



National Aeronautics and  
Space Administration

**NASA Shared Services Center**  
*Stennis Space Center, MS*  
39529-6000  
[www.nssc.nasa.gov](http://www.nssc.nasa.gov)

## **NASA Shared Services Center Service Delivery Guide**

**NSSDG-2800-0001**

**Basic Version 1.0**

**Effective Date:** 10/18/2011  
**Expiration Date:** 10/18/2016

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# **NSSC SERVICE DEFINITION REPOSITORY SERVICE DELIVERY GUIDE**

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**Responsible Office: Information Technology**

NSSC Service Delivery Guide	NSSDG-2800-0001	Basic Version 1.0
	Number	
	Effective Date:	10/18/2011
	Expiration Date:	10/18/2016
Page 2 of 26		
Responsible Office: Information Technology		
<b>SUBJECT: NSSC Service Definition Repository Service Delivery Guide</b>		

## Approved by

/s/ Kenneth L. Newton  
 Kenneth L. Newton  
 Deputy Director  
 Service Delivery Directorate

April 23, 2012  
 Date

NSSC Service Delivery Guide	NSSDG-2800-0001	Basic Version 1.0
	Number	
	Effective Date:	10/18/2011
	Expiration Date:	10/18/2016
Page 3 of 26		
Responsible Office: Information Technology		
<b>SUBJECT: NSSC Service Definition Repository Service Delivery Guide</b>		

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NSSC Service Delivery Guide	NSSDG-2800-0001	Basic Version 1.0
	Number	
	Effective Date:	10/18/2011
	Expiration Date:	10/18/2016
Page 4 of 26		
Responsible Office: Information Technology		
<b>SUBJECT: NSSC Service Definition Repository Service Delivery Guide</b>		

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## TABLE OF CONTENTS

---

Introduction .....	5
Process 1– Publish A New Service .....	7
Roles & Responsibilities .....	8
Process 2 – Modify A Service .....	11
Roles & Responsibilities .....	12
Process 3 – Deactivate A Service .....	15
Roles & Responsibilities .....	16
Metrics.....	18
Privacy Data.....	19
System Components.....	20
Existing Systems .....	20
New Systems .....	21
Appendices .....	22
Appendix A – Acronyms.....	22
Appendix B – Process Flow 1 – Publish a New Service .....	23
Appendix C – Process Flow 2 – Modify A Service .....	24
Appendix D – Process Flow 3 – Deactivate A Service.....	25
Appendix E – References .....	26

NSSC Service Delivery Guide	NSSDG-2800-0001	Basic Version 1.0
	Number	
	Effective Date:	10/18/2011
	Expiration Date:	10/18/2016
Page 5 of 26		
Responsible Office: Information Technology		
<b>SUBJECT: NSSC Service Definition Repository Service Delivery Guide</b>		

---

## NSSC SERVICE DEFINITION REPOSITORY SERVICE DELIVERY GUIDE

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### INTRODUCTION

One of the foundational components of the National Aeronautics and Space Administration (NASA)'s Information Technology (IT) Infrastructure Integration Program's (I3P) strategy for delivery of core IT infrastructure services is the Enterprise Service Request System (ESRS).

The ESRS is the primary system for NASA IT service ordering. The Service Definition Repository (SDR) manages the service definition lifecycle of NASA Shared Services Center (NSSC)/Enterprise Service Desk (ESD) Services (Tier 1) and I3P Services (Tier 2) from Agency Consolidated End-User Services (ACES); NASA Integrated Communications Services (NICS); and Enterprise Applications Service Technologies (EAST).

The service definition lifecycle is inclusive of:

- Publishing the service
- Modifying the service
- Deactivating the service

Initial service information will be provided by Service Executives/Designees with details completed by the proper service contractor.

The SDR will follow designated service definition workflows. The series of steps to be performed for the processes involved with SDR, inclusive of the Process Steps, Process Roles & Responsibilities, and Process Flows are listed within the document.

The SDR workflow will include a field for I3P Contractor to indicate whether NASA Purchase Cards (P-Card) will be accepted for the service once it is published to the ESRS. The P-Card will only be accepted for services with a one-time payment option; amortized purchases are not accepted.

The SDR provides a mechanism for the Service Integration Management (SIM) to provide the approval workflow associated with each service and bundled services across and within I3P contracts. Approver roles are granted through the NASA Account Management System (NAMS) and include roles for Org. Approver, Center Resource

NSSC Service Delivery Guide	NSSDG-2800-0001	Basic Version 1.0
	Number	
	Effective Date:	10/18/2011
	Expiration Date:	10/18/2016
Page 6 of 26		
Responsible Office: Information Technology		
<b>SUBJECT: NSSC Service Definition Repository Service Delivery Guide</b>		

Approver, and IT Approver. When a P-Card is utilized for a service, a P-Card Approver will replace the Center Resource Approver.

The SDR has been developed as an application utilizing the BMC Action Request System (ARS) infrastructure easily integrating with the existing BMC Remedy Modules in alignment with the NASA IT Infrastructure Library (ITIL v3) process framework.

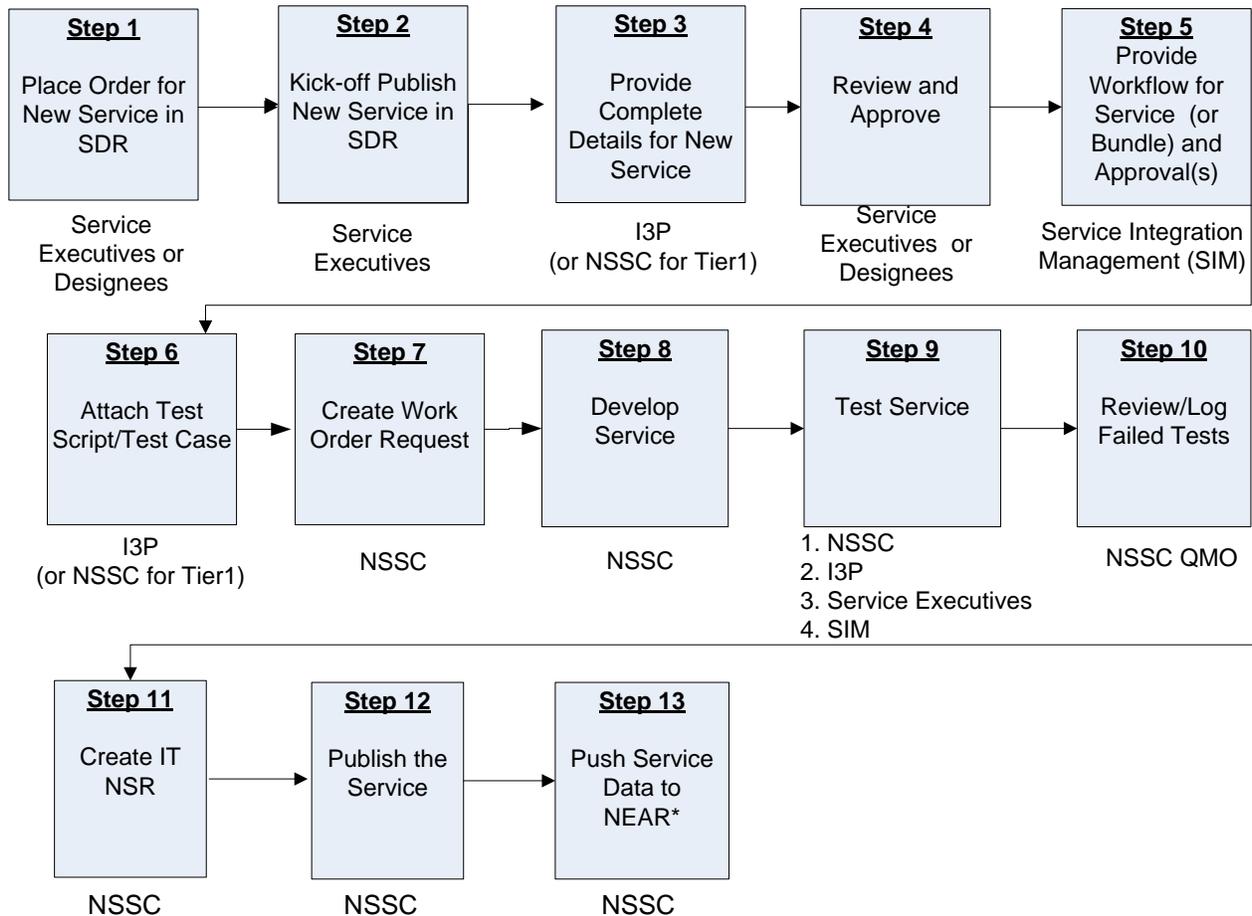
To initiate or conduct the functions allowed by SDR, the proper roles will allow access to the Tier 0 Portal, where authentication takes place through NASA's e-Authentication capabilities. The authentication triggers the correct workflows for the subject service(s).

Proper stakeholders (Service Executives/Designees, I3Ps, SIM, and NSSC) access the SDR capabilities at the NSSC ESD Tier 0 Portal. The portal can be accessed at <https://esd.nasa.gov>. The Tier 0 Portal will be available to users to authenticate 24 hours a day, 7 days a week, and 365 days a year. The Tier 0 Portal can be accessed from any internet connection within the NASA Domain or via NASA Virtual Private Network (VPN) connection. Information regarding planned outages will be published to the Tier 0 Portal.

The SDR will hold and manage the service definition data only. Once the NASA Enterprise Architecture Repository (NEAR) interface is available, via a Web services interface, information on services currently managed by SDR and published in ESRS will be updated to the NEAR on a monthly basis. Information on bundled services will not be provided to the NEAR.

NSSC Service Delivery Guide	NSSDG-2800-0001	Basic Version 1.0
	Number	
	Effective Date:	10/18/2011
	Expiration Date:	10/18/2016
Page 7 of 26		
Responsible Office: Information Technology		
<b>SUBJECT: NSSC Service Definition Repository Service Delivery Guide</b>		

## PROCESS 1– PUBLISH A NEW SERVICE



\* Once the NEAR interface is available

NSSC Service Delivery Guide	NSSDG-2800-0001	Basic Version 1.0
	Number	
	Effective Date:	10/18/2011
	Expiration Date:	10/18/2016
Page 8 of 26		
Responsible Office: Information Technology		
<b>SUBJECT: NSSC Service Definition Repository Service Delivery Guide</b>		

## Roles & Responsibilities

Process 1 – PUBLISH A NEW SERVICE		
Roles and Responsibilities	Action	Tips/Notes
<u><b>Step 1</b></u>  <b>Service Executives or Designees</b>  Place Order for New Service in SDR	Service Executives or Designees enter details of Service Order in SDR.  <b>Output:</b> Updated new Service Order in SDR.	
<u><b>Step 2</b></u>  <b>Service Executives</b>  Kick off Publish New Service in SDR	Service Executives begins workflow to publish a new service.  <b>Output:</b> New service package to follow workflow.	
<u><b>Step 3</b></u>  <b>I3P (or NSSC for Tier 1)</b>  Provide Complete Details for the New Service	Complete details for new service are provided for the service record by the NSSC (Tier 1) or I3P (Tier 2).  <b>Output:</b> New service detail record.	
<u><b>Step 4</b></u>  <b>Service Executives or Designees</b>  Review and Approve	Review details for new service for the service record by the NSSC (Tier 1) or I3P (Tier 2).  <b>Output:</b> Service Approved and forwarded to SIM.	
<u><b>Step 5</b></u>  <b>SIM</b>  Provide Workflow for Service (or Bundle) and Approval(s)	Detailed approval workflow is provided for the new service (or Bundle) by the SIM.  <b>Output:</b> New service workflow and approval(s).	
<u><b>Step 6</b></u>  <b>I3P (or NSSC for Tier 1)</b>  Attach Test Script/Test Case	Test Script/Test Case attached by I3P (or NSSC for Tier 1).  <b>Output:</b> Test Script/Test Case.	

NSSC Service Delivery Guide	NSSDG-2800-0001	Basic Version 1.0
	Number	
	Effective Date:	10/18/2011
	Expiration Date:	10/18/2016
Page 9 of 26		
Responsible Office: Information Technology		
<b>SUBJECT: NSSC Service Definition Repository Service Delivery Guide</b>		

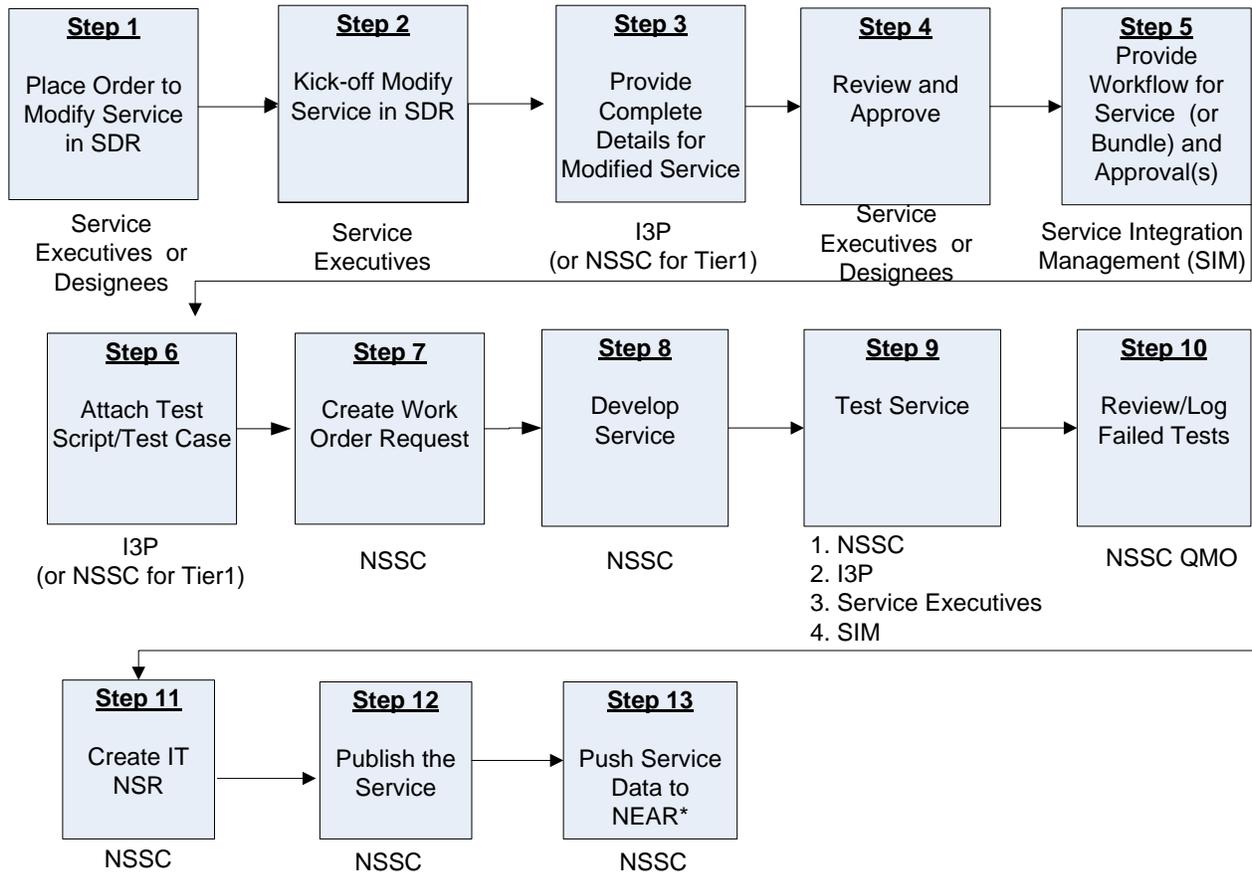
Process 1 – PUBLISH A NEW SERVICE		
Roles and Responsibilities	Action	Tips/Notes
<u><b>Step 7</b></u>  <b>NSSC</b>  Create Work Order Request	Work Order request created by NSSC.  <b>Output:</b> New Work Order request.	
<u><b>Step 8</b></u>  <b>NSSC</b>  Develop Service	New service is developed by NSSC.  <b>Output:</b> New service ready for testing.	
<u><b>Step 9</b></u>  <b>1. NSSC</b> <b>2. I3P</b> <b>3. Service Executives</b> <b>4. SIM</b>  Test Service	New service is tested by: 1. NSSC 2. I3P 3. Service Executives 4. SIM  <b>Output:</b> New service ready for publishing.	
<u><b>Step 10</b></u>  <b>NSSC (Quality Management Office (QMO))</b>  Review/Log Failed Tests	The NSSC QMO is notified of failed tests; issue is reviewed and supporting information (root cause, subject tester role) recorded as part of service record.  <b>Output:</b> Quality Review Record.	
<u><b>Step 11</b></u>  <b>NSSC</b>  Create IT NSSC Service Request (NSR)	An IT NSR is created for the new service by the NSSC.  <b>Output:</b> IT NSR.	
<u><b>Step 12</b></u>  <b>NSSC</b>  Publish the Service	New service is published and is available for selection via the Tier 0 Portal to authorized users.  <b>Output:</b> New service available for selection.	

NSSC Service Delivery Guide	NSSDG-2800-0001	Basic Version 1.0
	Number	
	Effective Date:	10/18/2011
	Expiration Date:	10/18/2016
Page 10 of 26		
Responsible Office: Information Technology		
<b>SUBJECT: NSSC Service Definition Repository Service Delivery Guide</b>		

Process 1 – PUBLISH A NEW SERVICE		
Roles and Responsibilities	Action	Tips/Notes
<u><b>Step 13</b></u>  <b>NSSC</b>  Push Service Data to NEAR	New service data is pushed to NEAR via Web services Interface on a monthly basis.  <b>Output:</b> New service record for NEAR.	

NSSC Service Delivery Guide	NSSDG-2800-0001	Basic Version 1.0
	Number	
	Effective Date:	10/18/2011
	Expiration Date:	10/18/2016
Page 11 of 26		
Responsible Office: Information Technology		
<b>SUBJECT: NSSC Service Definition Repository Service Delivery Guide</b>		

## PROCESS 2- MODIFY A SERVICE



\* Once the NEAR interface is available

NSSC Service Delivery Guide	NSSDG-2800-0001	Basic Version 1.0
	Number	
	Effective Date:	10/18/2011
	Expiration Date:	10/18/2016
Page 12 of 26		
Responsible Office: Information Technology		
<b>SUBJECT: NSSC Service Definition Repository Service Delivery Guide</b>		

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## PROCESS 2 – MODIFY A SERVICE

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### Roles & Responsibilities

Process 2 – MODIFY A SERVICE		
Roles and Responsibilities	Action	Tips/Notes
<u><b>Step 1</b></u>  <b>Service Executives or Designees</b>  Place Order to Modify Service in SDR	Service Executives or Designees enter details of Service Order in SDR.  <b>Output:</b> Updated modified Service Order in SDR.	
<u><b>Step 2</b></u>  <b>Service Executives</b>  Kick off Modify New Service in SDR	Service Executives begins workflow to modify a service.  <b>Output:</b> Modified service package to follow workflow.	
<u><b>Step 3</b></u>  <b>I3P (or NSSC for Tier1)</b>  Provide Complete Details for Modified Service	Updated details for service are provided for the service record by the NSSC (Tier 1) or I3P (Tier 2).  <b>Output:</b> Updated service detail record.	
<u><b>Step 4</b></u>  <b>Service Executives or Designees</b>  Review and Approve	Review details for modified service are provided for the service record by the NSSC (Tier 1) or I3P (Tier 2).  <b>Output:</b> Service approved and forwarded to SIM.	
<u><b>Step 5</b></u>  <b>SIM</b>  Provide Workflow for Service (or Bundle) and Approval(s)	Detailed approval workflow is provided for the modified service (or Bundle) by SIM.  <b>Output:</b> Service workflow and approval(s).	

NSSC Service Delivery Guide	NSSDG-2800-0001	Basic Version 1.0
	Number	
	Effective Date:	10/18/2011
	Expiration Date:	10/18/2016
Page 13 of 26		
Responsible Office: Information Technology		
<b>SUBJECT: NSSC Service Definition Repository Service Delivery Guide</b>		

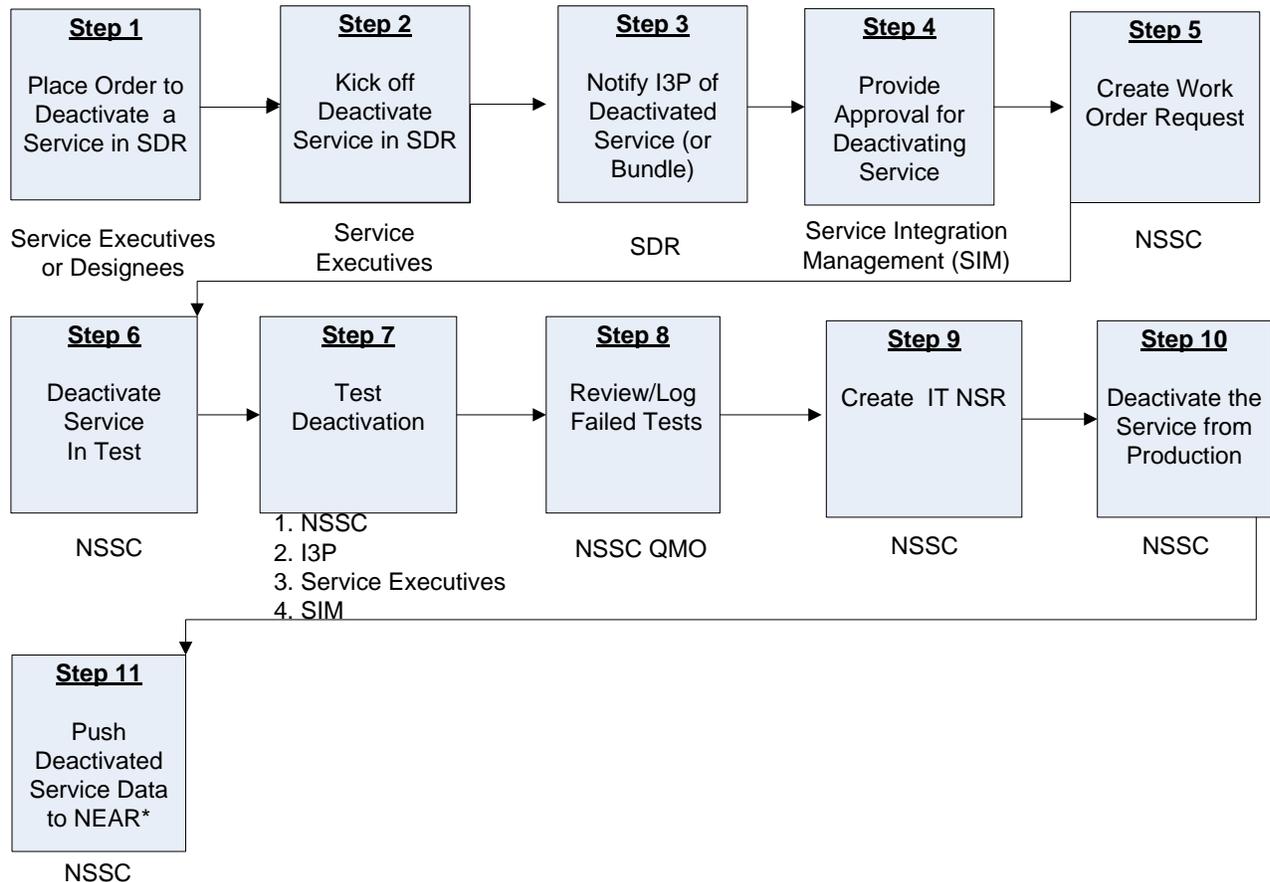
Process 2 – MODIFY A SERVICE		
Roles and Responsibilities	Action	Tips/Notes
<u><b>Step 6</b></u> <b>I3P (or NSSC for Tier 1)</b>  Attach Test Script/Test Case	Test Scrip /Test Case attached by I3P (or NSSC for Tier 1).  <b>Output:</b> Test Script/Test Case.	
<u><b>Step 7</b></u> <b>NSSC</b>  Create Work Order Request	Work Order request created by NSSC.  <b>Output:</b> New Work Order request.	
<u><b>Step 8</b></u> <b>NSSC</b>  Develop Service	Modification of service is developed by NSSC.  <b>Output:</b> Modified service ready for testing.	
<u><b>Step 9</b></u> 1. <b>NSSC</b> 2. <b>I3P</b> 3. <b>Service Executives</b> 4. <b>SIM</b>  Test Service	Modified service is tested by: 1. NSSC 2. I3P 3. Service Executives 4. SIM  <b>Output:</b> Modified service ready for publishing.	
<u><b>Step 10</b></u> <b>NSSC QMO</b>  Review/Log Failed Tests	The NSSC QMO is notified of failed tests; Issue is reviewed and supporting information (root cause, subject tester role) recorded as part of service record.  <b>Output:</b> Quality Review Record	

NSSC Service Delivery Guide	NSSDG-2800-0001	Basic Version 1.0
	Number	
	Effective Date:	10/18/2011
	Expiration Date:	10/18/2016
Page 14 of 26		
Responsible Office: Information Technology		
<b>SUBJECT: NSSC Service Definition Repository Service Delivery Guide</b>		

Process 2 – MODIFY A SERVICE		
Roles and Responsibilities	Action	Tips/Notes
<u><b>Step 11</b></u>  <b>NSSC</b>  Create IT NSR	An IT NSR is created for the modified service by the NSSC.  <b>Output:</b> IT NSR.	
<u><b>Step 12</b></u>  <b>NSSC</b>  Publish the Service	Modified service is published and is available for selection via the Tier 0 Portal to authorized users.  <b>Output:</b> Modified service available for selection.	
<u><b>Step 13</b></u>  <b>NSSC</b>  Push Service Data to NEAR	Modified service data is pushed to NEAR via Web services Interface on a monthly basis.  <b>Output:</b> Modified service record for NEAR.	

NSSC Service Delivery Guide	NSSDG-2800-0001	Basic Version 1.0
	Number	
	Effective Date:	10/18/2011
	Expiration Date:	10/18/2016
Page 15 of 26		
Responsible Office: Information Technology		
<b>SUBJECT: NSSC Service Definition Repository Service Delivery Guide</b>		

## PROCESS 3 – DEACTIVATE A SERVICE



\* **Once the NEAR interface is available**

NSSC Service Delivery Guide	NSSDG-2800-0001	Basic Version 1.0
	Number	
	Effective Date:	10/18/2011
	Expiration Date:	10/18/2016
Page 16 of 26		
Responsible Office: Information Technology		
<b>SUBJECT: NSSC Service Definition Repository Service Delivery Guide</b>		

## Roles & Responsibilities

Process 3 – DEACTIVATE A SERVICE		
Roles and Responsibilities	Action	Tips/Notes
<u><b>Step 1</b></u>  <b>Service Executives or Designees</b>  Place Order to Deactivate a Service in SDR	Service Executives or Designees enter details of service to be deactivated in SDR.  <b>Output:</b> Updated Service Catalog in ESRS.	
<u><b>Step 2</b></u>  <b>Service Executives</b>  Kick off Deactivate Service in SDR	Service Executives begin workflow to deactivate a service (or Bundle).  <b>Output:</b> Deactivate service package to follow workflow	
<u><b>Step 3</b></u>  <b>SDR</b>  Notify I3P of Deactivated Service (or Bundle)	Automated e-mail sent to the I3P contractor for service deactivation.  <b>Output:</b> Deactivated service detail record.	
<u><b>Step 4</b></u>  <b>SIM</b>  Provide Approval for Deactivating Service	The SIM approves or disapproves deactivating the service (or Bundle).  <b>Output:</b> Approval status.	
<u><b>Step 5</b></u>  <b>NSSC</b>  Create Work Order Request	Work Order request created by NSSC.  <b>Output:</b> New Work Order request.	
<u><b>Step 6</b></u>  <b>NSSC</b>  Deactivate Service In Test	Service is set for deactivation by NSSC.  <b>Output:</b> Service ready for testing.	

NSSC Service Delivery Guide	NSSDG-2800-0001	Basic Version 1.0
	Number	
	Effective Date:	10/18/2011
	Expiration Date:	10/18/2016
Page 17 of 26		
Responsible Office: Information Technology		
<b>SUBJECT: NSSC Service Definition Repository Service Delivery Guide</b>		

Process 3 – DEACTIVATE A SERVICE		
Roles and Responsibilities	Action	Tips/Notes
<u><b>Step 7</b></u>  <b>1. NSSC</b> <b>2. I3P</b> <b>3. Service Executives</b> <b>4. SIM</b>  Test Deactivation	Service is tested by; 1. NSSC 2. I3P 3. Service Executive 4. SIM  <b>Output:</b> Service ready for publishing update.	
<u><b>Step 8</b></u>  <b>NSSC QMO</b>  Review/Log Failed Tests	The NSSC QMO is notified of failed tests; Issue is reviewed and supporting information (root cause, subject tester role) recorded as part of service record.  <b>Output:</b> Quality Review Record	
<u><b>Step 9</b></u>  <b>NSSC</b>  Create IT NSR	An IT NSR is created for the service by the NSSC.  <b>Output:</b> IT NSR.	
<u><b>Step 10</b></u>  <b>NSSC</b>  Deactivate the Service from Production	Deactivated service is published and is no longer available for selection via the Tier 0 Portal.  <b>Output:</b> Service no longer available for selection.	
<u><b>Step 11</b></u>  <b>NSSC</b>  Push Deactivated Service Data to NEAR	Deactivated service data is pushed to NEAR via Web services interface on a monthly basis.  <b>Output:</b> Service record updated for NEAR.	

NSSC Service Delivery Guide	NSSDG-2800-0001	Basic Version 1.0
	Number	
	Effective Date:	10/18/2011
	Expiration Date:	10/18/2016
Page 18 of 26		
Responsible Office: Information Technology		
<b>SUBJECT: NSSC Service Definition Repository Service Delivery Guide</b>		

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## METRICS

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There are no required metrics for the Service Definition Repository processes.

NSSC Service Delivery Guide	NSSDG-2800-0001	Basic Version 1.0
	Number	
	Effective Date:	10/18/2011
	Expiration Date:	10/18/2016
Page 19 of 26		
Responsible Office: Information Technology		
<b>SUBJECT: NSSC Service Definition Repository Service Delivery Guide</b>		

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## PRIVACY DATA

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*All participants involved must ensure protection of all data covered by the Privacy Act.*

NSSC Service Delivery Guide	NSSDG-2800-0001	Basic Version 1.0
	Number	
	Effective Date:	10/18/2011
	Expiration Date:	10/18/2016
Page 20 of 26		
Responsible Office: Information Technology		
<b>SUBJECT: NSSC Service Definition Repository Service Delivery Guide</b>		

## SYSTEM COMPONENTS

### Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
BMC Service Request Management System (SRM)	The module allows the NSSC to publish a defined set of NSSC and I3P services, and automates the fulfillment of the services through NSSC and I3P back-office systems.	Read/write access for Tier 0; Web services interface for I3Ps; Web services interface to NEAR.	Web services Interface;
Tier 0 Portal	Web portal for user self help, knowledge articles, Frequently Asked Questions (FAQ)s, Service Orders, and Service Inquiries.	User authentication via e-Authentication.	Interfaces to ESRS and ESD.
NAMS	NASA Account Management System (NAMS). The centralized system for requesting and maintaining accounts for NASA IT systems and applications		
NEAR	The legacy system/ database which retains a listing of NASA Service Offerings.		Web services Interface
Remedy Incident Management	Remedy Incident Management provides the NSSC ESD IT Support Agent with the ability to create and monitor the status of and manage incidents.  Remedy Incident Management will be used to report on key customer service metrics; such as, first call resolution, right-first time allocation, and time to escalate.	Read/write access for Tier 1 and Tier 2 (I3P Contractors).	Oracle database, web server for Customer submits via Tier 0/ESD Portal.

NSSC Service Delivery Guide	NSSDG-2800-0001	Basic Version 1.0
	Number	
	Effective Date:	10/18/2011
	Expiration Date:	10/18/2016
Page 21 of 26		
Responsible Office: Information Technology		
<b>SUBJECT: NSSC Service Definition Repository Service Delivery Guide</b>		

IT System Title	IT System Description	Access Requirements	IT System Interfaces
BMC Atrium Configuration Management Database (CMDB) – Asset Management	BMC Atrium is a service-enabling architecture managing business services and IT services, and processes assets.		
Remedy Knowledge Management	The framework for creating, publishing, reviewing, and searching IT knowledge articles.		
Remedy Dashboards and Analytics	Application for viewing business data provided by defined queries. Allows for reporting and analysis.		
Remedy Approval Engine	Manages the approval cycle during SDR processes.		

### New Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
Service Definition Repository (SDR)	Interface and associated workflow to facilitate the publishing, modification, and/or deactivation of ESRS services. Will utilize NAMS roles/approvals.		Web services “push” to NEAR for monthly update. <i>(when NEAR interface is available)</i>
NSSC Service	Services requiring internal changes	Information Technology	Remedy

NSSC Service Delivery Guide	NSSDG-2800-0001	Basic Version 1.0
	Number	
	Effective Date:	10/18/2011
	Expiration Date:	10/18/2016
Page 22 of 26		
Responsible Office: Information Technology		
<b>SUBJECT: NSSC Service Definition Repository Service Delivery Guide</b>		

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## APPENDICES

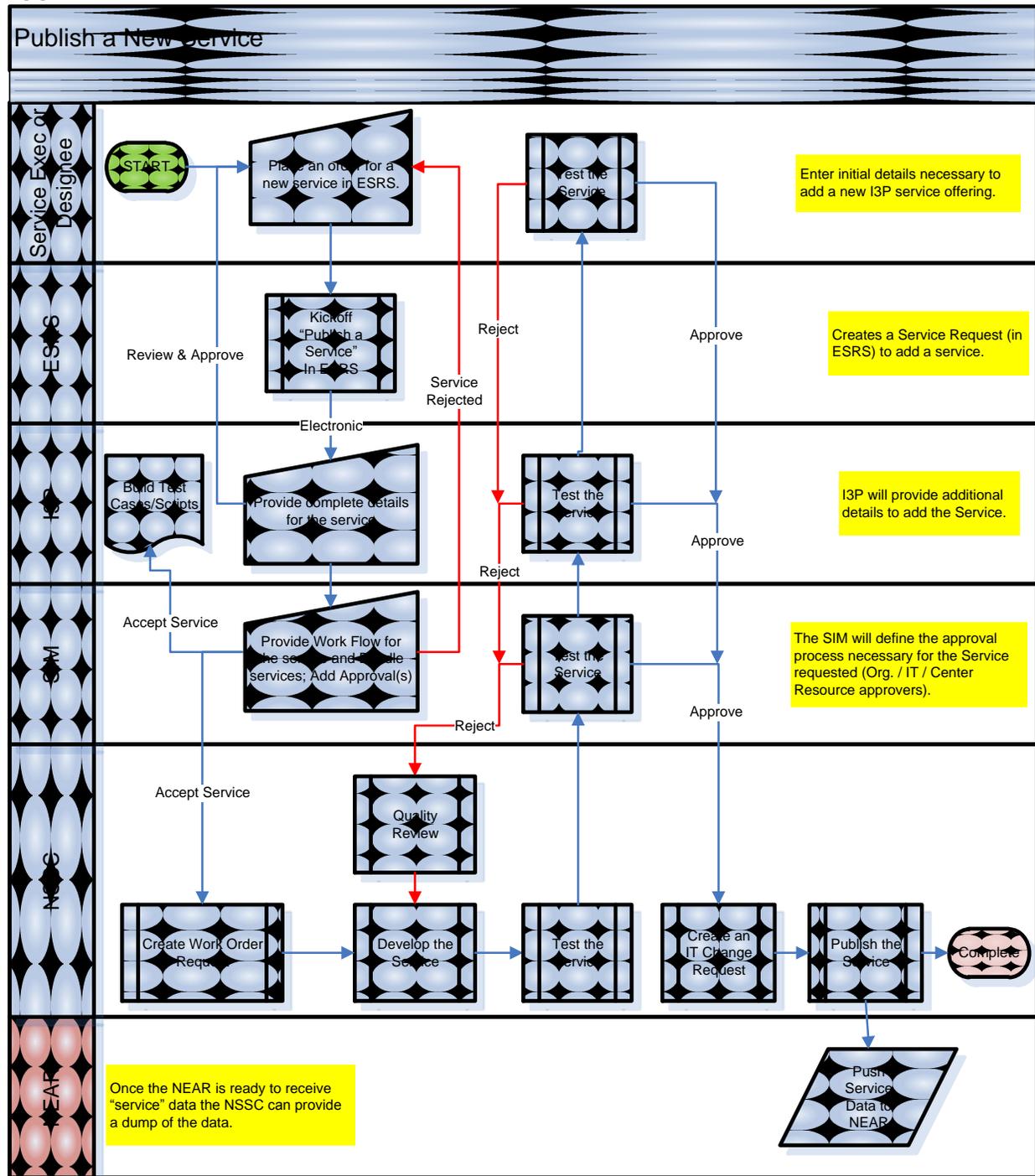
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### Appendix A – Acronyms

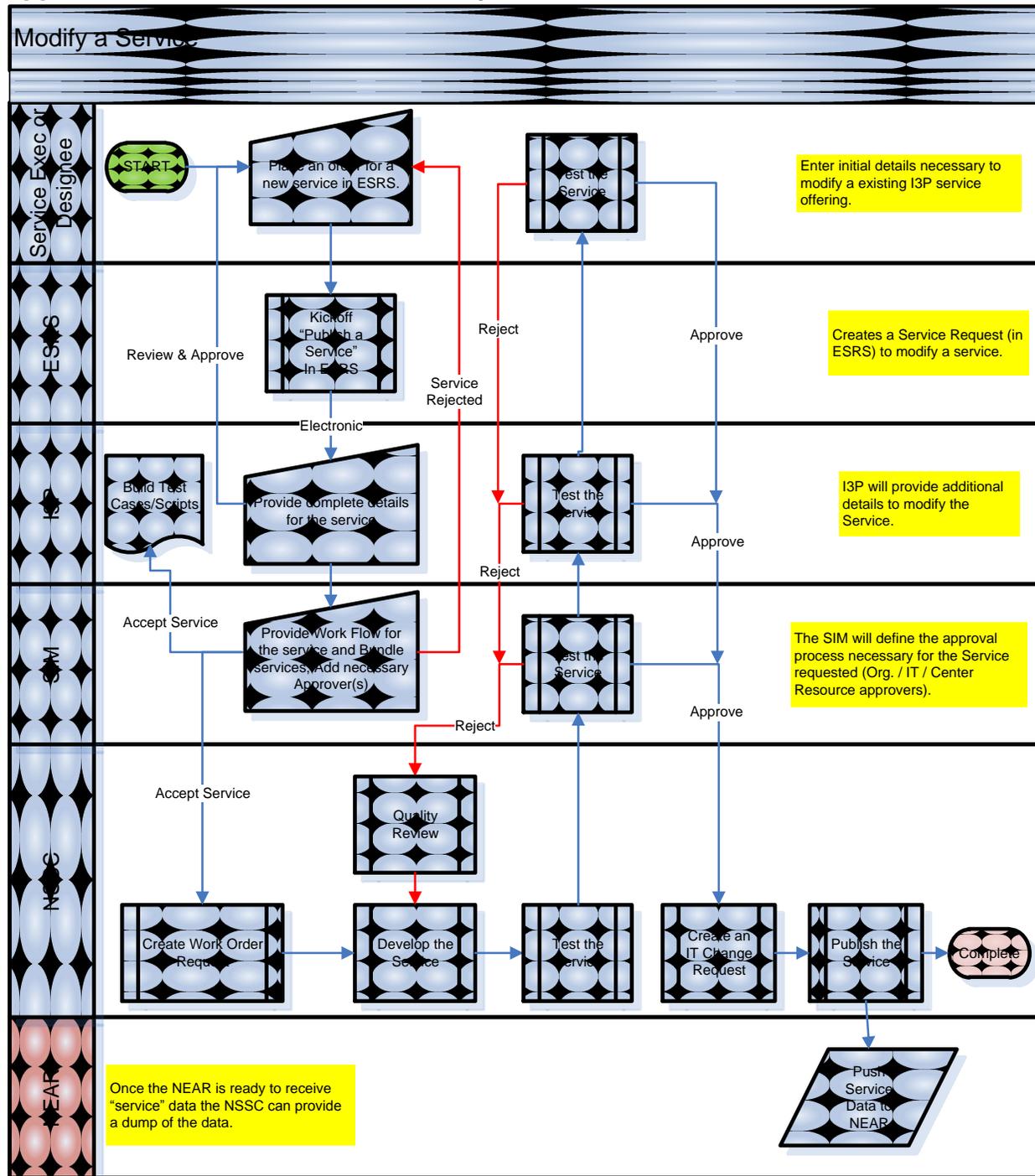
<b>ACES</b>	Agency Consolidated End-User Services
<b>ARS</b>	Action Request System
<b>CMDB</b>	Configuration Management Database
<b>EAST</b>	Enterprise Applications Services Technologies
<b>ESD</b>	Enterprise Service Center
<b>ESRS</b>	Enterprise Service Request System
<b>FAQs</b>	Frequently Asked Questions
<b>I3P</b>	IT Infrastructure Integration Program
<b>IT</b>	Information Technology
<b>ITIL</b>	Information Technology Infrastructure Library
<b>NAMS</b>	NASA Account Management System
<b>NASA</b>	National Aeronautics and Space Administration
<b>NEAR</b>	NASA Enterprise Architecture Repository
<b>NICS</b>	NASA Integrated Communications Services
<b>NSR</b>	NSSC Service Request
<b>NSSC</b>	NASA Shared Services Center
<b>P-Card</b>	Purchase Card
<b>PWS</b>	Performance Work Statement
<b>QMO</b>	Quality Management Office
<b>SDR</b>	Service Definition Repository
<b>SIM</b>	Service Integration Management
<b>SRM</b>	Service Request Management System
<b>VPN</b>	Virtual Private Network

NSSC Service Delivery Guide	NSSDG-2800-0001	Basic Version 1.0
	Number	
	Effective Date:	10/18/2011
	Expiration Date:	10/18/2016
Page 23 of 26		
Responsible Office: Information Technology		
<b>SUBJECT: NSSC Service Definition Repository Service Delivery Guide</b>		

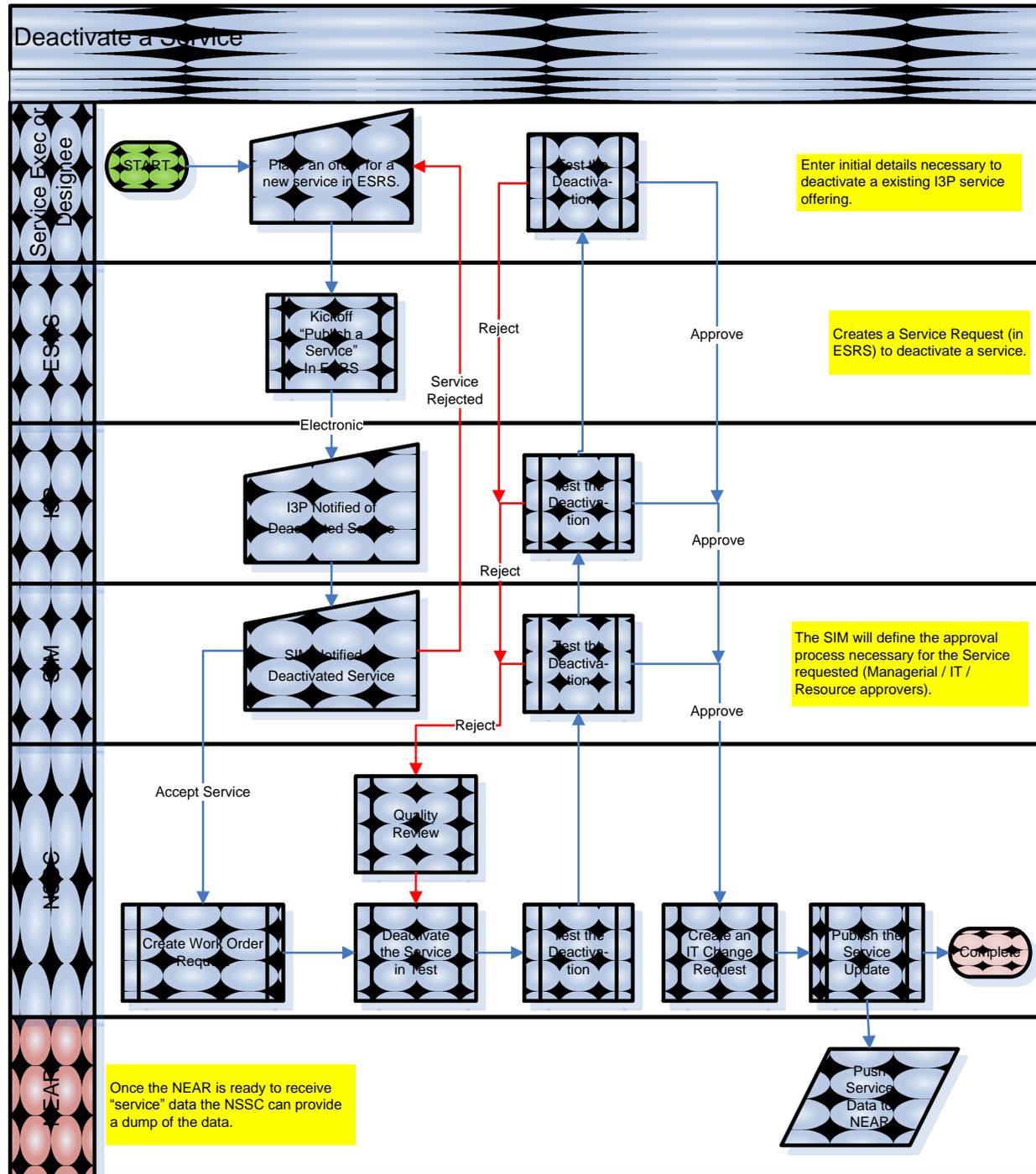
## Appendix B – Process Flow 1 – Publish a New Service



### Appendix C – Process Flow 2 – Modify A Service



### Appendix D – Process Flow 3 – Deactivate A Service



NSSC Service Delivery Guide	NSSDG-2800-0001	Basic Version 1.0
	Number	
	Effective Date:	10/18/2011
	Expiration Date:	10/18/2016
Page 26 of 26		
Responsible Office: Information Technology		
<b>SUBJECT: NSSC Service Definition Repository Service Delivery Guide</b>		

## Appendix E – References

Reference	Document Title
1	Enterprise Service Desk and Enterprise Service Request System Performance Work Statement (PWS)– March 1, 2010
2	NASA Shared Services Center Change Order #28 Incremental Submission #1 – March 19, 2010
3	NSSC SP-01: DRD 3.8.3-1
4	NSSC ESD Service Delivery Guide, NSSDG-2410-0001
5	Process Documentation for Incident/Problem Information Exchange Between ESD and I3P Contractors
6	Effective Communication on “Status” to Authorized Users
7	Change Order #50 ESC NEAR Alternate Solution
8	NSSC IT Service Ordering Service Delivery Guide, NSSDG-2410-0002