COMPLIANCE IS MANDATORY

John C. Stennis Space Center
Policy Directive

Provision of Institutionally Funded
IT Resources and Services
# Document History Log

<table>
<thead>
<tr>
<th>Status/Change/Revision</th>
<th>Change Date</th>
<th>Originator/Phone</th>
<th>Description</th>
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<tr>
<td>Basic</td>
<td>September 2002</td>
<td>Gay Irby/1776</td>
<td>Initial Release</td>
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<tr>
<td>Rev. A</td>
<td>August 2003</td>
<td>Gay Irby</td>
<td>Revised to include new Center Operations Director policies</td>
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<tr>
<td>Rev. C</td>
<td>July 2006</td>
<td>Renay Nelson</td>
<td>Revised to include additional IT resources available and policies</td>
</tr>
<tr>
<td>Rev. D</td>
<td>August 2011</td>
<td>Christopher Carmichael</td>
<td>Revised to include additional IT resources</td>
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<td>Rev. E</td>
<td>May 2017</td>
<td>Christopher Carmichael</td>
<td>Revised to include additional IT resources and changes in policies</td>
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1. **POLICY**

a. Information Technology (IT) resources and services, funded by the National Aeronautics and Space Administration (NASA), John C. Stennis Space Center (SSC), Center Management and Operations (CMO) budget and managed by the SSC Chief Information Officer (CIO), shall be provided to efficiently and effectively accomplish Mission Support activities. These resources and services will be provided only to the minimum level required to accomplish work and/or job responsibilities. The objective is to contain costs and minimize shared charges associated with the provision of services.

b. Resources and services will be provided according to baseline standards established in Appendix A. The levels of resources and services permitted in Appendix A will be based on levels of responsibility and requirements defined for each position category.

c. Approval for services beyond base service levels as listed in Appendix A shall be made by the NASA SSC CIO.

d. Levels of provisioning of resources and services shall be defined and maintained by the SSC Office of the CIO (OCIO).

e. Certain functions and conditions (e.g., accessibility requirements specified by Section 508 of the Rehabilitation Act (29 U.S.C. 794d)) may require variations to the level of services identified by this policy. Special cases should be identified by the supervisor and the cognizant personnel office. Such requirements will be addressed on a case-by-case basis and coordinated through the proper organization(s).

f. All services provided are subject to audit. Misuse of services may result in disciplinary actions and/or reimbursement to the government including administrative fees.

g. The standard computing seat for civil servant personnel shall be a laptop/docking station configuration to support NASA's Work from Anywhere Program and SSC Continuity of Operations (COOP) activities. Unless defined in contractual stipulations, the standard computing seat for SSC Contractor personnel will be a standard desktop computing seat.

2. **APPLICABILITY**

a. This policy directive is applicable to NASA SSC civil servant personnel performing services that are funded by SSC’s CMO budget.

b. This policy directive is applicable to NASA SSC Contractors or grant recipients, performing services that are funded by SSC’s CMO budget, only to the extent specified or referenced in their respective contracts, grants, or agreements.
3. AUTHORITY


d. OMB Circular A-130, Management of Federal Information Resources

e. 18 U.S.C. 799 et. seq., Violation of Regulations of National Aeronautics and Space Administration

f. NPR 1400.1, NASA Directives and Charters Procedural Requirements

4. APPLICABLE DOCUMENTS

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

a. NPD 2540.1, Personal Use of Government Office Equipment Including Information Technology

b. NPD 2800.1, Managing Information Technology

c. NPR 2800.1, Managing Information Technology

5. RESPONSIBILITY

The SSC CIO shall be responsible for:

a. Developing, implementing and managing this SPD.

b. Establishing a process for effective provisioning of IT resources.

c. Planning, approving, and managing the provision of IT resources and services referenced in this SPD.

d. Conducting periodic reviews of provided IT resources and services for continuing need and/or revalidation of requirements.
SSC Directors, Managers, and Supervisors are responsible for:

a. Planning, approving, and managing the acquisition and use of IT under their direct management control.

b. Ensuring that requested IT resources and services are justified and are the minimum level necessary to fulfill requirements.

c. Assuring compliance with Federal regulations and NASA SSC directives.

d. Reviewing provided services and resources periodically for continuing need and/or revalidation of requirements.

e. Cancelling services promptly upon changes in requirements, user responsibility, personnel transfers and terminations, or when resources are no longer needed.

6. MEASUREMENT/VERIFICATION

Compliance with the policy contained in this document will be verified through audits, observations and/or self-assessments by the SSC OCIO.

7. CANCELLATION

SPD 2800.1, Rev D.

Signature on File

Richard J. Gilbrech, Ph.D.
Director

DISTRIBUTION

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**APPENDIX A. BASE SERVICE LEVELS**

**NASA SSC Civil Servant Base Service Levels**

The following matrix identifies the base service levels available to NASA civil servant personnel.

Note: “Y” (Yes) indicates items are authorized, if required, at the particular employee level. A blank space indicates the service is not provided unless specifically approved. “N/A” indicates the item/service is not available at the particular employee level.

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<th>Level III</th>
<th>Level IV</th>
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</table>

* Employees will not receive more than one of the Standard Computing Seat (Desktop or Laptop) without justification.

** Third-Party Productivity Software currently includes Adobe Acrobat Professional, Microsoft Visio, and Microsoft Project.
Responsible Office: RA00/Center Operations Directorate

SUBJECT: Provision of Institutionally Funded IT Resources and Services

Level I: Includes the SSC Senior Management personnel as defined in SPD 1107.1 SSC/NASA Organizations as well as their designated deputies.

Level IA: Includes personnel that directly report to a SSC Office/Directorate Chief as well as their designated deputies and leads.

Level II: Includes personnel that serve as Management Support Assistants (or Administrative Assistants) in a directorate and/or office.

Level III: Includes non-supervisory personnel.

Level IV: Includes the personnel that perform a majority of their duties outside an office environment such as in a field setting.

Level V: Includes On-Call Employees (emergency or security-related). This category covers the personnel that are tasked with continual monitoring or need to be ready for rapid response if an issue arises with their respective focus area.

SSC Contractor Base Service Levels
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Level I: SSC Prime Contract Project Managers (PM) and Deputy Project Managers (DPM). This category covers project managers and their deputies for the prime support services contractors of NASA SSC.

Level II: Administrative support personnel. This category covers the personnel that perform and/or assist with a broad range of management, administrative, or clerical functions in support of the Prime Contract’s mission.

Level III: Desk Employees. This category covers the personnel that perform a majority of their duties in an office environment, e.g., at a desk.

Level IV: Field Employees. This category covers the personnel that perform a majority of their duties outside an office environment such as in a field setting.

Level V: On-Call Employees (emergency or security related). This category covers the personnel that are tasked with continual monitoring or need to be ready for rapid response if an issue arises with their respective focus area.