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# **NASA Integrated Network Services (NISN)**

Customer Commitment Working Group

Beth Paschall

February 4-5, 2004

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# NISN Mission

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**The mission of the NISN is to provide cost-effective wide area network telecommunications services for transmission of data, video and voice for all NASA Enterprises, Programs and Centers, utilizing commercial capability wherever possible.**



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## NISN customers

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- NISN Wide Area Network services provide an effective means for NASA centers, programs, and projects distributed across the United States and abroad to communicate on NASA internal planning and operations of NASA aeronautics and space missions. NISN provides for the implementation, maintenance, and operation of the telecommunications services, control centers, switching systems, and other equipment necessary to provide an integrated approach to NASA communication requirements.



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# NISN Stakeholders

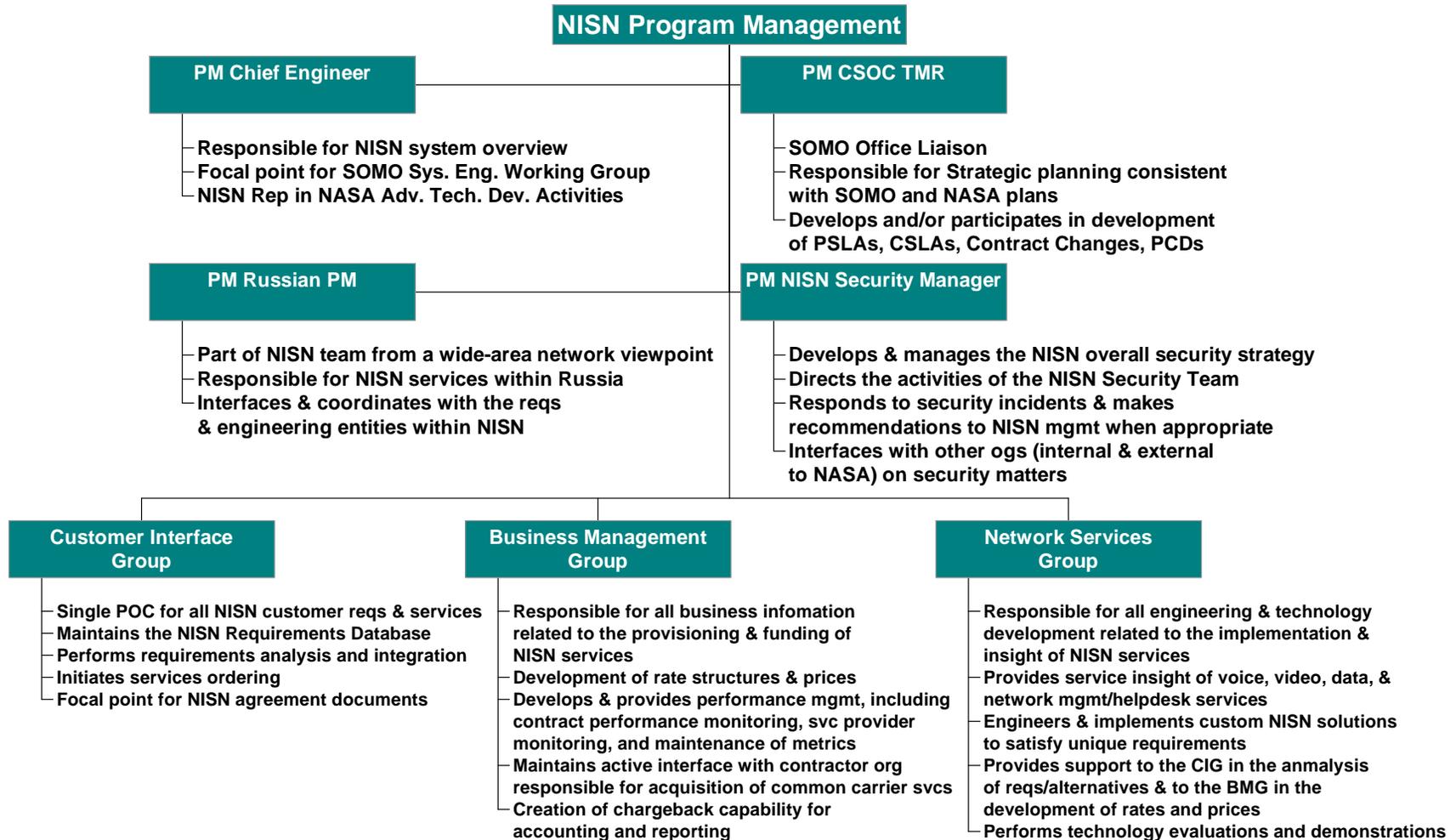
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- The NISN project reports programmatically to the Space Communications and Data Systems (SCDS) Program Office in the Office of Space Flight at NASA Headquarters
  - SCDS has established Center Commitment Managers at six NASA centers (GSFC, KSC, MSFC, JSC, DFRC, and JPL). These individuals serve as a liaison between NISN mission customers and NISN
  - NISN has established NISN Center Representatives at each NASA Center, JPL, and Headquarters, and has established program representatives for certain programs. These individuals serve as a liaison between their respective centers/programs and NISN.
  - NISN also interfaces with Agency and Center Chief Information Officer (CIO) and Center Information Technology (IT) organizations in establishing and implementing IT policy and services.
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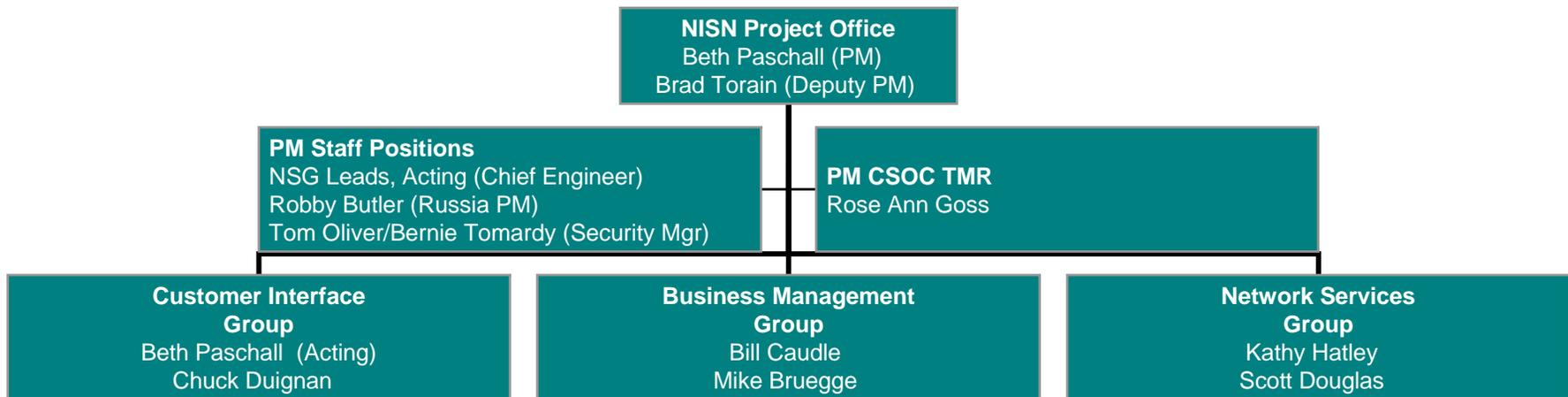
# NISN Staffing





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# NISN Staffing





# NISN contracts

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- NISN uses a combination of the following contracts:
    - Consolidated Space Operations Contract (CSOC) – Lockheed Martin Space Operations Company, prime
    - Program Information Systems and Management Services (PrISMS) contract - Computer Sciences Corporation (CSC), prime
    - General Services Administration (GSA) contracts
      - AT&T, MCI, Qwest, Sprint, etc.
  - Effective March 30, 2004, NISN will use the UNITEs contract to perform the scope of work currently performed under CSOC and PrISMS
    - Continue to GSA contracts for transmission
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# NISN Contracts

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- UNITEs Contract
  - Overview
  - Scope
  - UNITEs Organization
  - Timeline



# NISN Activities

## UNITeS Overview

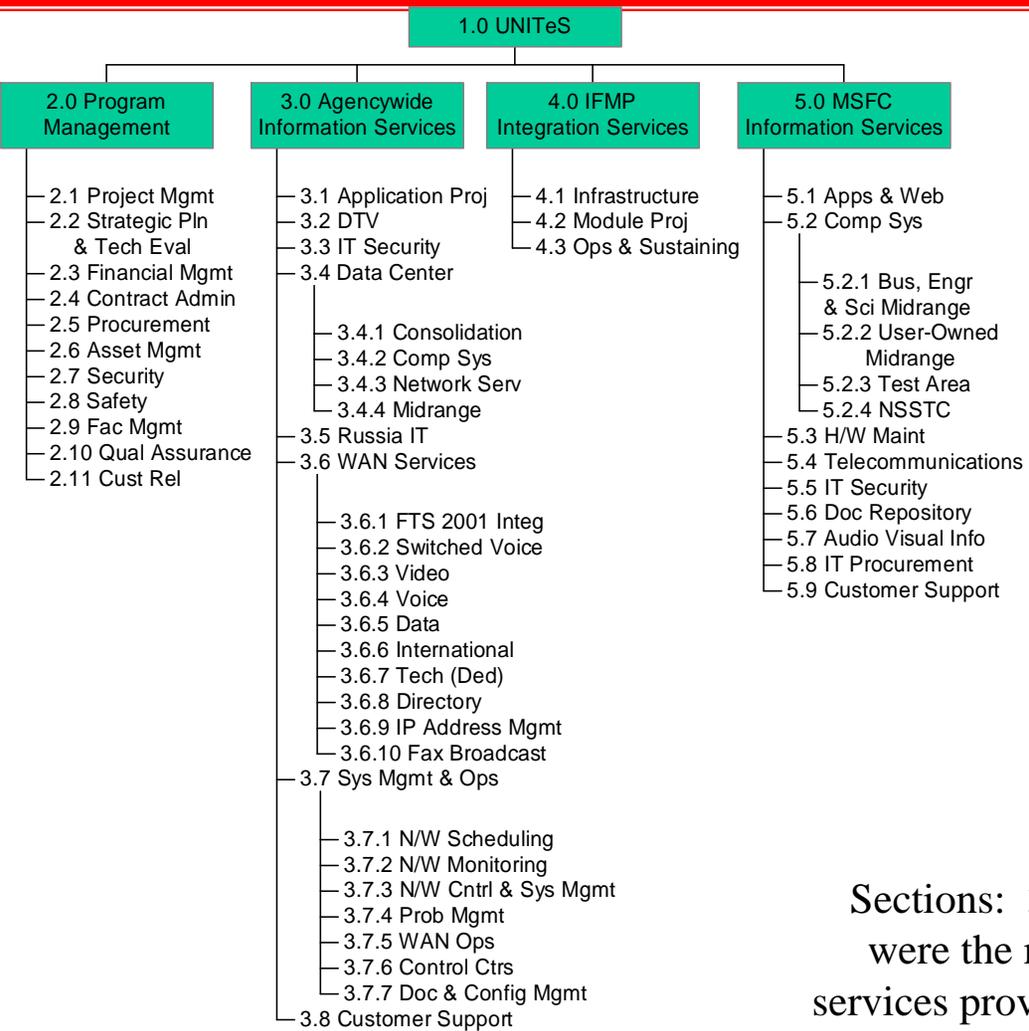
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- UNITeS awarded to SAIC on December 23, 2003
  - CSOC responsible for operations of NISN network until transition complete on March 30, 2004
    - CSOC contract has been extended to support continued operations
  - Contacts
    - NASA Phase-in Manager: Debbie Bowerman
    - UNITeS CO: Jeff Jackson
    - UNITeS COTR: Rose Ann Goss
    - CSOC Phase-Out Manager: David Seymour
    - Transition concerns: Any NISN Staff member
-



# NISN UNITeS Scope

## UNITeS PWS



Sections: 3.6, 3.7, and 3.8  
were the main technical  
services provided under CSOC



# NISN UNITEs Scope – Program Management and Integration

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- Project Management
  - Strategic Planning/Technology Evaluation
    - Five Year Plan
    - WAN Lab management
    - Integration with NREN
  - Financial Management
  - Contract Administration
  - Procurement
  - Asset Management
  - Security
    - Emergency Response
    - Audit/Investigation Support
    - Export Control
  - Safety
  - Facilities Management
  - Quality Assurance
  - Customer Relationships
    - Will interface with PWS 3.8 and 5.9
-



# NISN UNITEs Scope – Agencywide Services

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- Agencywide Application Projects
    - SESAAS
    - SOLAR
    - NAIS
    - WebTADS
    - Dryden support
  - Digital Television
    - Implementation
    - Standards & requirements development
  - IT Security
    - Intrusion detection/incident response
    - Secure authentication
  - Data Center Services
    - NACC Computer Systems
    - Network services
    - Midrange Computer Systems
      - NAIS
      - WebTADS
      - ADE
  - Russia IT Services
    - WAN and LAN services
    - IT Security
    - End user support
-



# NISN UNITEs Scope – Agencywide Services

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- WAN Services
    - GSA Contract Integration
      - Service ordering and tracking
      - Billing receipt/reporting/dissemination
    - Switched Voice Services
      - Long distance (domestic & international)
      - Calling cards
    - Video Services
      - Video Teleconferencing Service (ViTS)
      - Portable video teleconferencing service
      - Video distribution (mission video)
    - Voice Services
      - Voice Teleconferencing Services (VoTS)
      - Dedicated (mission) voice
    - Data Services
      - Routed data
      - Dedicated data
      - High rate data/video
    - International Services
    - Technical Services (Dedicated)
    - Directory Services
    - IP Address Management
    - Facsimile Broadcast Service
-



# NISN UNITEs Scope – Agencywide Services

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- Systems Management and Operations
    - Network scheduling
    - Network monitoring
    - Network control & system management
    - Problem Management
    - WAN operations
      - Gateways, Center POPS
    - Control centers
      - ENMC, IPNOC
    - Documentation and Configuration management
  - Customer Support
-



# NISN UNITEs Scope – Integrated Financial Management (IFM) Integration Services

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- Infrastructure Support
    - Business Architecture
    - Application Architecture
    - Technical Architecture
  - Module Project Support
    - Agency design
    - Pilot Center/Agency rollout
  - Operations and Sustaining
    - Business process support
    - User Interface
    - Application support
    - Infrastructure support
-



# NISN UNITEs Scope – MSFC Services

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- **Applications and Web Services**
    - Administrative and Business
      - Finance, Procurement and Security
    - Science and Engineering
      - Structural, Thermal, Orbital, and Flight Mechanics
    - Project Management
      - Configuration and Knowledge Management
    - Web
      - Consulting, design, search engines
  - **Computer Systems Services**
    - Business/Engineering/User-owned midrange systems
    - Test Area
    - NSSTC
  - **Telecommunications Services**
    - Telephone (MSFC and MAF)
    - Audio Services
      - Paging systems
      - Emergency Warning System
      - Cable Plant
      - Portable systems
    - Radio Services
      - Radio Frequency Interference (RFI) management
      - Portable radio nets
      - Cell phones and pagers
    - Facsimile Service (MSFC and MAF)
-



# NISN UNITEs Scope – MSFC Services

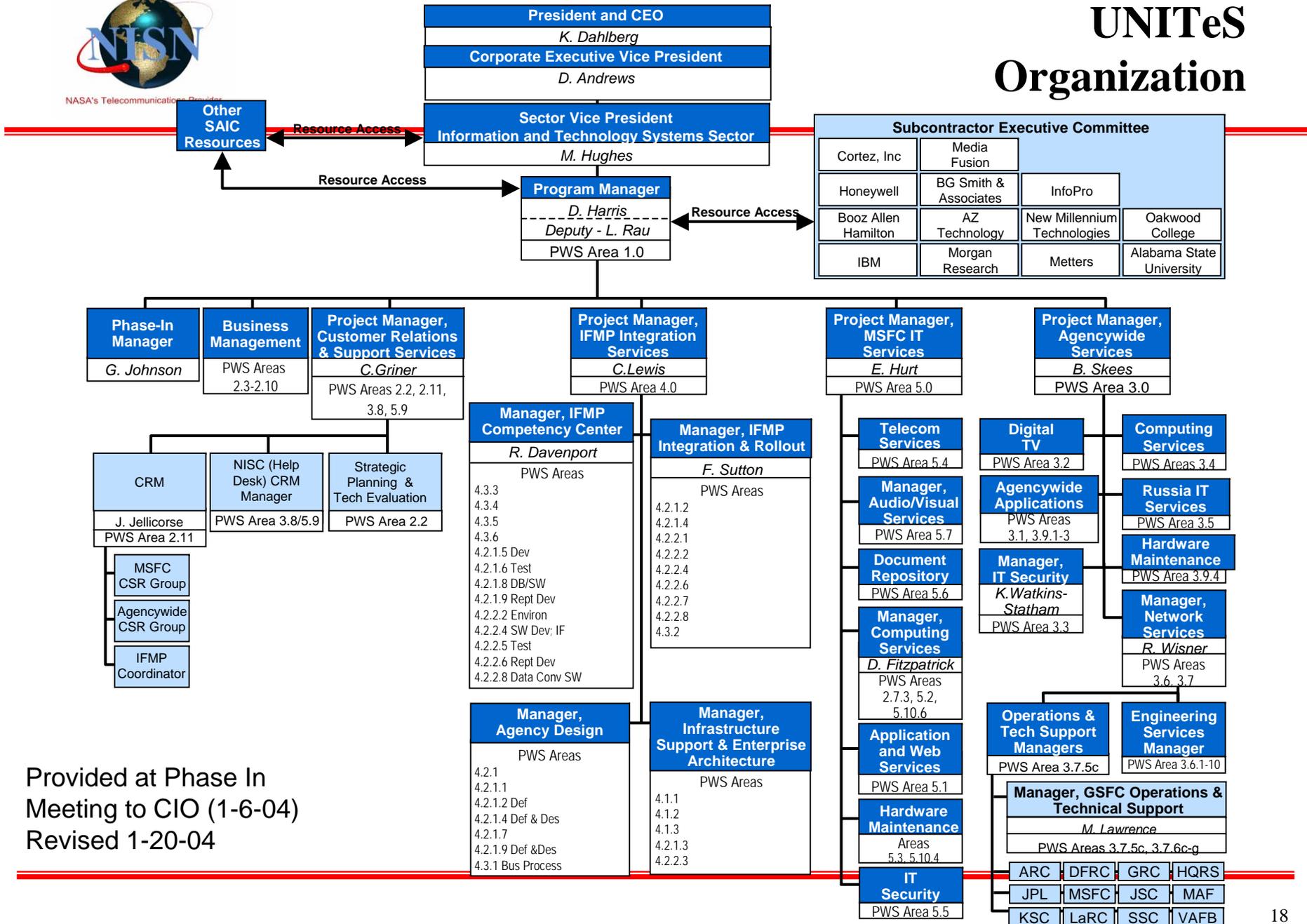
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- Customer Requested Hardware Maintenance
    - Preventive
    - Remedial
  - IT Security Services
    - Intrusion detection
    - Incident response
    - Notifications
  - Documentation Repository Services
    - Central repository
    - Digital documentation management
    - Directives, forms and records management
  - Audio Visual Information Services
    - Graphics (animation and art)
    - Technical illustrations
    - Scientific & technical documentation
    - Imaging (digital and film)
    - Video productions and distribution
    - Closed circuit television
    - Central Reproduction facility
  - IT Procurements
  - Customer Support
-



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# UNITEs Organization



Provided at Phase In Meeting to CIO (1-6-04)  
Revised 1-20-04



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# NISN Activities UNITEs Timeline

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- 23 Dec: Contract Award to SAIC
  - 23 Dec: Phase-in Website activated:  
<http://www.saic.com/joinsaic/unites>
  - 30 Dec: Pre-Phase-in Meeting held
  - 01 Jan: Begin Transition Period
  - 07 Jan: Begin Daily Status Meetings  
Agencywide Services focus on Tuesdays
  - 9-10 Jan: Kick-off Meeting Open House at MSFC
  - 12 Jan: Kick-off Meeting with GSFC and remote sites
  - 24-26 Feb: Support MCWG Meeting at WSC
  - 08-11 Mar: Tentative - Planning meeting for NISN Forum
  - 22-26 Mar: Support HS-NSG Meeting at JSC
  - 29 Mar: Operational Readiness Review
  - 30 Mar: Assume Full Contract Responsibility at midnight
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# NISN Key Tools, Processes

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- NISN Services Document
- NISN Service Request (NSR) form, process, system
- NISN Activities and Outages Publication and Notification System (AOPNS)
- Procedure for NASA Integrated Services Network (NISN) Trouble Reporting, Activity Scheduling, Mission Freeze, and Major Outage Notifications
- Project Service Level Agreements
- Customer Satisfaction Survey



# NISN Customer Interface Group – What We Do

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- Single point of contact and NISN project lead for customer requirements and services
  - Create and maintain the NISN requirements database and service request forms
  - Focal point for NISN agreements documents
  - Perform marketing function for NISN
  - Establish processes for:
    - Requirements flow
    - Obtaining customer satisfaction metrics
    - NISN agreements documents
  - Development and approval of PSLAs
  - Owners of NISN Services Document (NSD)
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# NISN Customer Interface Group – What We Do (Cont)

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- Represent NISN in programmatic customer working groups and forums
  - Support SCDS Customer Commitment Managers (CCMs), Enterprises, Centers and Projects
  - Conduct NISN customer forums and other customer interface meetings
  - Voting member of NISN CCB
  - Represent customers regarding NISN projects, processes, policies
  - Ensure NISN is applying policies and processes consistently across the NISN customer base
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# NISN CIG Working Groups

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- **NISN chairs:**
    - **HEDS Communications Working Group**
    - **EOS Technical Interchange Meeting**
    - **GOES/POES Technical Interchange Meeting**
    - **Mission Communications Working Group (MCWG)**
  - **NISN participates:**
    - **Network and Communications Analytical Integration Team (NACAIT)**
    - **ISS Ground Support Requirements Team (GSRT)**
    - **HEDS Network Support Group (NSG)**
    - **STS Operational Readiness Reviews (ORR's)**
    - **ISS Ground Segment Control Board (GSCB)**
    - **MOICB**
    - **CCCM Working Group**
    - **Ad Hoc Working Groups as required**
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# NISN Customer Interface Group – NISN Service Managers

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- **Beth Paschall, 256-544-2930**
    - elizabeth.g.paschall@nasa.gov
    - ARC, HQ, SSC, non-NASA
  - **Chuck Duignan, 301-286-6342**
    - charles.m.duignan@nasa.gov
    - (Codes R & S) DFRC (Aeronautical), GSFC (Space Science missions) JPL, VAFB (ELVs)
  - **Kim Wright, 256-544-0936**
    - kimberly.a.wright@msfc.nasa.gov
    - (Code M) ISS, JSC, KSC, MSFC, MAF, WSTF (Institutional)
  - **Seaton Norman, 301-286-8676**
    - seaton.b.norman@nasa.gov
    - (Code M) STS, ISS, JSC, KSC, MAF/WSTF, MSFC, DFRC (Shuttle)
  - **Jerry Zgonc, 301-286-7160**
    - gerald.r.zgonc@nasa.gov
    - (Code Y) LaRC, GSFC (Earth Science missions and Institutional), VAFB (EOS ELVs)
-



# NISN Customer Interface Group – Customer Service Reps

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- **Joe Finney** – MSFC Customer Service Director
    - Phone: 256-961-9443, Email: [joe.finney@csconline.com](mailto:joe.finney@csconline.com)
  - **Michael Bradley** - EOS missions and PSLAs, Code S Missions (GSFC/JPL) and PSLAs, International CSR
    - Phone: 256-961-9492, Email: [michael.bradley@csconline.com](mailto:michael.bradley@csconline.com)
  - **Bill Manning** – STS missions and PSLA, ISS missions and PSLA, Code R missions and PSLA, Code U missions and PSLA
    - Phone: 256-961-9491, Email: [bill.manning@csconline.com](mailto:bill.manning@csconline.com)
  - **Tom Goard** – Requirements databases, Processes and Procedures, NSR Analysis Team, and Site Rep Liaison
    - Phone: 256-961-9448, Email: [tom.goard@csconline.com](mailto:tom.goard@csconline.com)
-



# NISN Customer Interface Group - Customer Service Reps (Cont)

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- **Bill Ihnat / Russ Hoffman / Ed Lawless** - Code Y missions (except EOS) and PSLAs, Code M missions (except ISS & STS) and PSLAs, Reimbursables and PSLAs; WSC CSR
    - Phone: 301 805-3351, Email: [william.ihnmat@csconline.com](mailto:william.ihnmat@csconline.com)
    - Phone: 301 805-3758, Email: [russell.hoffman@csconline.com](mailto:russell.hoffman@csconline.com)
    - Phone: 301 805-3145, Email: [edward.lawless@csconline.com](mailto:edward.lawless@csconline.com)
  - **Andrea Ball** - NSRF Dispatch, PSLA Word Document, NSRS User Guide, NSRS Process, Metrics, Customer Service Action Items, PRD/PIP coordinator
    - Phone:256-961-9357, Email: [andrea.ball@csconline.com](mailto:andrea.ball@csconline.com)
  - **Cindy Stalnaker** - PSLA Database Analyst, NISN PSLA Development, POP Requirements Integration, and Fiscal Year-End Reconciliation support, PRD/PIP coordinator
    - Phone:256-961-9444, Email: [cindy.stalnaker@csconline.com](mailto:cindy.stalnaker@csconline.com)
-



# NISN Customer Interface Group - Customer Service Reps (Cont)

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- **Randy Bolanos** – ARC CSR
    - Phone: 650 604-4742, Email: [randy.bolanos@csconline.com](mailto:randy.bolanos@csconline.com)
  - **Gene Breazier** - DFRC / JPL CSR
    - Phone: 818 354-0150, Email: [gene.breazier@csconline.com](mailto:gene.breazier@csconline.com)
  - **Frank Zimmerman** - GRC / IV & V CSR
    - Phone : 216 433-6702, Email: [frank.zimmerman@csconline.com](mailto:frank.zimmerman@csconline.com)
  - **Asgedom Abbay** – GSFC / WFF CSR
    - Phone: 301 805-3685, Email: [asgedom.abbay@csconline.com](mailto:asgedom.abbay@csconline.com)
  - **Mike Sheehan** - HQ / LaRC CSR
    - Phone: 202 358-0041, Email: [michael.sheehan@csconline.com](mailto:michael.sheehan@csconline.com)
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# NISN Customer Interface Group - Customer Service Reps (Cont)

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- **Mike Thomas** - JSC / WSTF CSR
    - Phone: 281 483-7544, Email: michael.thomas@csconline.com
  - **Les Ridaught** - MAF / SSC CSR
    - Phone: 228 688-2741, Email: harold.ridaught@csconline.com
  - **John Schoen** – MSFC CSR
    - Phone: 256 961-, Email: john.schoen@csconline.com
  - **John Levitt** – KSC / VAFB CSR
    - Phone: 321 867-7726, Email: john.levitt@csconline.com
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# NISN Service Owners

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- NISN Service Owners were established to improve communication between NISN and our Customers and to provide NISN Contractors with Corporate Memory in a Partnership Arrangement
  - NISN Service Owner Responsibilities
    - Provide Customers with a Civil Service Point of Contact with Technical Insight into each NISN Service.
    - Provide the NISN Contractors with a Civil Service Advocate for coordinating with organizations outside NISN
    - Partner with NISN Contractors to maintain clear insight into the Architecture supporting the NISN Service and any proposed changes
    - Advise the NISN Contractors of any potential issues and make recommendations based on their knowledge of the Service and understanding of the customer base
    - Function as the NISN Contractors advocate at NASA Configuration Control Boards
-



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# NISN Activities

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- Mission Communications Working Group (MCWG)  
02/24/04 – 02/26/04, WSTF
  - For information please contact Joe Finney,  
[Joe.Finney@csoonline.com](mailto:Joe.Finney@csoonline.com)
- NISN Services Document (NSD)
  - Rev 5 in NISN CCB Process and will be provided to customers  
by February 20



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# NISN Activities

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- Quarterly Videocons
    - 3 meetings have been held
    - Planned meetings: 05/03/04, 08/02/04, and 10/01/04
  - Host Center Agreements
    - 17 MOAs signed 12/03
    - Information contained in the MOAs are NISN POP, Host facility and resources, Demarcations
  - 05 NISN Requirements
    - 10/13/03 - Call Letter
    - TBD – Rate Development
    - 03/17/04 thru 03/31/04 - Budget Reviews
    - 05/24/04 thru 06/11/04 – PSLA Signatures
-



# NISN Activities

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- FTS Transition
    - Current commercial circuit bills stop Dec 31, 2003. GSA/FTS bills start
    - Will receive first GSA bill-due late Feb or early March
    - Baseline circuit inventory list will be compared to upcoming billing reports
    - New services will be ordered via NSR from vendors
  
  - MCI status
    - MCI removed from “suspended parties list”
    - MCI awarded FTS2001 Y6 option from GSA
      - Service from Jan 11, 2004 thru Jan 10, 2005
    - MCI services include switched voice, switched video, voice teleconferencing, data services
-



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# NISN Activities

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- Site Visits
    - Help Center Representatives and customers to better understand NISN processes and policies
    - Obtain better understanding of Sites and Site configurations
    - Visit gateways and review procedures with Site personnel
    - Focus on specific customer requirements, issues and concerns
    - Common Topics: Video Teleconferencing Systems (ViTS)/ Voice Teleconferencing Systems (VoTS), Bandwidth Utilization, NISN upgrades, issues/concerns
    - 112 Total Action Items
      - 26 open
      - 86 closed
-



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# NISN Activities

- NISN Forum, May 24-28, 2004, Nashville, TN
  - Eight NISN Customers' Forums since September 1996
  - Held annually, at various locations, with the nearest NASA center assuming the role of host center
  - Prior to the inception of NISN, conferences were also held for the wide area network, which was named the Program Support Communications Network (PSCN)
  - Attendance averages around 200 and consists of representatives from all NASA field centers, international partners, and other customers of NISN's Wide Area Network (WAN) services
  - Forums serve to provide NISN customers with helpful information so that they may make the most effective use of NISN services
  - They also offer customers an opportunity to provide feedback regarding their use of NISN services
  - Presentations include: Updates on policy and processes, Service offerings and associated pricing, Architecture and technology plans, IT Security, Service level agreements, and NISN future plans



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# NISN Activities

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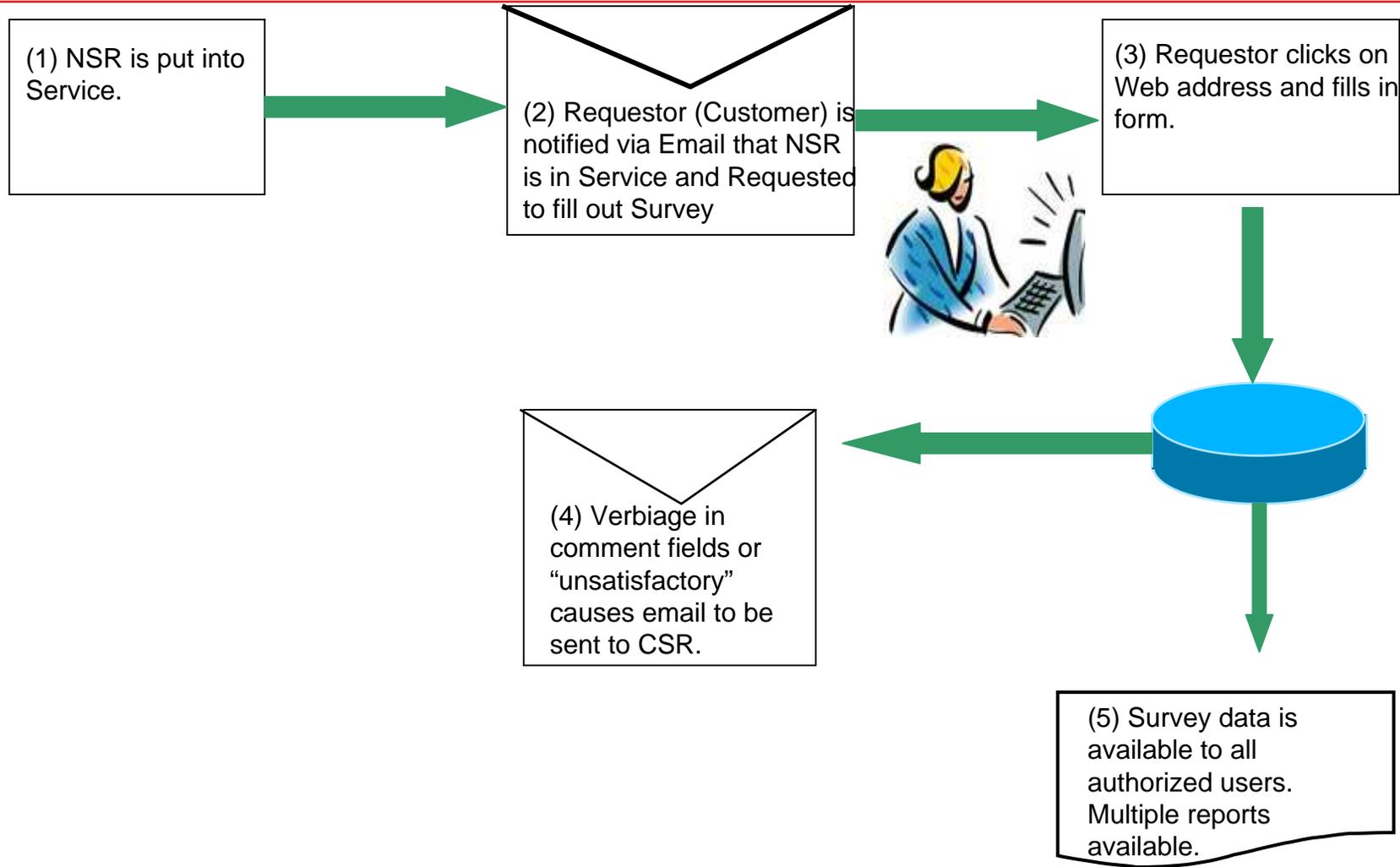
- NSRS Customer Surveys
  - The customer surveys currently have only a 8% response rate.
  - Please be sure to include the Requestor's Email Address upon the submittal of the NSR in order to ensure that the customer receives the survey.



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# NISN Activities

## Customer Surveys





# NISN Activities

## Customer Surveys

### Quality of Service

How satisfied was the customer with the quality of service provided compared to what he/she expected?

Customer rates on

- Quality of Service
- Quantity of Service
- Responsiveness of Service
- NISN Service Request System Access and Operation

Customer can submit:

- Comments
- Satisfaction Comments
- Improvement Comments



# Customer Commitment Process

## 05 PSLA Schedule

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- **Sept. 24th – 05 Funding strategy to NISN staff for review**
  - **Oct. 13th - POP Requirements Call Letter (to include funding strategies)**
  - **Oct. 13th thru Nov 19th - Requirements review with customers (baseline 04 requirements will be provided)**
  - **Nov. 20th thru 28th – Enter new requirements in NISN Requirements Database**
  - **Dec. 1st thru 5th - Requirements confirmation**
  - **Dec. 5th - 05 POP requirements cut-off (firm)**
  - **Dec. 15th thru 19th - Format new requirements into requirements Database. Enterprise/NISN requirements review**
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\* The 05 PSLA Schedule is available in the NSD.



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# Customer Commitment Process

## 05 PSLA Schedule

- 
- **Jan. 2nd thru 15th - Engineering Analysis and Rate Development**
  - **Jan. 15th - Rate approval through NISN CCB**
  - **Jan. 28th thru Feb. 11th – Apply new rates to Requirements DB**
  - **Feb. 16th thru 23rd – Prepare budget packages for distribution to customers**
  - **Feb. 23rd – Contractor POP submit to NISN**
  - **Feb. 24th thru March 9th – Internal NISN review and DB updates**
  - **Mar. 10th – Distribute budget packages to customers**
-



# Customer Commitment Process

## 05 PSLA Schedule

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- **March 17th thru 31st Budget reviews with Customers**
  - **April 1st thru 14th – Inputs from 05 Budget reviews/unresolved commitments incorporated into Requirements DB**
  - **April 21st thru 28th – PSLA Word Document to CCB for approval**
  - **May 3rd – 05 PSLA NISN POP submission**
  - **May 5, 2004 – 05 Requirements Snapshot (create 05 signature PSLA Details)**
  - **May 21st – Distribute PSLA Word document and NISN Details to CCCM's, CSR's, and customers**
  - **May 24th thru June 11th – PSLA Word document signatures due**
-



# Customer Commitment Process FY05 Requirements Call Letter

October 17, 2003

AD30

TO: Distribution

FROM: AD33/Elizabeth G. Paschall

SUBJECT: Requirements Review to Support Program Operation Plan (POP) 2004

REF: Reference URLs:  
<sup>1</sup> NISN CSOC Site Representatives:  
<http://www.nisn.nasa.gov/PointsOfContact.htm>  
<sup>2</sup> NASA NISN Center Representatives:  
<http://www.nisn.nasa.gov/PointsOfContact.htm>  
<sup>3</sup> CSOC project Customer Services Representatives (CSRs):  
<http://ccs.honeywell-tsi.com/msdb>  
<sup>4</sup> Center Customer Commitment Managers (CCCMs):  
[http://ccs.honeywell-tsi.com/msdb/customer\\_commitment.asp](http://ccs.honeywell-tsi.com/msdb/customer_commitment.asp)

The NASA Integrated Services Network (NISN) is conducting a review of customer requirements to better understand FY2005 – FY2010 requirements and to use that information to develop new service rates and to prepare the budget request for documented requirements. Other objectives of this review are to establish ownership of all requirements, to identify obsolete requirements, to update specific requirements information, and to forecast new requirements.

Your finalized FY2004 Project Service Level Agreement (PSLA) should be used as the basis for this review.

Your assistance is requested to support two objectives: 1) verify that the information in the NISN requirements database is accurate, and 2) forecast any known requirements so they will be included in the FY05 budget request. Please submit changes and new requirements (through FY 2010) by November 19, 2003. This information, plus any changes captured in the NISN requirements database, will be used as the basis for NISN funding needs for FY2005 and out-years. The current plan is for NISN to submit POP2004 in May, 2004.

Updates to non-mission requirements should be provided to your NISN Consolidated Space Operations Contract (CSOC) Site Representative<sup>1</sup>, who will obtain approval from the appropriate NASA NISN Center/Program Representative<sup>2</sup>. Mission requirements updates should be provided to your CSOC project Customer Service Representatives (CSRs)<sup>3</sup> or Center Customer Commitment Managers (CCCMs)<sup>4</sup>.

The following assumptions should be made:

- For FY05-FY10, NISN will apply escalation factors outlined in the POP2004 guidelines issued by NASA Headquarters Chief Financial Officer (CFO) organization.
- Services that were customer-funded in FY04 will continue to be customer-funded in FY05-FY10, as indicated in detailed requirements listings.
- Services historically provided and funded by NISN will be jeopardized if available funding continues to decline. Final determination of funding sources will be determined on an individual basis as implementation service requests are submitted.

Requirements listings are available from your NISN CSOC customer service representative<sup>1</sup>. If you require additional assistance in obtaining the files, please contact Cindy Stalnaker at 256-961-9444, Tom Goard at 256-961-9488.

We appreciate your assistance and timely response with this activity.

Elizabeth G. Paschall  
NISN Project Manager

Distribution:

MSFC FD40/Bob Bradford	KSC/John Kuhn	cc:
MSFC AD33/Kim Wright	KSC/Doug England	HQ/Betsy Edwards
ARC/Susan Pescador	MAF/Francis Celino	GSFC/Brad Torain
DFRC/Terry Blankenship	SSC/Terry Bordelon	GSFC/Chuck Duignan
DFRC/Steve Unander	JPL/Jerry Humphrey	GSFC/Scott Douglas
DFRC/Jerry McKee	JPL/Rick Markley	MSFC AD33/Ken White
HQ/Michael Barrett	JPL/Gary Spradlin	MSFC AD33/Kathy Hatley
HQ/Mike Chapman	GSFC/Mary Ellen Shoe	MSFC AD30/Bill Caudle
LaRC/Ed Phillips	GSFC/Jon Walker	MSFC RS50/D. Searcy
LaRC/Joe Nolan	ESDIS/Gordon Knoble	CSOC/Sherman Jobe
GRC/Michael Heryak	IV&V/Greg Blaney	CSOC/Bobby Morgan
GRC/Sina Javidi	VAFB/John Demko	CSOC/Jim Porterfield
JSC/Jewel Hervey	WSTF/Jim Krupovage	CSOC/Joe Finney
JSC/Scott Storey		CSOC/Cindy Stalnaker
JSC/Joe Aquino		CSOC/Tom Goard



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# Customer Commitment Process

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- NISN Support and Services
    - Will concur/approve requirements and funding for each customer
    - Is amenable to a 'tri-annual' review to verify/validate NISN support requirements for each mission
    - On a tri-annual basis, GSFC-Code 451 will verify/validate NISN services to their 'enterprise' and 'reimbursable' missions via coordination with NISN's 'enterprise/reimbursable' representative
    - NISN Service ID numbers in NISN details in PSLAs can be cross-referenced to the NISN Services Document
    - NISN will provide NISN WAN details (NISN Requirements Database) via a Web-based reporting tool. Access to individual PSLAs can be restricted. Access request forms can be located at [http://nisen.nasa.gov/access\\_rqst.doc](http://nisen.nasa.gov/access_rqst.doc)
-