also be staged by key personnel in “Drive-Away Kits.” Appendix E contains a summary of items that should be stored in “Drive-Away Kits” for use at the selected AWS; and
- ERG personnel with roles in performing essential functions will immediately transfer to the AWS, prepare designated communications and other essential equipment for relocation, and take appropriate preventative measures to protect all communications and equipment not designated for relocation.
 - All other personnel will remain at work and continue appropriate actions or travel home to await instructions.
 - All personnel are responsible for providing their own transportation to the selected AWS.

Execution without Warning, Business Hours

If the decision occurs during business hours that the primary facility, (Building 1111) is unusable, staff may be advised to evacuate. Relocation actions depend on the extent of damage to the building. If the building is uninhabitable (e.g., contaminated water), but the facility, equipment, records, and personnel are undamaged, the SLT notifies key personnel to report to the selected AWS, (i.e. MSFC or SSC), and resume essential functions. The identified essential functions continue from the selected AWS location until the primary facility can be reoccupied.

Execution without Warning, Non-Business Hours

If the decision occurs during non-business hours that the primary facility, (Building 1111) is unusable, the NSSC Emergency Manager will notify NSSC personnel using the ENS with pertinent information and instructions.

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Subsequent transmissions of pertinent information concerning essential function relocation will commence using the NSSC Key Contact List (Appendix D) - primarily via telephone. Key personnel will then contact designated functional ERG personnel utilizing call lists found within functional area BCP's to begin preparation for relocation to the selected AWS, (i.e., MSFC or SSC). The BCP Manager also notifies the point of contact at the selected AWS to initiate preparations for relocation operations.

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CHAPTER 4 – PHASE 2 – RECOVERY OPERATIONS

4.1 Financial Management Recovery (Redacted)

See Appendix H, (Financial Management BCP) for Specific Plans

Service/Activities: Accounts Payable
 Grant Payments
 Fund Balance with Treasury (FBWT)
 Payroll

Recovery Priority: **High (Not to Exceed 0-5 Days)**

Functional Team Leaders				
Position	Title	Name	Phone Number	Cell Phone
Primary				
Back-up				
Alternate				

Table 4-1 – Financial Management Functional Team Leaders

Critical Resources		
Equipment/Hardware	Min QTY	Comments
Laptop Computers	20	ERG laptops issued
Desktop Computers	0	
Printer (Shared w/other functions)	4	
Printer (not shared)	2	
Fax (Shared w/other functions)	1	
Fax (not shared)	1	

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Critical Resources		
Copier (Shared w/other functions)	1	
Copier (not shared)	1	
Phones	20	
Specialized Equipment	Min QTY	Comments
Applications/Software	Manual Workaround (Y/N)	Descriptions
AWMS		
KOFAX		
Pay.Gov		
Remedy		
Document Imaging		
AP Work Management System		
TechDoc		
WebTADS		
FPPS		
FedTax Access to Web		
ACaRT		
SFTP		
Web Access to Treasury Systems		

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Critical Resources		
Central Contract Registration		
IPAC		
GOALs		
Payment Management System		
ITS.GOV		
SAP		
Secured Payment System		
Outlook		
MoveLinqs		
Cash-Link		
Travel Manager/FedTraveler.com		

Process Recovery Checklist		Accounts Payable	RTO 0-5 Days Completed
1	Upon arrival at the selected AWS, verify the FedEx or UPS mailing address fax and telephone numbers.		
2	Notify Customers of this temporary change to ensure receipt of invoices and other AP documents.		

Process Recovery Checklist		Grant Payments/Reconciliation Activity	RTO 0-5 Days Completed
1			

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Process Recovery Checklist		FBWT	RTO 0-5 Days Completed
1	Upon arrival at the selected AWS, verify the FedEx or UPS mailing address fax and telephone numbers.		
2	Notify Customers of this temporary change to ensure receipt of any necessary documents.		
3	Validate VPN connectivity to MSFC and NSSC.		
4	Validate printer access.		
5	Validate access to N:drive, relevant web addresses, SAP Remedy, ACaRT, Secure File Server, and Tech Doc.		

Manual Workaround Procedure		Payroll	RTO 0-5 Days Completed
1	Upon arrival at the selected AWS, verify the FedEx or UPS mailing address fax and telephone numbers.		
2	Notify Customers of this temporary change to ensure receipt of any necessary documents.		
3	All timecards that have been approved by WebTADS cutoff will be processed as is.		
4	If the hours need to be populated, NSSC can request that the Department of the Interior (DOI) process the current payroll based on the prior payroll. Then adjustments would be made by the employee to correct time.		
5	If the timecard is just waiting approval – the hours have been populated – the Comp Center can approve.		
6	Based on NPR 9620.1, Failure to Enter and Approve T&A Data in WebTADS by Deadline: Centers' T&A data must be entered, approved,		

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	and submitted to the NSSC for final certification by the bi-weekly deadline currently defined by the Agency. The NSSC will record annual leave for Centers' missing or unapproved time sheets during the final validation and certification process to ensure salary payments are processed. In the rare instance of this occurrence, a time sheet adjustment may be entered and approved in WebTADS the following pay period for corrective action.	
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4.2 Human Resources Recovery (Redacted)

See Appendix I, (Human Resources BCP) for Specific Plans

4.2.1 Human Resources Recovery (0-5 Days)

Service/Activities: Support to Personnel Programs – Drug Testing
Employee Benefits – Retirement Estimates/Counseling
Employee Benefits – Death Benefit Counseling Cases
PAP – Transaction Processing
HR Training and Information Systems Operations and Maintenance

Recovery Priority: High (Not to Exceed 0-5 Days)

Functional Team Leaders				
Position	Title	Name	Phone Number	Cell Phone
Primary	Chief			
Back-up	Open			

Table 4-2 – Human Resources Functional Team Leaders

Critical Resources		
Equipment/Hardware	Min QTY	Comments
Laptop Computers	6	ERG laptops issued
Desktop Computers	6	Long term at selected AWS
Printer (Shared w/other functions)	0	
Printer (not shared)	1	
Fax (Shared w/other functions)	0	
Fax (not shared)	1	

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Critical Resources		
Copier (Shared w/other functions)	1	
Copier (not shared)	0	
Phones	6	
Specialized Equipment	Min QTY	Comments
Applications/Software	Manual Workaround (Y/N)	Descriptions
Internet Access		
EPTS		
WTTS		
ESCS		
Assistant Pro		
NAAS		
SATERN		
eOPF		
Emp EX		
FPPS		
WebTads		
GRB		
FPPS		

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Critical Resources		
EODS		
BRIO		

Target 0 Day (0-5)

Application/Software	Activities Supported	Location
Internet Access	All	
Assistant Pro	Drug Testing	Desktop
EmpEX	PAP & Benefits	DOI
EODS	New Hire, PAP, & Benefits	JSC
eOPF	PAP, Benefits, & eOPF	DOI
FPPS	PAP & Payroll	DOI
GRB	PAP, Benefits, & eOPF	Web based
SATERN	Training Processing	Vendor
SATERN Datamart	Automated Access Control	NSSC
WebTADS	Payroll	NEACC
WTTS	New Hire & PAP	JSC

Add at 10-15 Days (In Addition to Target 0-5 Day Requirements)

Application/Software	Activities Supported	Location
BRIO	Training Reports	NSSC
EPTS	Financial Disclosure	NSSC
ESCS	SES Packages	OPM

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Application/Software	Activities Supported	Location
NAAS	Awards Processing	NSSC
NOPS	Part of NAAS Awards Proc	NSSC

Process Recovery Checklist	Support to Personnel Programs – Drug Testing	RTO 0-5 Days Completed
1	Upon arrival at the selected AWS, verify the FedEx or UPS mailing address, fax and telephone numbers.	
2	Notify customers including Collection Contractor and Medical Review Officers of this temporary change to ensure receipt of documents.	
3	Execute pre-employment drug test if notified by the Personnel Action Processing team, and communicate results to the Center's HR Office and the Personnel Action Processing team.	
4	All other customer requests including reasonable suspicion and post-accident/unsafe practices will be directed to the new telephone number provided.	
5	Record all documents received and forwarded in a Work Activity Log. This log is to remain in a secure locked location until normal operations are live. Once normal operations are back up, we will transfer all information to the secure spreadsheets used for recordkeeping.	

Process Recovery Checklist	Employee Benefits- Retirement Estimates/Counseling	RTO 0-5 Days Completed
1	Upon arrival at the selected AWS, verify FedEx or UPS mailing address fax and telephone numbers.	
2	Notify customers of this temporary change to ensure receipt of documents.	

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Process Recovery Checklist		Employee Benefits- Retirement Estimates/Counseling	RTO 0-5 Days Completed
3	Customers will use the new fax number to send a copy of their retirement paperwork to the Benefits Counselor for review prior to the original package being mailed. Upon review, the Benefits Counselor will contact the employee to provide them with the address to mail their original retirement package.		
4	Once the retirement package is received from the employee, conduct a final review and attach all required paperwork and FedEx or UPS completed package to the Department of Interior for final processing.		
5	Record all documents received and forwarded in a Work Activity Log. This log is to remain in a secure locked location until normal operations are live. Once normal operations are back up, we will transfer all information into Remedy and the secure spreadsheets used for recordkeeping.		

Process Recovery Checklist		Employee Benefits – Death Benefit Counseling Cases	RTO 0-5 Days Completed
1			

Process Recovery Checklist		PAP – Transaction Processing	RTO 0-5 Days Completed
1	Upon arrival at the selected AWS, verify FedEx or UPS mailing address, fax and telephone numbers.		
2	Notify customers of this temporary change to ensure receipt of documents.		
3	Once arrived at the selected AWS, access the Federal Personnel Payroll System (FPPS) and the Workforce Transformation Tracking System (WTTS) to resume operations.		
4	Continue operations by reviewing the request for personnel actions in FPPS for the impacted period.		
5	Check external systems such as WTTS, Entrance on Duty System		

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Process Recovery Checklist		PAP – Transaction Processing	RTO 0-5 Days Completed
	(EODS) and the Electronic Position Description System (EPDS) for additional supporting documentation.		
6	If supporting documentation is not available, request the Centers to forward the supporting documentation to the new remote location.		
7	Check if New Hire will be occupying a Testing Designated Position. If so, contact Drug Testing point of contact (POC) to request a pre-employment test be conducted and await results prior to releasing the action for processing.		
8	Code the personnel action based on the supporting documentation provided and conduct an additional quality review of the personnel action prior to releasing the action for processing.		
9	After quality review, release the personnel action for processing.		
10	Record all documents received and forwarded in a Work Activity Log. This log is to remain in a secure locked location until normal operations are live. Once normal operations are back up, we will transfer all information into Remedy and the secure spreadsheets used for recordkeeping.		
Process Recovery Checklist		HR Training and IS Operations and Maintenance	RTO 0-5 Days Completed
1			
Manual Workaround Procedure			RTO 0-5 Days Completed
1			

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4.2.2 Human Resources Recovery (10-15 Days) (Redacted)

Service/Activities:

- Financial Disclosure (New hires/terminations)
- New Hire In-Processing (EODS orientation only)
- Insurance Programs
- Ethics Program Tracking System

Recovery Priority: Medium (10-15 Days)

Functional Team Leaders				
Position	Title	Name	Phone Number	Cell Phone
Primary	Chief			
Back-up	Open			
Critical Resources				
Equipment/Hardware		Min QTY	Comments	
Laptop Computers		6	ERG Laptops	
Desktop Computers		12	Long term fixed at selected AWS	
Printer (Shared w/other functions)		0		
Printer (not shared)		2		
Fax (Shared w/other functions)		0		
Fax (not shared)		1		
Copier (Shared w/other functions)		0		
Copier (not shared)		2		
Phones		12		
Specialized Equipment		Min QTY	Comments	
Applications/Software		Manual Workaround (Y/N)	Descriptions	

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Process Recovery Checklist		Financial Disclosure (New hires/terminations)	RTO 10 Days ± Completed
1	Upon arrival at the selected AWS, verify the FedEx or UPS mailing address, fax, and telephone numbers.		
2	Notify customers of this temporary change to ensure receipt of documents.		
3	The Personnel Action Processing team will notify the Financial Disclosure team member if a NASA employee is either terminating or a new hire has been identified as a Financial Disclosure filer.		
4	The Financial Disclosure team member will follow the guidelines outlined in the Financial Disclosure Service Delivery Guide.		
5	Record all documents received and forwarded in a Work Activity Log. This log is to remain in a secure locked location until normal operations are live.		
6	Once normal operations are back up, transfer all information into Remedy and EPTS and the secure spreadsheets used for recordkeeping.		

Process Recovery Checklist		New Hire In-Processing (EODS orientation only)	RTO 10 Days ± Completed
1	Upon arrival at the selected ASW, verify FedEx or UPS mailing address, fax, and telephone numbers.		
2	Notify customers of this temporary change to ensure receipt of documents.		
3	The In-Processing team will access WTTS/EODS to identify new hires. Upon identification, the In-Processing team will contact the new hire and provide guidance on to how to complete their forms and to identify requirements for Pre-employment drug testing and if the new hire is required to file a financial disclosure form.		
4	Record all documents received and forwarded in a Work Activity Log. This log is to remain in a secure locked location until normal operations are live.		

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Process Recovery Checklist	New Hire In-Processing (EODS orientation only)	RTO 10 Days ± Completed
5	Once normal operations are back up, transfer all information into Remedy and EPTS and the secure spreadsheets used for recordkeeping.	

Process Recovery Checklist	Insurance Benefit Programs	RTO 10 Days ± Completed
1	Upon arrival at the selected AWS, verify the FedEx or UPS mailing address, fax, and telephone numbers.	
2	Notify customers of this temporary change to ensure receipt of documents.	
3	The In-Processing team will access WTTS/EODS to identify new hires. Upon identification, the In-Processing team will contact the new hire and provide guidance on to how to complete their forms and to identify requirements for Pre-employment drug testing and if the new hire is required to file a financial disclosure form.	
4	Record all documents received and forwarded in a Work Activity Log. This log is to remain in a secure locked location until normal operations are live.	
5	Once normal operations are back up, transfer all information into Remedy and EPTS and the secure spreadsheets used for recordkeeping.	

4.3 Procurement Recovery (Redacted)

See Appendix J, (Procurement BCP) for Specific Plans

Service/Activities: Grants – Award Grants and Cooperative Agreement

Recovery Priority: High (Not to Exceed 0-5 Days) - Aug, Sept, Oct

Functional Team Leaders				
Position	Title	Name	Phone Number	Cell Phone
Primary	Chief, Procurement			

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	Division			
Back-up	Chief, Research			
Alternate	Grant Officer, Activities Branch			

Table 4-3 – Procurement Functional Team Leaders

Critical Resources		
Equipment/Hardware	Min QTY	Comments
Laptop Computers	6	ERG issued laptops
Desktop Computers	0	As required at selected AWS
Printer (Shared w/other functions)	0	
Printer (Not shared)	1	
Fax (Shared w/other functions)	1	
Fax (Not shared)	0	
Copier (Shared w/other functions)	1	
Copier (Not shared)	0	
Phones	6	
Specialized Equipment	Min QTY	Comments
Applications/Software	Manual Workaround (Y/N)	Descriptions
NSSC Remedy	Y	See Appendix J
MS Excel	N	
MS Outlook	N	

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Critical Resources		
Equipment/Hardware	Min QTY	Comments
MS Power Point	N	
MEAAC Applications – CMM, P-Card Solutions & Core Financial	Y	
NSPIRES – (NASA Grant System)	Y	
Miscellaneous Web Based Government Sites (CCR, FPDG-NG, ORCA)	N	

Process Recovery Checklist	Grants – Award Grants and Cooperative Agreement	Completed
1	See Appendix J	

Manual Workaround Procedure	Completed
1	See Appendix J

4.4 Customer Contact Center (Redacted)

Service/Activities: Customer Interface

Recovery Priority: High (Not to Exceed 0-5 Days)

Functional Team Leaders				
Position	Title	Name	Phone Number	Cell Phone
Primary	Senior Manager			
Back-up	Supervisor			
Back-up	Supervisor			

Table 4-4 – Customer Contact Center Functional Team Leaders

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Critical Resources		
Equipment/Hardware	Min QTY	Comments
Laptop Computers	7	Issued to ERG
Desktop Computers	0	
Printer (Shared w/other functions)	0	
Printer (Not shared)	1	PII issue if shared outside NSSC
Fax (Shared w/other functions)	0	
Fax (Not shared)	1	PII issue if shared outside NSSC
Copier (Shared w/other functions)	1	
Copier (Not shared)	0	
Phones	7	
Specialized Equipment	Min QTY	Comments
Wireless headsets	10	Compatible with BCP phones
Applications/Software	Manual Workaround (Y/N)	Descriptions
NSSC Remedy		
MS Access		
Applications/Software	Manual Workaround (Y/N)	Descriptions
MS Excel		
MS Outlook		
MS Power Point		
MS Word		
EPTS		
SATERN		
eOPF		
WebTADS		

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SAP		
Fed Traveler		
AWMS		
Entrust		
ACI		
WIMS		
NBID		

Process Recovery Checklist		Customer Contact Center	Completed
1	Verify Go-Kit is up-to-date		
2	Take Go-Kit		
3	Notify NISN to swing toll-free number from NSSC at SSC to the selected AWS location. Establish date/time for toll-free number change		
4	Notify telephone provider for ACD/phone activation date/time		
5	Upon arrival: validate phones, ACD, Fax, copier, and e-mail address for NSSC Customer Contact Center		
6	Validate supporting systems are available		
7	Check toll-free number		
8	Validate location and contact numbers for Level 2 and Level 3 ERG		

Manual Workaround Procedure		Completed
1	Paper Help Desk case forms if Remedy is unavailable.	

4.5 Enterprise Service Desk, Information Technology (Redacted)

Service/Activities: Customer Interface

Recovery Priority: High (Not to Exceed 0-5 Days) Initial Crew 5-6,
>5 Days Add to Crew

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Functional Team Leaders				
Position	Title	Name	Phone Number	Cell Phone
Primary	Senior Manager			
Back-up	Supervisor			
Back-up (MSFC)	Supervisor			

Table 4-5 – Enterprise Service Desk Functional Team Leaders

Critical Resources		
Equipment/Hardware	Min QTY	Comments
Laptop Computers	3	ESD manager, day shift manager + one (1) TBD
Desktop Computers	15	15 call agents on day shift, off-shift managers
Printer (Shared w/other functions)	1	MFD
Printer (not shared)	2	ESD manager, shift manager
Fax (Shared w/other functions)	0	
Fax (not shared)	0	
Copier (Shared w/other functions)	0	
Copier (not shared)	0	
Phones	18	15 agents / three (3) managers
CISCO VOIP systems/configuration	TBD	TBD
Specialized Equipment	Min QTY	Comments
Wall-mounted monitor	1	For call tracking
Applications/Software	Manual Workaround (Y/N)	Descriptions
Remedy	N	Ticketing system

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Critical Resources		
Equipment/Hardware	Min QTY	Comments
Cisco IPCC	N	Call management system
What's Up Gold	N	Network monitoring
up.time	N	Uptime monitoring
NetIQ	N	Network monitoring

Process Recovery Checklist	Enterprise Service Desk	Completed
1		

Manual Workaround Procedure	Completed
1	

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CHAPTER 5 – PHASE 3 - RESUMPTION

5.1 Salvage and Media Reclamation Procedures

If damage to the primary facility has occurred, the determination to activate the following Site Restoration Procedures will be made by the SLT, based on the specific incident circumstances. The SLT will activate the appropriate resources to oversee building site restoration.

Because equipment and media salvage requires special skills, the SLT will lead the salvage and media reclamation effort with the assistance of an external company to be determined at time of disaster.

- Review staffing requirements and notify the SLT of any excess personnel available to participate in salvage and media reclamation activities. (Personnel normally involved in long-term development activities and those idle due to resource constraints are likely candidates to serve in this capacity.)
- Update salvage related reports as the recovery progresses, communicating any changes in priorities or requirements to the BCP Manager. (These forms and reports were originally completed during the damage assessment process.)
- Determine how the loss of critical items should be addressed and who should be notified of the loss.

5.2 Resumption Procedures

In coordination with the NSSC SLT and BCP Manager, the Facilities Manager will develop a detailed relocation "Resumption Plan of Action", coordinating the return to the permanent (new or repaired) facility at the conclusion of recovery operations.

The Resumption Plan of Action will include conducting a meeting for the purpose of developing general return strategies. This meeting will define and develop the following guidelines, but are not limited to:

- Date and time each functional area's facility will be available for return;
- Status of support services (e.g., telephone, computer services);
- Identification of any special logistical requirements or support which will be available to the functional areas (e.g., transportation for equipment and records, assistance with packing records);
- Development of a final schedule and, upon approval, review with all participating functional areas; and

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- Implementation of recovery procedures as modified to resume operations at the permanent site.

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CHAPTER 6 – ALTERNATE WORK SITES

In the event that an incident causes a significant business interruption to the NSSC, the use of an off-site AWS located within the Intergraph Office Complex, Huntsville Alabama, Figure 6-1, has been secured through a MOU with MSFC, (Appendix F). Prior to activating and utilizing the off-site AWS, every attempt shall be made to secure facilities located within SSC first and only if power and communication utilities are available and stable.



Figure 6-1 – Intergraph Office Complex, Huntsville Alabama

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ALTERNATE WORK SITE 1.

Marshall Space Flight Center (MSFC)

ALTERNATE WORK SITE 2.

SSC (Operational facilities TBD)

IT FACILITY

National Center for Critical Information Processing and Storage (NCCIPS)

IT DISASTER RECOVERY COLD SITE

Marshall Space Flight Center

MEMORANDUM OF UNDERSTANDING (MOU)

Refer to Appendix F

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APPENDICES

APPENDIX A – DEFINITIONS

After-Action Report (AAR) – A narrative report that presents issues found during an incident and recommendations on how those issues can be resolved.

Alternate Database/Records Access – The safekeeping of vital resources, facilities, and records, and the ability to access such resources in the event that the BCP is put into effect.

Alternate Work Site (AWS) – An alternate operating facility suitable for transferring mission-essential operations during loss of capability at primary facilities because of emergency conditions. Alternate work site locations are remote and reasonably unaffected by emergency conditions experienced at primary sites, and permit rapid transfer of operations.

Cold Site – A relocation site that is reserved for emergency use, but which requires the installation of equipment, etc., before it can support operation.

Continuity of Operations – Term used to describe the uninterrupted continuation of essential operations and vital infrastructure across a wide range of emergencies, though validated activities or plans implemented both with and without warning that delineate emergency response.

Business Continuity Plan (BCP) – An internal effort within individual components of the Executive, Legislative, and Judicial branches of government to assure that the capability exists to continue essential component functions across a wide range of potential emergencies, (e.g., localized acts of nature, accidents, and technological and/or attack-related emergencies).

Designated Official – The highest-ranking official of the primary occupant agency or a designee selected by mutual agreement of occupant agency officials.

Emergency – A sudden, usually unexpected event that does or could do harm to people, resources, property, or environment. Emergencies can range from localized events that affect a single office in a building, to human, natural, or technological events that damage, or threaten to damage, local operations. An emergency could cause the temporary evacuation of personnel or the permanent displacement of personnel and equipment from the site to a new operating location environment.

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Essential Functions – Those functions, stated or implied, that are required to be performed by statute or Executive Order (EO), to provide vital services, exercise civil authority, maintain the safety and well-being of the general populace, and sustain the industrial and economical base in an emergency, or other functions deemed essential by the heads of principal organizational elements.

Essential Operations – Those operations stated or implied, that are required to be performed by statute or Executive Order, or other operations deemed essential by the heads of principal organizational elements.

Essential Positions – Those positions, stated or implied, that are required to be filled by statute, Executive Order or other positions deemed essential by the heads of principal organizational elements.

Fly/Drive-Away Kit – An easily transported set of materials, technology, and vital records that are required to establish and maintain minimum essential operations.

Hot Site – A relocation site available for immediate occupancy that is equipped to permit rapid resumption of essential functions.

Hot Wash – Any information activity taking place after disaster response or an exercise simulating a disaster. Its purpose is to identify problems and possible solutions for improving future responses. Observation and recommendations are used to develop a "Lesson-Learned Report."

Internet – Worldwide interconnection of computers; typically interconnected using the Transmission Control Protocol/Internet Protocol (TCP/IP). Access to the Internet is normally through service providers and available to the general public.

Interoperable Communications – Alternate communications that provides the capability to perform minimum essential department or agency functions, in conjunction with other agencies, until normal operations can be resumed.

Intranet – A privately operated internal computer network that is used to publish information, implement human resource or other business applications within a company or organization. Intranets normally provide services to employees and other individuals within a company or organization.

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Logistics Team – A working group responsible for coordinating the activities associated with relocation planning and deployment of essential operations and positions during a BCP event.

Management Plan – An operational guide that ensures the implementation, maintenance, and continued viability of the BCP.

Mission-Essential Infrastructure – Key resources/assets that the Agency depends upon to perform and maintain its most essential missions and operations.

Plan Maintenance – Steps taken to ensure the plan is reviewed annually and updated whenever major changes occur.

Primary Facility – The site of normal, day-to-day operations; the location where the employee usually goes to work.

Relocation Site – The site where designated employees will report for work if required to move from the primary facility.

Situation Report (SITREP) – A written, formatted report that provides a picture of the response activities during a designated reporting period.

Test, Training, and Exercise (TT&E) – This activity includes: 1) efforts to educate/ advise designated staff on BCP responsibilities and existing plans; and 2) tests to demonstrate the viability and interoperability of all plans supporting BCP requirement.

Vital Records & Systems – Records necessary to maintain the continuity of operations during an emergency, to recover full operations following an emergency, and to protect the legal rights and interests of citizens and the Government. The two basic categories of vital records are emergency operating records and rights and interests records.

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APPENDIX B – ACRONYMS

ACRONYM	DEFINITION
AAR	After-Action Report
AWS	Alternate Work Site
BCP	Business Continuity Plan
BIA	Business Impact Analysis
CCC	Customer Contact Center
CFR	Consolidated Federal Register
DAT	Damage Assessment Team
DHS	Department of Homeland Security
DOI	Department of the Interior
DR	Disaster Recovery
EAP	Employee Assistance Program
ENS	Emergency Notification System
EO	Executive Order
EOC	Emergency Operations Center
EODS	Entrance On Duty System
EPDS	Electronic Position Description System
ERG	Emergency Relocation Group
ESD	Enterprise Service Desk
FCD	Federal Continuity Directive
FEMA	Federal Emergency Management Agency
FM	Financial Management
FOSC	Facilities Operations Services Contractor

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ACRONYM	DEFINITION
FPC	Federal Preparedness Circular
FTR	Federal Travel Regulations
GSA	General Services Administration
HQ	Headquarters
HR	Human Resources
HVAC	Heating, Ventilation, and Air Conditioning
I3P BO	IT Infrastructure Integration Program Business Office
IT	Information Technology
MOU	Memorandum of Understanding
MSFC	Marshall Space Flight Center
NASA	National Aeronautics and Space Administration
NCCIPS	National Center for Critical Information Processing and Storage
NEACC	NASA Enterprise Applications Competency Center
NODIS	NASA Online Directives Information System
NPD	NASA Policy Directive
NPR	NASA Procedural Requirements
NSSC	NASA Shared Services Center
OMB	Office of Management & Budget
OPM	Office of Personnel Management
OPS	Office of Protective Services
OSMA	Office of Safety and Mission Assurance
PC	Personal Computer
POC	Point of Contact
PPE	Personal Protective equipment

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ACRONYM	DEFINITION
PR	Procurement
RTO	Recovery Time Objective
SITREP	Situation Report
SLT	Senior Leadership Team
SP	Service Provider
SSC	Stennis Space Center
TBD	To Be Determined
TCP/IP	Transmission Control Protocol/Internet Protocol
TDY	Temporary Duty
TT&E	Test, Training, and Exercise
VoIP	Voice-over Internet Protocol
VPN	Virtual Private Network

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APPENDIX C – HUMAN CAPITAL

Pay and leave benefits for civil servants, as outlined in the Office of Personnel Management Handbook on Pay and Leave Benefits for Federal Employees Affected by Severe Weather Conditions or other Emergency Situations, will be the guidance the NSSC shall follow to cope with severe emergency situations. To make payments, the following must occur:

- a. The NSSC Executive Director issues an order to evacuate due to an imminent danger to life as a result of a severe weather emergency or other emergency situation;
- b. Employee must receive an order to evacuate/mobilize from an authorized official; and
- c. Advance travel payments, evacuation payments, and payments for travel and subsistence expenses to employees ordered to evacuate from an area may be authorized.

Advance Travel Payments:

- Defray immediate expenses incidental to the evacuation;
- The authorizing official determines the time period (measured in days, not-to-exceed 30 days) used to compute the amount of the advance travel payment;
- All deductions authorized by law must be made from the payment.
- Are equivalent to a loan and must be treated as a debt owed to the Federal Government; and
- Government travel credit cards will be used.

Evacuation Payments:

- Payments are based on the projected workdays and work hours in the selected time period, and on the rate of pay (including any pertinent allowances, differentials, or other authorized payments) to which the employee was regularly entitled immediately before the issuance of the evacuation order;
- All deductions authorized by law must be taken;
- May not continue for more than 180 days after the effective date of the evacuation order;
- Not treated as a debt owed to the Federal Government;

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- As directed, employees are required to perform any work considered necessary or required to be performed during the period of the evacuation without regard to the grades or titles of the employees;
- Failure or refusal to perform assigned work is a basis for terminating evacuation payments; and
- Those who do not receive evacuation payments may be granted excused absence.

Subsistence Expenses:

- Payments for travel and subsistence to offset any direct added expenses employees incur as a result of their evacuation or the evacuation of their dependents;
- Payable from the date of departure from the evacuated area through the date of arrival at the Alternate Work Site (AWS), including any period of delay en route that is beyond an evacuated employee's control or that may result from evacuation travel arrangements;
- Based on the applicable per diem rates for the AWS or for a station other than the safe haven that has been approved by an appropriate authority; and
- Paid on the date following arrival and may continue until terminated, (refer to 5 CFR 550.405 for more specific information).

Note:

Employees officially authorized to travel to a Temporary Duty (TDY) location to perform official business are entitled to TDY travel allowance. Any TDY reimbursements for travel to a single location exceeding one year are taxable as income to the employee.

Special Allowances for Subsistence Expenses

- Allowance may be provided up to the maximum applicable per diem rates for the safe haven or other location approved by the appropriate authority;
- Allowance may begin to be paid on the date following arrival at the AWS (or other approved location); and
- Allowance may be provided up to the maximum applicable per diem rate for a period not-to-exceed the first 30 days of evacuation.

If the evacuation has not been terminated after 30 days, the Agency may provide special subsistence allowance of up to 65 percent of the maximum applicable per diem rate for a period

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between 31 and 120 days and 65 percent for a period between 121 and 180 days. See FTR 301.11.201. For assignment of more than 180 days, NASA requires an analysis of allowances with the assignment as an extended TDY, temporary change of station or permanent change of station, not-to-exceed 180 days after the effective date of the order to evacuate.

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APPENDIX E – DRIVE-AWAY KITS

Drive-away kits are pre-packaged, up-to-date kits containing equipment, reference material, personal items and logistical support items needed to perform a functional area's processes. Even with a well-equipped alternate work site, drive-away kits are required to transfer up-to-date data and other critical information and equipment.

The BCP Drive-Away Kits will comprise only those essential items that cannot be effectively maintained, in automated or paper format, at the alternate site. Its inventoried contents will be maintained as current through regular updating by department personnel.

Portable Drive-Away Kits have been allocated to each functional area.

Drive-Away Kit:

- Vital records, standard operating procedures;
- Functional BCP and other reference documents;
- PC, fax, e-mail contact list; and
- Office supplies.

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**APPENDIX F – NSSC/MSFC MEMORANDUM OF UNDERSTANDING
(MOU) IMPLEMENTATION PLAN (REDACTED)**

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APPENDIX G – EMERGENCY LODGING – GSA CONTRACT

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE GS-33F-0009P	Page of Pages 1 1
2. AMENDMENT/MODIFICATION NO. MODIFICATION NO. PS0032	3. Effective Date October 19, 2009	4. Requisition/Purchase Req. No. BPA No. GS-33F-QPNBQ	5. PROJECT NO. (IF APPLICABLE)
6. Issued By Code General Services Administration, FAS Office of Acquisition Operations 2200 Crystal Drive, Suite 300 Arlington, VA 22202 (express) or 20406 (regular)	Code QMA0	7. ADMINISTERED BY (if other than item 6) Code	
8. Name and Address of Contractor (No., street, county, State and ZIP Code) Corporate Lodging Consultants, Inc. 8110 East 32 nd Street North, Suite 200 Wichita, KS 67226-2614 Tel. 316-219-4204 DUNS: 087424511		X	9A. AMENDMENT OF SOLICITATION NO.
CODE			9B. DATED (SEE ITEM 11)
FACILITY CODE			10A. MODIFICATION OF CONTRACT/ORDER NO. BPA GS 33F QPNBQ
			10B. DATED (SEE ITEM 13) September 7, 2005
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS			
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of offers <input type="checkbox"/> is extended <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: <input type="checkbox"/> (a) By completing items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or <input type="checkbox"/> (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER, if by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.			
12. ACCOUNTING AND APPROPRIATION DATA (if required): Payment is via the Government purchase card			
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.			
<input type="checkbox"/> A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority); THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A. <input type="checkbox"/> B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b). <input checked="" type="checkbox"/> C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.212-4, paragraph (c), Changes (OCT 2008) <input type="checkbox"/> D. OTHER (Specify type of modification and authority):			
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office.			
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UOF section headings, including solicitation/contract subject matter where feasible.)			
<p>The Contractor is hereby permitted to include the Direct Lodging Reimbursement Program to the Blanket Purchase Agreement as discussed in the attachment hereafter. This is an optional service under SIN 599-3 that Federal agencies may request in conjunction with the outsourced lodging program already operating under SIN 599-3.</p> <p>All other contract terms and conditions remain unchanged.</p>			
Except as provided herein, all terms and conditions of the document referenced in item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER (Type or print) <i>Tim Downs, President</i>		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Craig D. Yokum Contracting Officer	
15B. CONTRACTOR/OFFEROR <i>[Signature]</i> (Signature of person authorized to sign)	15C. DATE SIGNED (INSERT DATE) 10/27/09	16B. UNITED STATES OF AMERICA BY <i>[Signature]</i> (Signature of Contracting Officer)	16C. DATE SIGNED (INSERT DATE) OCT 27 2009
NSN 7540-01-152-8070 PREVIOUS EDITION UNUSABLE (Note: This is an RSS reproduction using word processing software)		30-105	STANDARD FORM 30 (REV. 10-83) Prescribed by GSA, FAR (48 CFR) 53.243

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October 14, 2009

Craig D. Yokum
 Contracting Officer
 Travel Acquisition Support Division
 US General Services Administration
 2200 Crystal Drive, Suite 300
 Arlington, VA 22202

Mr. Yokum:

Thank you for the opportunity to submit this proposed modification to Corporate Lodging Consultants' (CLC's) contract (GS-33F-0009P) under the General Services Administration's (GSA's) Travel Services Schedule. This proposal is being submitted in response to a specific need identified by the Federal Emergency Management Agency (FEMA) to provide a Direct Lodging Reimbursement Program for victims of national disasters. As GSA's and FEMA's partner for management and administration of the Emergency Lodging Assistance Program, CLC is uniquely qualified to deliver a solution that leverages the government's prior investments and provides valuable integration between these two programs.


Based on our discussion, we have prepared the attached proposal to describe the services CLC will provide. In addition to providing a description of services, we have also included our proposed pricing for these services. Should you have any questions or concerns about the attached document, please feel free to contact me at 202-276-5896 or via email at seasterday@corplodging.com. I look forward to speaking with you further.

Very Respectfully,


Steve Easterday
 Government Markets
 Corporate Lodging Consultants

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Proposal to Provide
Direct Lodging
Reimbursement Program
 under
General Services Administration's
Travel Services Solution
Contract # GS-33F-0009P



October 12, 2009




8111 East 32nd Street North, Suite 300
 Wichita, Kansas 67226

October 14, 2009 Corporate Lodging Consultants
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Proposal to Provide Direct Lodging Reimbursement



1.0 Objectives of Direct Lodging Reimbursement Program

CLC will design, manage and staff systems, processes and procedures in support of Direct Lodging Reimbursement Program. The objectives of this program are:

- Provide government agencies with the ability to receive, process and issue lodging reimbursement payments to authorized recipients
- Maintain strong financial controls over the process by reviewing applications and applying program specific business rules before issuing payments
- Provide this support in a cost effective manner


2.0 Program Requirements

1. Government Agency will notify CLC of intent to Activate Direct Lodging Reimbursement Program. The initial Implementation of a Direct Reimbursement Program typically requires 1-2 months. Once implemented, Activation typically requires 2-4 weeks advance notice (depending on program volume and complexity of program rules).
2. CLC will establish a process for receipt of applicant reimbursement request packages.
3. Government Agency, upon determining an applicant is eligible for reimbursement, will instruct the applicant to submit completed lodging reimbursement packages utilizing the aforementioned process. Government Agency will provide applicants with instructions and standard forms to be submitted with each direct reimbursement package that includes all data elements required for processing. Government Agency will also communicate program rules and guidelines for reimbursement.
4. CLC will receive lodging reimbursement packages and digitally scan the contents of each package. A digital image file containing the contents of each scanned package will be tagged with a unique identifier for ease in subsequent indexing and retrieval. Hard copy lodging reimbursement packages will be boxed and securely stored for a period of three years and (unless otherwise required by Government Agency) destroyed at the end of that time period.
5. CLC will confirm eligibility for reimbursement by reviewing the digitally imaged lodging reimbursement packages and comparing them to data and criteria supplied by Government Agency. CLC will extract data from these images and enter appropriate applicant, lodging and payment data into its lodging reimbursement system. CLC will only enter lodging data, and will scan, but will not otherwise enter, non-lodging data.
6. CLC will implement several specific procedures designed to minimize the potential for Waste, Fraud and Abuse (WFA) in this program. Lodging reimbursement packages that fail WFA procedures will be flagged and forwarded to Government Agency for resolution/guidance.
7. CLC will send eligible lodging reimbursement payment guidance to Government Agency for approval before issuing payment. CLC will also send tagged image files

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Proposal to Provide Direct Lodging Reimbursement 

that include all documents contained in the submitted lodging reimbursement package.

8. CLC will send lodging reimbursement packages determined to be ineligible, or that fail a WFA procedure to the Government Agency for review.
9. Government Agency will review and approve the applicant's charges and return the information electronically to CLC so CLC may issue reimbursement payment.
10. CLC will draw funds for payment from a Government Agency designated account and issue payment to applicants via an electronic Automated Clearing House (ACH) payment, or by mailing a reimbursement check.
11. Upon issuing payment, CLC will send Government Agency confirmation that payment was made to the applicant.

3.0 Proposed Pricing

CLC's proposed pricing for this program includes a fixed fee for new customer program implementation, a fixed fee for activation of the program, and a transaction fee based on the volume of applications processed.

CLC Proposed Project Pricing


1. Fixed Fee for New Customer Implementation: \$100,000
 - Invoiced once for new customer implementation.
 - Invoiced upon completion of Direct Lodging Reimbursement Program setup by CLC.
2. Fixed Fee for Program Activation: \$35,000
 - Invoiced for each Activation of the program by a customer.
 - Invoiced upon notification by Government Agency of intent to Activate Direct Lodging Reimbursement Program.
3. Fixed Transaction Processing Fee: Consistent with GSA Approved BPA Pricing
 - Nightly Transaction Fee in accordance with GSA approved pricing:
 - i. First 300,000 Room Nights @ \$2.69 per night
 - ii. Next 700,000 Room Nights @ \$2.48 per night
 - iii. Above 1,000,000 Room Nights @ \$1.99 per night
 - Invoiced monthly during periods of activation.
4. Fixed Transaction Processing Fee Minimum: A minimum of 5 room nights (or actual room nights if above 5) will be charged per lodging reimbursement package processed.

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Proposal to Provide Direct Lodging Reimbursement

Description of Pricing Elements

Proposed Fee	Description	Amount	CLC Activities
Implementation Fee	Charged once per customer, upon client's initial implementation (see note 1 below)	\$100,000	Program requirements analysis, business rules definition, application programming (test and development), establish connectivity and systems
Activation Fee	Charged once per disaster, upon activation of system (see note 2 below)	\$35,000 for the initial Activation in a calendar year; \$25,000 for each subsequent Activation within the same calendar year	Secure facilities/space, configuration of workstations, activate third-party interfaces, stand-up website or print reimbursement forms, recruit and train processing staff
Processing Fee	Charged monthly for completed processing of reimbursement requests	\$2.69-\$1.99 per night 5 night minimum per reimbursement request processed	Receive, audit and process reimbursement requests, submit proposed reimbursements for client approvals, issue reimbursements

1. *The Federal Emergency Management Agency (FEMA) has previously implemented a similar reimbursement program with CLC. As part of this implementation, FEMA paid a fee similar to the Implementation Fee described above. As such FEMA, under this contract, will not be charged an additional Implementation Fee, however Activation Fees and Processing Fees (as described above) will still apply.*

2. *The Activation Fee is triggered by a client's written notification to CLC of their intent to activate and use this program for a unique disaster event. The scope, definition and expected duration of a disaster event will be jointly agreed on by the client and CLC. The Activation Fee is an annual fee, and covers usage within a calendar year (Jan – Dec). No client will be charged more than one Activation Fee per year for similar disaster events within the same calendar year. (i.e., one activation fee will cover multiple hurricanes within a single hurricane season, assuming no major changes to program requirements/business rules.)*

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APPENDIX H – FINANCIAL MANAGEMENT BCP

Redacted Financial Management BCP Link

https://searchpub.nssc.nasa.gov/servlet/sm.web.Fetch/FM_BCP_Redacted_NSBP-1040-0002_Rev.3.0.pdf?rhid=1000&did=1791475&type=released

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APPENDIX I – HUMAN RESOURCES BCP

Redacted Human Resources BCP Link

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APPENDIX J – PROCUREMENT BCP

Redacted Procurement BCP Link

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APPENDIX K – INFORMATION TECHNOLOGY BCP

Request if required

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APPENDIX L – I3P BUSINESS OFFICE BCP

Redacted I3P Business Office BCP Link

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APPENDIX M – ENTERPRISE SERVICE CENTER BCP

Redacted Enterprise Service Center BCP Link

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APPENDIX N – SENIOR LEADERSHIP QUICK ASSESSMENT GUIDES

BCP Activation List with Maximum RTOs					
Functional area	FM	HR	PR	IT	CROSS CUTTING
Target 0-Day Response				- Enterprise Service Desk-Annex	
Target 5-Day Response	<ul style="list-style-type: none"> - Payroll - Accts Payable - FBWT 	<ul style="list-style-type: none"> - Drug Testing - Retirement Est. <60 Days - Death Benefit Cases - Select Transaction Proc. - Workforce Trans & Tracking - Entrance on Duty Sys. 	<ul style="list-style-type: none"> - Grants / Agreements +Supplements - SBIR/STTR & MODS 		<ul style="list-style-type: none"> - NSSC IT Infrastructure - Customer Contact Center
Target 10-Day Response	<ul style="list-style-type: none"> - Foreign, Domestic, Change of Station Travel - Accts Receivable - Grant Payment - PCS / TCS 	<ul style="list-style-type: none"> - Advance Sick Leave & Voluntary Leave Donor Program 			
Target 15-Day Response		<ul style="list-style-type: none"> - New Hire (EOD Orientation) - Insurance Programs - Financial Disclosure - Ethics Program Tracking 			

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Conditions	Personnel On-Site (B1111) / NSSC Hosted Systems Operational	Personnel Off-Site (B1100-SSC) / NSSC Hosted Systems Operational	Personnel Off-Site (w/ in Region) / NSSC Hosted Systems Operational	Personnel Off-Site (out of Region) / NSSC Hosted Systems Operational	Personnel On-Site (B1111) / NSSC Hosted Systems Down	Personnel On-Site (SSC) / NSSC Hosted Systems Down	Personnel Off-Site (out of Region) / NSSC Hosted Systems Down
Type of Scenario	Normal Operations	- Employee Areas Utility Failure/Hazard Condition - B1111 Phone System Failure	- Pandemic - SSC Site Closure (Essential Personnel Only) - Employee Areas Utility Failure/Hazard Condition - Minimal Hurricane w/ Ride-out Crews in Place	- Moderate Hurricane (Area Evacuation Ordered) - SSC Essential Personnel w/ Ride-Out Crews in Place	- Major Virus Affecting Multiple Systems - Isolated Computer Room Rack Problem	- B1111 Issues/SSC Center Operational - Computer Room Utility Failure - Major Virus Affecting Multiple Systems - Communications Failure to B1111 - Computer Room Off-Limits Hazard - SSC IT Infrastructure Operational	- Facility Damaged due to Hurricane/Tornado - SSC Site Damaged (Communications/Utility Infrastructure)
B1111 Employee Areas (Power, HVAC)	G	R	R	R	G	R	R
NCCIPS Systems/ Facility	G	G	G	Y	Y	R	R
B1111 Communications - Network	G	G	G	Y	G	R	R
B1111 Communications - Phone	G	R	G	Y	G	R	R
SSC Offsite Communications - Network	G	G	G	Y	G	R	R
SSC Offsite Communications - Phone	G	G	G	Y	G	G	R
Critical IT Systems	G	G	G	Y	R	G	R
Document Imaging Systems	G	G	G	Y	R	R	R
Agency Email Systems	G	G	G	G	G	R	R
SAP Host Environment at MSFC	G	G	G	G	G	G	G
SSC Site Access by Employees	G	G	R	R	G	G	R
General Infrastructure Community Status	G	G	G	R	G	G	R
Employee Health Status Condition	G	G	R	R	G	G	G
Minimum Down Time (Business Days)	0	0	0	2	5	5	5
Resulting In:							
-Workforce Locations	NSSC, Bldg 1111	- Employees Work from B1100 SSC AWS location	- Employees Work from Home (VPN) - Employees Work from local Hotel/Facility (VPN)	- Employees Relocated to MSFC (VPN)	- NSSC, Bldg 1111	- SSC Alternate Workspace	Employees Relocated to MSFC (VPN)
-IT Infrastructure Locations	NCCIPS	NCCIPS	NCCIPS	NCCIPS	NCCIPS	-IT Alternate Worksite	-IT Alternate Worksite
	R	Denotes that the supporting infrastructure element/ service is not available or has failed					
	Y	Denotes an isolated failure within the activity of the potential for a failure because of external conditions					
	G	Denotes that the support infrastructure element/ service is operating normally with no problems/ issues					