



National Aeronautics and
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NASA Shared Services Center
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NASA Shared Services Center Service Delivery Guide

NSSDG-2800-0002

Basic Version 1.0

Effective Date: October 18, 2011
Expiration Date: October 18, 2016

NSSC NOTIFICATIONS SERVICE DELIVERY GUIDE

Responsible Office: Information Technology

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Approved by

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February 13, 2012
 Date

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Introduction

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) Enterprise Service Desk (ESD) is the primary interface for dissemination of informational notices to the Information Technology (IT) Infrastructure Integration Program (I3P) customer community. Utilizing the ESD Notifications Tool, notifications can be widely disseminated or targeted to a specific customer base. Information regarding any planned outages or upgrades will also be published to the Tier 0 Portal.

The three primary processes associated with notifications are:

- a. **Subscribe to a Notification** – Allows service customers the ability to subscribe to notifications:
 1. By Center
 2. By Contract Service
 3. By the Urgency of Notice

- b. **Submit a Notification via a Subscription List or Distribution List** – Allows authorized Submitter to submit a notification to a subscription list or predetermined distribution contact list for notification distribution and the actual content of the message inclusive of:
 1. Message Title
 2. Message Body
 3. Notification Recipients:
 - Subscription List:
 - Center(s) Impacted
 - Service(s) Impacted
 - Distribution Lists (as an attachment)
 4. Priority
 5. Event Date:
 - Start Date/Time
 - End Date/Time
 6. Notification Send Dates:

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- 1st Notice Date/Time
- 2nd Notice Date/Time
- 3rd Notice Date/Time

c. **Unsubscribe to a Notification** – Allows service customers the ability to unsubscribe to notifications that they are currently subscribed to.

The NSSC ESD Tier 0 Web Portal serves as the self-service interface for subscribing to, unsubscribing to, viewing and submitting notifications.

Content of the notifications is the responsibility of the I3P Contractor. Submitted notifications will undergo a quality check (spelling & grammatical) by ESD personnel.

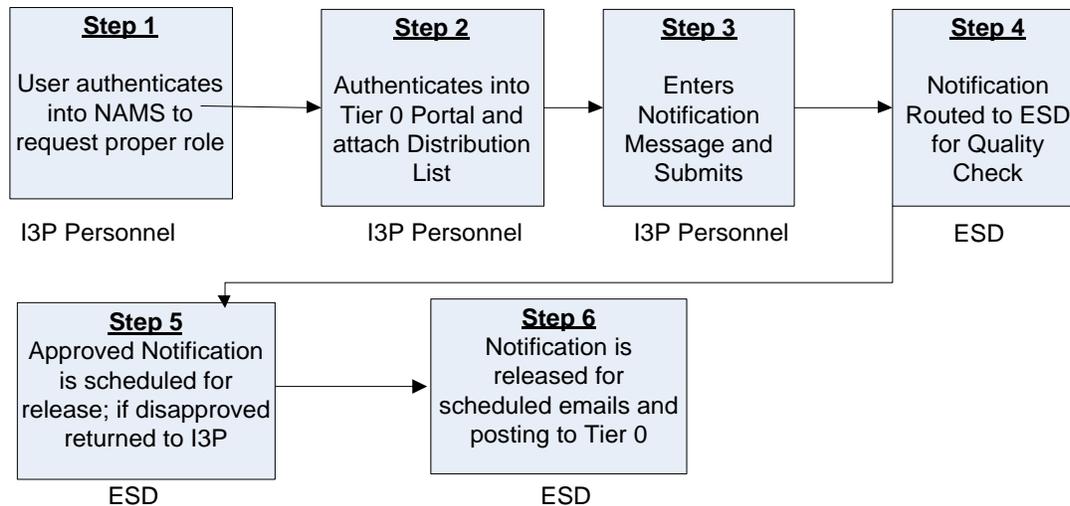
Necessary I3P Contractor personnel will be required to request the proper role in the NASA Account Management System (NAMS) for the ability to submit notifications and distribution lists through the Tier 0 Portal.

NAMS can be accessed from: <https://idmax.nasa.gov/idm/user/dashboard/home.jsp>. A search on “Enterprise Service Desk” will provide a listing of available ESD roles.

The NSSC ESD Tier 0 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.

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PROCESS 1– SUBMIT A NOTIFICATION



Roles & Responsibilities

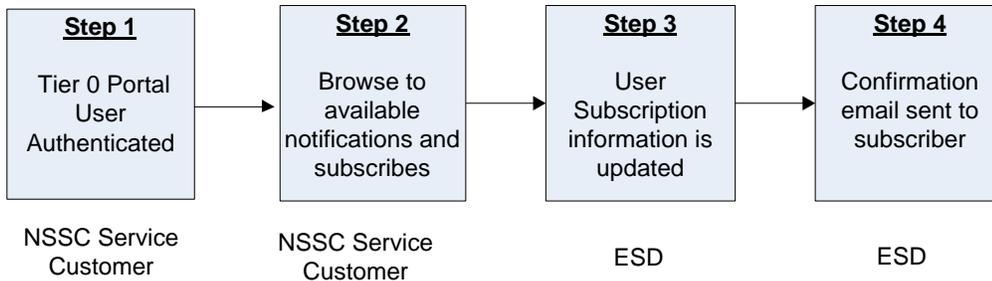
| Process 1 – SUBMIT A NOTIFICATION | | |
|--|---|---|
| Roles and Responsibilities | Action | Tips/Notes |
| Step 1 I3P Personnel User authenticates into NAMS to request proper role. | Request NAMS authorization to be able to submit Notifications and Distribution Lists. Output: User assigned proper NAMS role. | |
| Step 2 I3P Personnel Authenticates into Tier 0 Portal and attach distribution list | User enters/attaches correct list of contacts for distribution. Output: Distribution list for subject notification. | List can be submitted as electronic file. |

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| Process 1 – SUBMIT A NOTIFICATION | | |
|--|---|------------|
| Roles and Responsibilities | Action | Tips/Notes |
| <u>Step 3</u> I3P Personnel Enters notification message and submits | Desired notification message is entered into web form. Output: Notification message ready for review by ESD personnel. | |
| <u>Step 4</u> ESD Notification Routed to ESD for Quality Check | ESD personnel perform quality check on submitted notification. If passes, schedules for distribution; if fails, notification returned to I3P Personnel with reason(s). Output: Approved Notification or Return to I3P | |
| <u>Step 5</u> ESD Approved Notification is scheduled for release; if disapproved returned to I3P | Notification is released to correct distribution list and subscribers. Output: Released Notification | |
| <u>Step 6</u> Subscriber Notification is released | Notification emailed to distribution list and subscribers (as scheduled). Also, subject Notification is posted to Tier 0 Portal. Output: Notification | |

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PROCESS 2 – SUBSCRIBE TO A NOTIFICATION

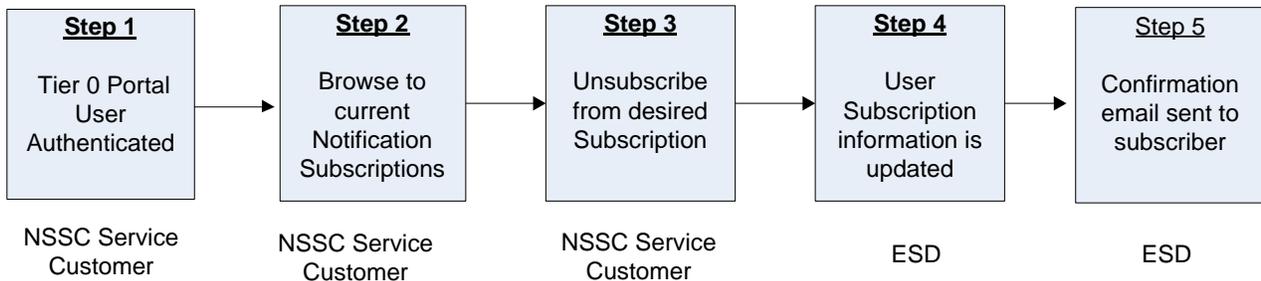


Roles & Responsibilities

| Process 2 – SUBSCRIBE TO A NOTIFICATION | | |
|--|--|--|
| Roles and Responsibilities | Action | Tips/Notes |
| <u>Step 1</u> NSSC Service Customer Tier 0 Portal/User Authenticated | A NSSC Service Customer wanting to subscribe to a Notification will authenticate into Tier 0 Portal. Output: User authenticated into Tier 0 Portal | Authentication takes place using e-Authentication. |
| <u>Step 2</u> NSSC Service Customer Browse to available notifications and subscribes | A NSSC Service Customer browses to available Notifications and makes subscription choices. Output: Listing of available subscriptions; subscription selection(s) | |
| <u>Step 3</u> ESD User subscription information is updated | Subscription information is updated in ESD Notification Tool Output: NSSC Service Customer subscription information updated | |
| <u>Step 4</u> ESD Confirmation e-mail sent to subscriber | A confirmation e-mail of new subscription(s) sent to NSSC Service Customer Output: Confirmation e-mail | |

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PROCESS 3 – UNSUBSCRIBE TO A NOTIFICATION



Roles & Responsibilities

| Process 3 – UNSUBSCRIBE TO A NOTIFICATION | | |
|---|--|--|
| Roles and Responsibilities | Action | Tips/Notes |
| Step 1 NSSC Service Customer Tier 0 Portal/User Authenticated | A NSSC Service Customer wanting to unsubscribe to a Notification will authenticate into Tier 0 Portal. Output: User authenticated into Tier 0 Portal | Authentication takes place using e-Authentication. |
| Step 2 NSSC Service Customer Browse to current Notification Subscriptions | The NSSC Service Customer browses to existing Notification Subscriptions. Output: Listing of current subscriptions | |
| Step 3 NSSC Service Customer Unsubscribes from desired Subscription | The NSSC Service Customer chooses subscription to unsubscribe from and confirms choice. Output: Unsubscribe from Notification request | |
| Step 4 ESD User Subscription information updated | The ESD Notification Tool updates NSSC Service Customer's subscription information Output: User Subscription information updated | |

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| Process 3 – UNSUBSCRIBE TO A NOTIFICATION | | |
|--|---|------------|
| Roles and Responsibilities | Action | Tips/Notes |
| <u>Step 5</u> ESD Confirmation e-mail sent to subscriber | A confirmation e-mail sent to NSSC Service Customer Output: Confirmation e-mail | |

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METRICS

There are no required metrics for the Notification processes.

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PRIVACY DATA

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

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SYSTEM COMPONENTS

Existing Systems

| IT System Title | IT System Description | Access Requirements | IT System Interfaces |
|-----------------|---|--|-----------------------|
| Tier 0 Portal | Web Portal for user self help, knowledge articles, Frequently Asked Question (FAQ)s, Service Orders, and Service Inquiries. Also used to manage the submission and subscriptions to system notifications. | User authentication via eAuthentication. | ESD Notification Tool |
| NAMS | NASA Account Management System (NAMS). The centralized system for requesting and maintaining accounts for NASA IT systems and applications | | |

New Systems

| IT System Title | IT System Description | Access Requirements | IT System Interfaces |
|-----------------------|--|---------------------|----------------------|
| ESD Notification Tool | Interface and associated workflow to facilitate the submission of and subscription to system notifications via the ESD Tier 0 Portal. Will utilize NAMS roles/approvals for notification submitters. | | Tier 0, NAMS |

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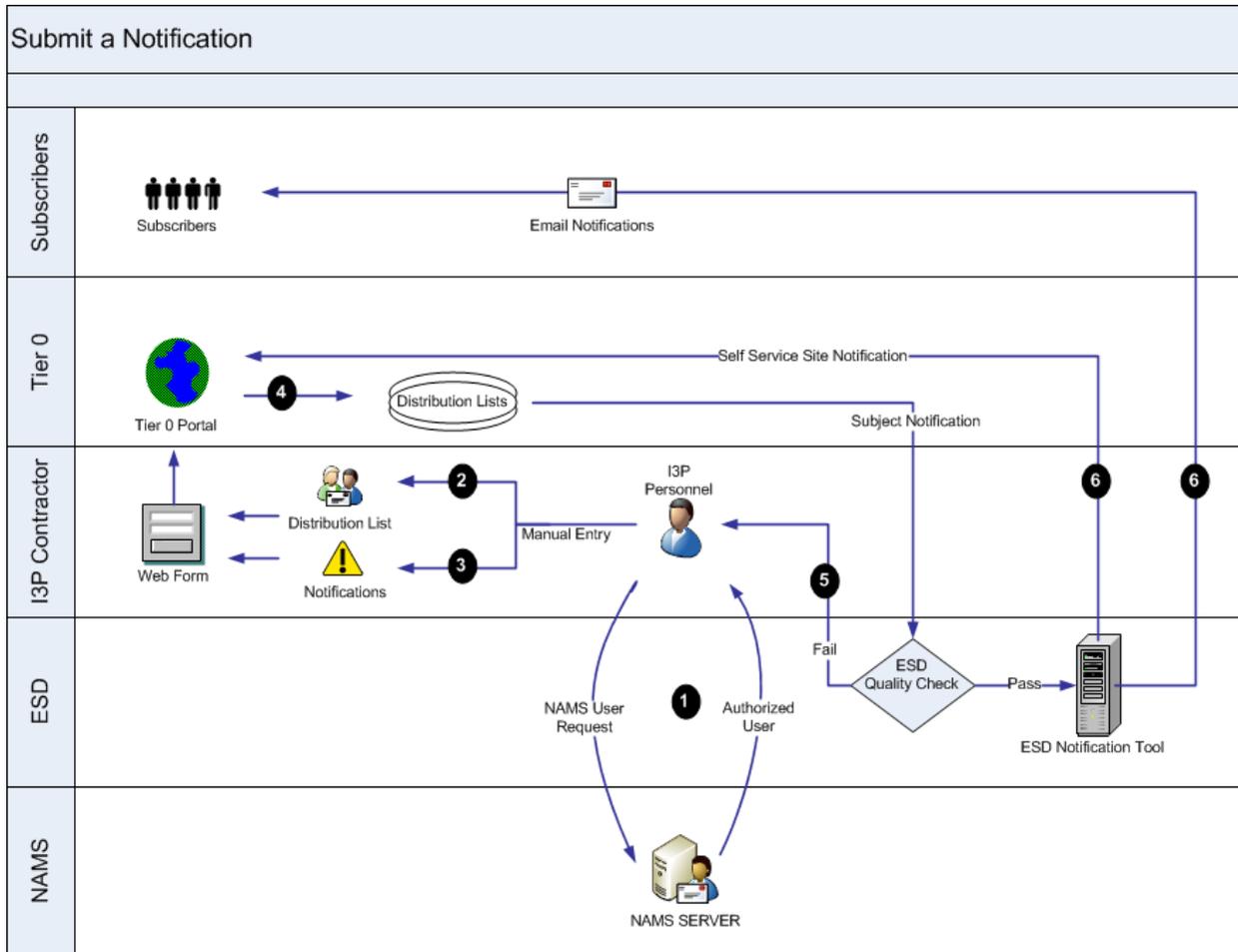
APPENDICES

Appendix A – Acronyms

| | |
|-------------|---|
| ESD | Enterprise Service Desk |
| FAQs | Frequently Asked Questions |
| IT | Information Technology |
| I3P | IT Infrastructure Integration Program |
| NAMS | NASA Account Management System |
| NASA | National Aeronautics and Space Administration |
| NSSC | NASA Shared Services Center |

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Appendix B – Process Flow 1 – Submit a Notification

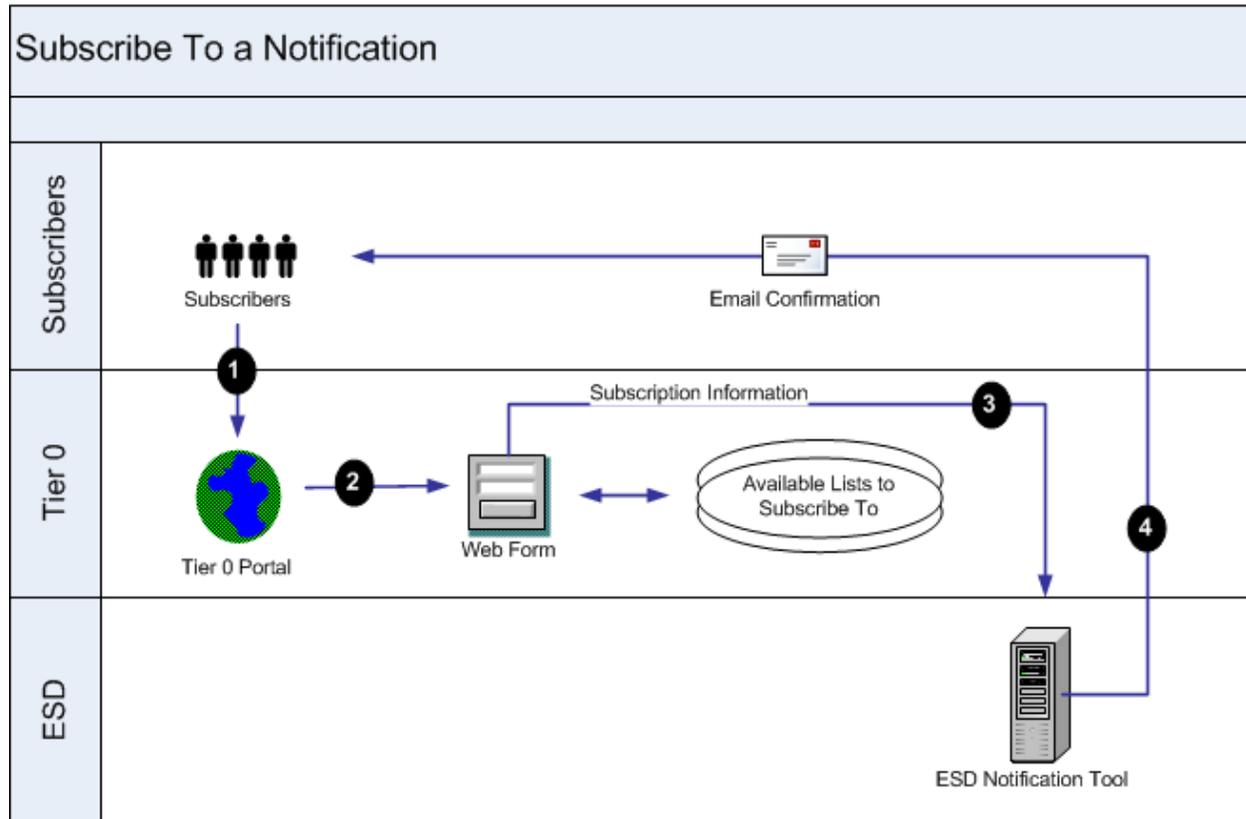


Process Steps

1. user requests / receives NAMS authorization to be able to submit Notifications and Distribution Lists
2. Authorized I3P personnel enter distribution list into Tier 0 web form
3. Authorized I3P personnel enters notification message into Tier 0 web form
4. Notification with proper distribution routed to ESD for review/quality check
5. If Notification fails, it is sent back to I3P
6. If Notification passes quality test, it is released to subscribers/distribution list via e-mail and posted on Tier 0

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Appendix C – Process Flow 2 – Subscribe to a Notification

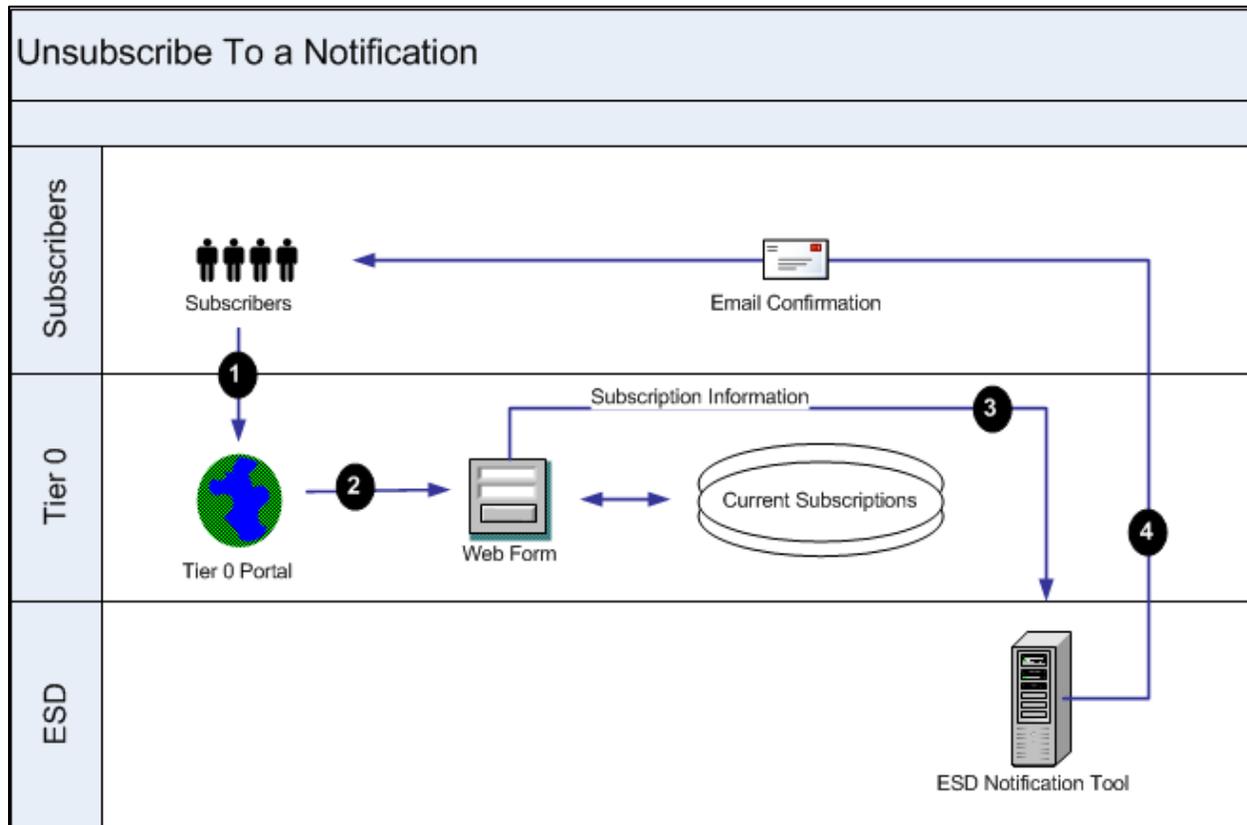


Process Steps

1. Service user accesses Notifications area of ESD Tier 0 Portal
2. Service user subscribes to desired notifications from list available
3. Subscription information update in ESD Notification Tool
4. Service user receives confirmation e-mail

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Appendix D – Process Flow 3 – Unsubscribe to a Notification



Process Steps

1. Service user accesses Notifications area of ESD Tier 0 Portal
2. Service user views current Notification Subscriptions, chooses “Unsubscribe” and confirms
3. Subscription information updated in ESD Notification Tool
4. Service user receives confirmation e-mail

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Appendix E – References

| Reference | Document Title |
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| 1 | Enterprise Service Desk and Enterprise Service Request System Performance Work Statement – March 1, 2010 |
| 2 | NASA Shared Services Center (NSSC) Change Order #28 Incremental Submission #1 - March 19, 2010 |
| 3 | Notifications Change Order |
| 4 | NSSC ESD Service Delivery Guide - NSSDG-2410-0001 |
| 5 | Software Design Specification, Addendum 1 to NASA ESD/Enterprise Service Request System (ESRS) Revision 2.0 |