

Exhibit 300: Capital Asset Summary

Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview & Summary Information

Date Investment First Submitted: 2009-06-30
Date of Last Change to Activities: 2012-06-05
Investment Auto Submission Date: 2012-02-27
Date of Last Investment Detail Update: 2011-09-16
Date of Last Exhibit 300A Update: 2012-07-25
Date of Last Revision: 2012-07-25

Agency: 026 - National Aeronautics and Space Administration **Bureau:** 00 - Agency-Wide Activity

Investment Part Code: 02

Investment Category: 00 - Agency Investments

1. Name of this Investment: NASA IT Infrastructure

2. Unique Investment Identifier (UII): 026-000000001

Section B: Investment Detail

- 1. Provide a brief summary of the investment, including a brief description of the related benefit to the mission delivery and management support areas, and the primary beneficiary(ies) of the investment. Include an explanation of any dependencies between this investment and other investments.**

NASA's IT Infrastructure investment reports on agency-managed efforts for voice/data/video communications, end-user systems, data center, IT security, IT management, and infrastructure applications. These services serve all NASA mission areas and field centers and are centrally managed and coordinated by the NASA Office of the Chief Information Officer (OCIO). It also reports on IT Infrastructure investments managed at the NASA field Centers as well. The NASA IT Infrastructure is focused on 1) centrally coordinating and integrating investments that have been built and are managed separately by individual Centers within NASA's federated model; 2) achieving NASA's target architecture and optimization objectives; and 3) continuous improvement by transforming the infrastructure from a Center-centric delivery model to one that is Agency-centric through the implementation of an IT Service Model based on ITIL 3.0. Federal Green IT and Data Center consolidations efforts are also supported by activities covered within this investment. The NASA IT Infrastructure Integration Program (I3P) will transform NASA's IT Infrastructure services from a Center-based model to an enterprise-based management and provisioning model. The scope of I3P is broad, entailing consolidation and central management of IT services in the areas of Tier 1 service desk and ordering, web services and technologies, enterprise business and management applications, integrated network/ communications services, end user services, and data center services. Specifically, the NASA IT Infrastructure investment

contains funding for the following major activities: NASA Data Center (NDC), Security Operations Center (SOC), Enterprise Service Desk (ESD), NASA Integrated Communication Services (formerly NASA Integrated Services Network-NISN). , and the . Current development projects include the NISN/Mission Operations Voice Enhancement (MOVE), the NASA Enterprise Data Center (NEDC)/IT Discovery and Application Management Services (IDAMS) implementation, and the ESD initial deployment.

2. How does this investment close in part or in whole any identified performance gap in support of the mission delivery and management support areas? Include an assessment of the program impact if this investment isn't fully funded.

The NASA IT Infrastructure is focused on 1) centrally coordinating and integrating investments that have been built and are managed separately by individual Centers within NASA's federated model; 2) achieving NASA's target architecture and optimization objectives; and 3) continuous improvement by transforming the infrastructure from a Center-centric delivery model to one that is Agency-centric through the implementation of an IT Service Model based on ITIL 3.0. Not funding the infrastructure would eliminate IT infrastructure services that are provided to the entire agency and would force NASA Mission Directorates to individually obtain these services through other means.

3. Provide a list of this investment's accomplishments in the prior year (PY), including projects or useful components/project segments completed, new functionality added, or operational efficiency achieved.

NASA awarded on 10/27/2010 a 10-year contract for Agency Consolidated End-user Services, or ACES. The ACES contract will develop a long-term outsourcing arrangement with the commercial sector to provide and manage most of NASA's personal computing hardware, agency-standard software, mobile information technology (IT) services, peripherals and accessories, associated end-user services, and supporting infrastructure. NASA awarded on 3/28/11 the NASA Integrated Communications Services (NICS) contract. NICS will provide managerial and technical expertise to support NASA's Office of the Chief Information Officer (CIO) for corporate and mission communications needs, including local area network management at all NASA centers. Functions include corporate and mission enterprise services; center and associated component facility services; infrastructure projects; and contract management services.

4. Provide a list of planned accomplishments for current year (CY) and budget year (BY).

Planned FY12 Q1 award of NASA's Web Enterprise Services and Technologies (WEST) contract; under the Office of the Chief Information Officer's (OCIO) IT Infrastructure Integration Program (I3P). This contract is designed to provide a common web hosting and content management platform for the agency. WEST will consolidate the provisioning and support of Web services for the all of NASA by providing Web services that meet the needs of NASA's diverse Web community, managing according to Web ITIL processes and industry best practices, and ensuring a diversity of options, efficient service delivery and customer satisfaction. Continued implementation of ACES at NASA Centers concluding with Wave 3, currently planned for FY12 Q2. The implementation of NICS began in June 2011 and it is scheduled to be completed by FY12 Q3. Full Enterprise Service Desk (ESD) implementation

is planned for FY12 Q4. Deployment of the IT Discovery and Application Management Service (NEDC/IDAMS) is expected for FY12 Q1. NASA named an IPv6 Transition Manager, IAW the September 2010 OMB IPv6 memorandum. NASA is also creating an IPv6 Working Group with representatives from all NASA Centers and key IT infrastructure projects. Both the Transition Manager and Working Group, with guidance from the Federal IPv6 Taskforce and ACT-IAC, are proceeding with developing and implementing plans to meet OMB's FY2012 and FY2014 IPv6 mandates. IPv6 activities include making all public-facing web services IPv6 enabled by FY12 Q4. A planned BY13 project is the replacement of the Sun Product Suite supporting key components of NASA's Identity, Credential, and Access Management (ICAM) service, including Sun Identity Manager (IdMAX and NAMS), Sun Access Manager (Launchpad/eAuthentication), and SunOne Directory Server (NASA Enterprise Directory (NED)). The Sun product suite will not be supported beyond 2014 and therefore must be replaced with another suite of products that can meet ICAM requirements. The funding for this project includes purchase of the replacement product; installation, configuration, and testing of the replacement product; and migration of current IdMAX and NAMS workflows, eAuthentication integrations, and data transfers/integrations with external systems such as NCAD, NOMAD, and human resources systems. Planned completion for this project is FY14 Q2. NASA is also examining the possibility of launching cloud-based email service, with a target initial deployment by FY13 Q1.

5. **Provide the date of the Charter establishing the required Integrated Program Team (IPT) for this investment. An IPT must always include, but is not limited to: a qualified fully-dedicated IT program manager, a contract specialist, an information technology specialist, a security specialist and a business process owner before OMB will approve this program investment budget. IT Program Manager, Business Process Owner and Contract Specialist must be Government Employees.**

2010-05-05

Section C: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.C.1 Summary of Funding

	PY-1 & Prior	PY 2011	CY 2012	BY 2013
Planning Costs:	\$0.0	\$0.0	\$0.0	\$0.0
DME (Excluding Planning) Costs:	\$2,519.7	\$2.0	\$0.2	\$0.2
DME (Including Planning) Govt. FTEs:	\$0.0	\$0.0	\$0.0	\$0.0
Sub-Total DME (Including Govt. FTE):	\$2,519.7	\$2.0	\$0.2	\$0.2
O & M Costs:	\$11,857.7	\$400.4	\$405.3	\$415.5
O & M Govt. FTEs:	\$197.3	\$62.7	\$60.1	\$61.8
Sub-Total O & M Costs (Including Govt. FTE):	\$12,055.0	\$463.1	\$465.4	\$477.3
Total Cost (Including Govt. FTE):	\$14,574.7	\$465.1	\$465.6	\$477.5
Total Govt. FTE costs:	\$197.3	\$62.7	\$60.1	\$61.8
# of FTE rep by costs:	1,850	458	441	438
Total change from prior year final President's Budget (\$)		\$-58.2	\$-44.0	
Total change from prior year final President's Budget (%)		-11.12%	-8.64%	

2. If the funding levels have changed from the FY 2012 President's Budget request for PY or CY, briefly explain those changes:

Agency and Centers have been adjusting their budgets per OMB and internal Agency guidance to reflect changing scenarios and requirements. Also, Space Shuttle Program termination as well as uncertainty about the next Human Exploration program has affected the budget submissions.

Section D: Acquisition/Contract Strategy (All Capital Assets)

Table I.D.1 Contracts and Acquisition Strategy

Contract Type	EVM Required	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	IDV Agency ID	Solicitation ID	Ultimate Contract Value (\$M)	Type	PBSA ?	Effective Date	Actual or Expected End Date
Awarded		NNM04AA02C									
Awarded		NNL06AA18C									
Awarded	8000	LARC0200101 CL70750DGS 00T99ALD020 9	GS00T99ALD0 209	4735							
Awarded	8000	NNH07CC58D	NAS598145	8000							
Awarded	8000	NNG07DA03D	NAS598145	8000							
Awarded	8000	NNA07CA20D	NAS598145	8000							
Awarded	8000	NNL07AA69D	NAS598145	8000							
Awarded	8000	NND07AA12D	NAS598145	8000							
Awarded	8000	NNJ07JF12D	NAS598144	8000							
Awarded		NNL06AA18C									
Awarded	8000	NNM11AA04C									
Awarded		NNM11AA02C									
Awarded	8000	NNX11AA01C									
Awarded		NNM04AA02C									
Awarded		NNG04DA01C									
Awarded		NNG06CA56B									
Awarded		NNM08AD90D									
Awarded		NNM08AD91D									
Awarded		NNM09AA00D									
Awarded		NNM09AA01D									
Awarded	8000	NNA08AF13C									
Awarded	8000	NNX11AA02C									

Table I.D.1 Contracts and Acquisition Strategy

Contract Type	EVM Required	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	IDV Agency ID	Solicitation ID	Ultimate Contract Value (\$M)	Type	PBSA ?	Effective Date	Actual or Expected End Date
Awarded	8000	NNH05PS41D	NAS502147	8000							
Awarded	8000	NNS10AA35C									
Awarded	8000	NNL07AA69D									
Awarded	8000	NNL10AA14B									
Awarded	8000	NNG10FE01C									
Awarded	8000	NNA08AF13C									
Awarded	8000	NNA07CA20D	NAS598145	8000							
Awarded	8000	NNK08OH01C									
Awarded	8000	NAS400047									
Awarded	8000	NNH06CD40T	NNH06CC93B	8000							
Awarded	8000	NNJ07JF12D	NAS598144	8000							
Awarded	8000	NNJ11JA16B									
Awarded	8000	NNJ10JB12C									

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

The NASA IT Infrastructure program consists of operational and maintenance activities. EVM is applied to specific DME contracts that meet funding thresholds. EVMS is applied to individual projects/contracts according to NASA policy, such as NASA Procedural Requirements (NPR) 7120.5C, 7120.5D, 7120.7, and NPR 9501.38.

Exhibit 300B: Performance Measurement Report

Section A: General Information

Date of Last Change to Activities: 2012-06-05

Section B: Project Execution Data

Table II.B.1 Projects					
Project ID	Project Name	Project Description	Project Start Date	Project Completion Date	Project Lifecycle Cost (\$M)
61610	NISN/MOVE	NASA Mission Operations Voice Enhancement (MOVE).			
61613	NEDC/IDAMS	NASA Enterprise Data Center/IT Discovery and Applications Management Service.			
61611	ESD	Enterprise Service Desk.			
61612	NISN FY11 O&M	NASA Integrated Services Network Steady State (Included to close out for FY11).			
61614	SOC FY11 O&M	NASA Security Operations Center Steady State (included to close out for FY11).			
61609	NDC FY11 O&M	NASA Data Center Steady State (included to close out for FY11).			

Activity Summary

Roll-up of Information Provided in Lowest Level Child Activities

Project ID	Name	Total Cost of Project Activities (\$M)	End Point Schedule Variance (in days)	End Point Schedule Variance (%)	Cost Variance (\$M)	Cost Variance (%)	Total Planned Cost (\$M)	Count of Activities
61610	NISN/MOVE							

Activity Summary

Roll-up of Information Provided in Lowest Level Child Activities

Project ID	Name	Total Cost of Project Activities (\$M)	End Point Schedule Variance (in days)	End Point Schedule Variance (%)	Cost Variance (\$M)	Cost Variance (%)	Total Planned Cost (\$M)	Count of Activities
61613	NEDC/IDAMS							
61611	ESD							
61612	NISN FY11 O&M							
61614	SOC FY11 O&M							
61609	NDC FY11 O&M							

Key Deliverables

Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days)	Schedule Variance (%)
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NONE

Section C: Operational Data

Table II.C.1 Performance Metrics

Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
NICS-Mission Critical Voice Service Availability	Percentage (%)	Technology - Reliability and Availability	Over target	99.900000	99.900000	99.970000	99.950000	Monthly
NICS-Corporate WAN Service Availability	Percentage (%)	Technology - Reliability and Availability	Over target	99.950000	99.950000	99.990000	99.970000	Monthly
NICS-Corporate LAN Availability	Percentage (%)	Technology - Reliability and Availability	Over target	99.900000	99.900000	99.980000	99.950000	Monthly
NICS-Mission Critical WAN Service Availability	Percentage (%)	Technology - Reliability and Availability	Over target	99.950000	99.950000	99.990000	99.970000	Monthly
GSFC - Positive customer response to satisfaction of contract services and confirmation that services met expectations	Percentage (%)	Customer Results - Customer Benefit	Over target	85.000000	85.000000	85.000000	85.000000	Monthly
GSFC - Average Time for Initial Response: Time required to quickly resolve escalated enterprise customer problems (Tier 1 and 2 support), resolve and fix any reported enterprise system problems. Timely and proactively communicate status of any known outages or issue resolutions to the user community.	Average Response Time in Hours	Process and Activities - Cycle Time and Timeliness	Under target	2.000000	2.000000	0.000000	2.000000	Monthly
GSFC - Percent of Uptime for critical	Percentage (%)	Technology - Efficiency	Over target	99.950000	99.950000	100.000000	99.950000	Monthly

Table II.C.1 Performance Metrics

Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
applications: Develop and maintain development and sustaining engineering schedules for GUEST systems, applications, and websites.								
SSC - Server and Application Availability	Percentage (%)	Technology - Reliability and Availability	Over target	99.930000	99.930000	99.990000	99.930000	Monthly
DFRC - Customer satisfaction with Center IT Services received	Customer Satisfaction Rating 1 to 5	Customer Results - Service Quality	Over target	4.500000	4.500000	4.915000	4.500000	Monthly
KSC/IMCS - Communication service delivery is the performance of work orders by the contractor to meet customer-submitted requirements and delivery timeframes.	Percentage (%)	Process and Activities - Cycle Time and Timeliness	Over target	93.000000	93.000000	99.780000	93.000000	Monthly
KSC/IMCS - Communication Services Problem Resolution: The measured response of the contractor's performance to provide corrective action to system, sub-system and/or component malfunction or failure.	Percentage (%)	Process and Activities - Cycle Time and Timeliness	Over target	93.000000	93.000000	99.540000	93.000000	Monthly
KSC/IMCS - System Availability of IMCS Group 1 Systems (Data Center Cable	Percentage (%)	Process and Activities - Productivity	Over target	99.900000	99.900000	99.980000	99.900000	Monthly

Table II.C.1 Performance Metrics

Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
Plant Transmissions, Networks and Network Security Perimeter, Imaging, Voice Communications, Engineering Data Center, Online Library, Forms): System availability is the percent of time the system is available for use by the customer. Systems are expected to be functional, available and usable 24 hrs / da 7 da / wk and 365 da /yr.								
HQS - Customer Satisfaction Survey Rating for IT Services at NASA HQ	Customer Satisfaction Rating 1 to 5	Customer Results - Service Quality	Over target	3.000000	3.000000	5.000000	3.000000	Monthly
JSC-ITAMS Customer Satisfaction Rating	Rating as a Percentage Score	Customer Results - Customer Benefit	Over target	100.000000	92.000000	0.000000	92.000000	Monthly
JSC-Information Technology Implementation Management for Applications-Projects on ITAMS	Percentage %	Technology - Efficiency	Over target	100.000000	92.000000	0.000000	92.000000	Monthly