From the Enterprise Service Desk – November 30, 2010

The NSSC spent a good part of November preparing to give the first external demo of the ESD TIER 0 website. While much work remains, there's enough polish on the development site to share it with the NSSC Board of Directors at the December 1 meeting here at Stennis Space Center. We're very excited about the product and proud of what we have built.

We're most proud of the systems accessibility and availability. At any time, from any computer, you will be able to access the ESD TIER 0 website to order new products or services, check the status of an open incident, or scan knowledge articles to help find answers to questions or resolve a problem. "TIER 0" provides customers access to our publically published knowledge articles. Using this site, you can instantly know everything we know. The knowledge articles will be input into the system by the I3P TIER-2 service providers we will support and will be available to our customers. From the ESRS you will be able to order laptops from the ACES catalog, network support from the NICS, and Web tools from WEST, like a new site or blog. The focus is on the customer. Ease-of-use is our biggest goal.

The site has been modeled after NASA's look and feel and meets all Agency Web standards. It is public facing, so you can access the resource from home. You will need to sign on using your Launchpad credentials. When you are on a NASA computer, your single sign on will be leveraged, so you will not be required to enter a password. Every employee and contractor will have an identity within ESD. There will be different roles for approvers (managerial, resources, IT). Employees in an approver role will complete a NAMS request and the NSSC will grant the appropriate capability.

There is some flexibility regarding the approval process. The Center Integration Leads will help to determine a service's process. There will be a single workflow for each service; however, the approvers will vary based upon who is ordering a service. The Service Integration Manager (SIM) will determine what services will be bundled within the system. We will offer bundles across the I3P contracts (for example: desktop from ACES, and network from NICS) as well as with a single I3P provider. This opens the possibilities for conveniences such as a new hire bundle, where an office phone, cell phone, computer, and network can all be arranged through a single request within ESD.

We plan to conduct user acceptance testing early next year. To achieve this, we will recruit non-IT employees to access the system and provide feedback regarding its ease of use. We hope to build a diverse group of testers from varying backgrounds and locations. Ideally, every Center will be represented.

We're looking forward to the award of the I3P contracts. We understand the importance of building great working relationships, and we're ready to get started. We were delighted to meet the folks from the NICS this month. It was a positive start. We also understand that given our role, we will be working closely with the service offices and the SIM. Let's face it: we're right in the middle of it all. It's a great place to be.

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