



National Aeronautics Space Administration

Enterprise Collaboration Services BSA

Knowledge 20/20 4.0

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Background- Enterprise Collaboration Services

- The Mission Support Council conducted an Agency Baseline Service Assessment on collaboration services via the Office of the Chief Information Officer (OCIO)
- There are over 66 independent Center and Enterprise tools in place for collaboration- all managed independently- requiring distinct infrastructure and accounts on each system to facilitate collaboration.
- High-level Agency Goals: Reduce systems costs, standardize collaboration tools, eliminate system redundancies and ensure that all of NASA's collaboration needs are accounted for in implementation.



Enterprise Collaboration Services

Collaboration BSA Working Group

Office of the Chief Information Officer

*Luis Bares, Enterprise Collaboration Services Lead
April-May, 2016*

www.nasa.gov





Collaboration BSA Working Group

▪ Enterprise Collaboration Services Leads

- » Luis Bares OCIO
Enterprise Collaboration Services Lead
- » Nathan Brach OCIO
Enterprise Collaboration Services
Integration Lead

▪ Center Collaboration Focal Points

- » Jamie Payne MSFC
- » Kim Lance JSC
- » Tony Arviola LaRC
- » Jimmy Gonzalez KSC
- » Rhonda Arterberrie GRC
- » Chris Carmichael SSC
- » Emil Machac AFRC
- » Mary Ann Bents GSFC
- » Sun Chan HQ
- » Ray Gilstrap ARC

▪ Mission Directorates Collaboration Focal Points

- » Alex Pline HEOMD
- » Annette Kempisty ARMD
- » Gerald Smith SMD

▪ Mission Support Directorates Collaboration Focal Points

- » Erica Boivard OHCM
- » Kevin Poe NSSC
- » Barbara Trujillo Procurement

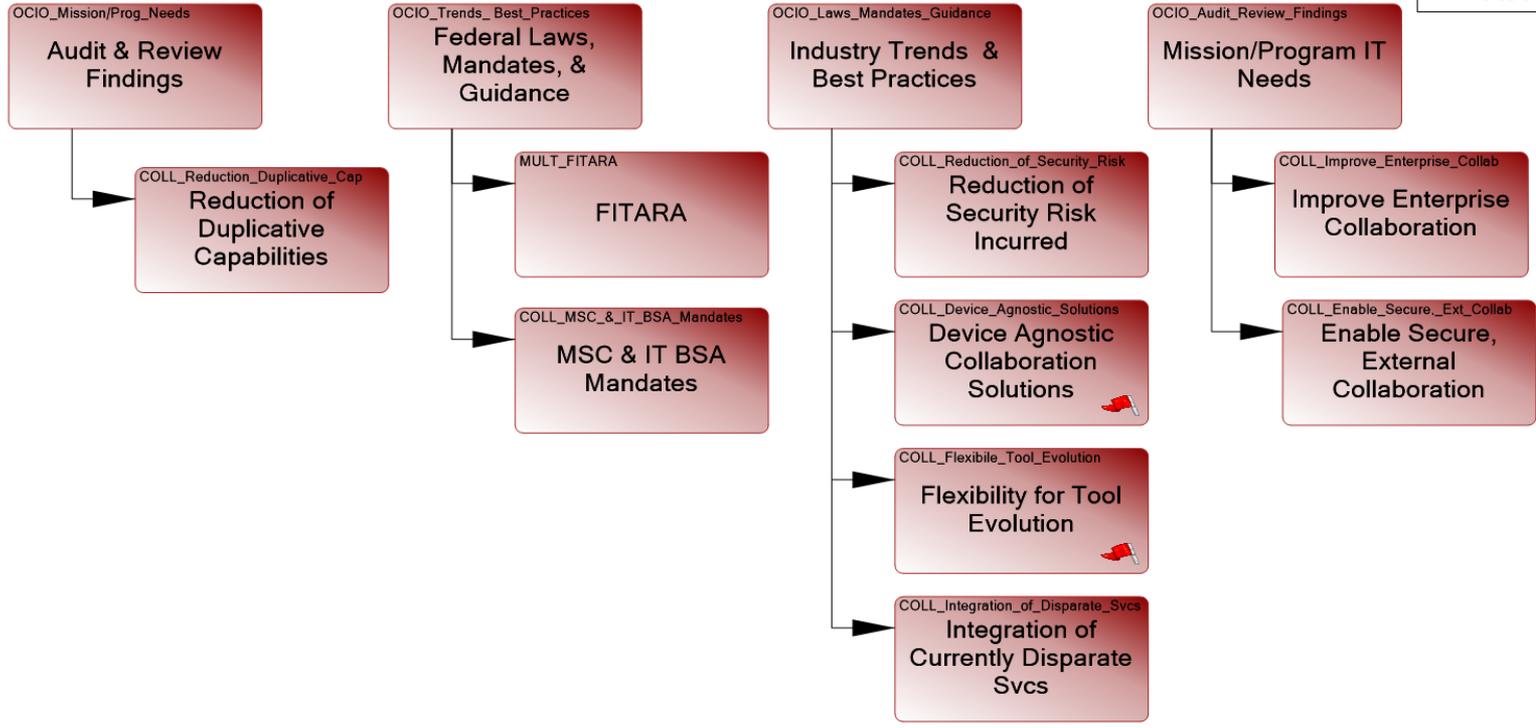
▪ HQ Functional Offices Collaboration Focal Points

- » Azhar Rafiq OCHMO
- » Mike Lipka OSMA
- » Adam West OCE
- » Brian Dunbar Communications

Collaboration Change Drivers

Collaboration Cross-cutting Change Drivers

= A Issue has been entered against this item. Check Associations.





Collaboration Vision, Goals & Objectives

Collaboration Cross-cutting Vision, Goals, & Objectives





Mission Support Council Decisions on Collaboration

Decisions

- Define **Core Suite of Collaboration Tools and standards** to meet the majority of NASA requirements
- **Core Collaboration Tools Identified** and Managed by OCIO
- Funding – Provide the enterprise core suite as a **Base Level Entitlement to the Agency**
- **Provisioning via an Enterprise contract** or Service (AAO, ACES, NICS, NSSC, other) based on existing contract cycles.

Scope

- Instant Communications
 - » IM / Presence, Telephony
- Conferencing
 - » Audio, Video, Application Sharing
- Delayed Communications
 - » Email, Email List Services, Voicemail
- Data Creation, Sharing & Storage
 - » File Sync and Share, Enterprise Content Management, Blogs, Wikis, Discussion Forums, Secure External File sharing
- Social Networking
 - » Enterprise Social Networking



Scope & Tool Category Definitions

- **Audio / Video Conferencing**
 - » Includes WebEx, Vidyio, VITS, Adobe Connect, etc.
- **Email**
 - » NOMAD
- **Email List Services**
 - » Includes GovDelivery, Mailman, etc.
- **Enterprise Content Management**
 - » Includes SharePoint, Confluence, Jive, Documentum, etc.
- **Enterprise Social Networking**
 - » Includes Yammer
- **File, Sync and Share**
 - » Includes Large File Transfer, FileCloud, Google Drive, DropBox, etc.
- **IM**
 - » Includes Skype for Business, Skype for Business for Mac, Cisco Jabber, Mission Jabber



Near Term & Long Term Tasks

Since we all have day jobs...

- » The only mandatory tasks for all Collaboration Focal Points are in **red**.

Near Term

- | | <u>Due Date</u> |
|--|-----------------|
| » Develop Requirements Gathering Template | 6/1 |
| » Develop Collaboration Standards (NASA-STD) | 6/15 |
| » Develop Collaboration Usage Policy (NPD / NPR) | 6/15 |

Longer Term

- | | |
|--|--------------|
| » Provide Org Response to Requirements Gathering Data Call | 6/20 – 7/29 |
| » Review Collaboration Standards (NASA-STD) | 7/15 |
| » Review Collaboration Usage Policy (NPR) | 7/15 |
| » Review Business Case for Enterprise Core Suite of Tools | 9/15 – 10/15 |
| » Develop Integrated Service Delivery Strategy Document | 11/15 - TBD |



Understanding the Artifacts

▪ **Requirements Template** (Team Lead: Nathan Brach):

- » **Purpose:** Template will be used to gather collaboration requirements from all NASA orgs represented on this team
- » **Approach:**
 - Initial template has been developed using Forrester Consultant resources
 - Reqts team will partner with appropriate IT Service Offices to understand the types of questions / inquiry areas to focus on (i.e. Comm and EUS for IM & Presence / Softphone-type questions)

▪ **Standards** (Team Lead: Jamie Payne):

- » **Purpose:** Intended to provide information on “approved” tools, selection considerations for new tools (FedRAMP certification), etc.
- » **Approach:**
 - Could be new, stand-alone standard document, or...
 - Could possibly partner with Cloud Service Office to implement a single standard that serves both functions

▪ **Governance** (Team Lead: TBD - Luis Bares for now):

- » **Purpose:** Intended to provide guidance and controls for enabling the core suite, limiting future sprawl, and providing justification / waiver processes for introducing new tools or new instances of existing technologies
- » **Approach:**
 - Could be new, stand-alone standard NPR / NPD, or...
 - Could add-on content to existing NPR / NPD



Target Future State

MSC-mandated Core Suite

Standards & Governance

Enterprise Collaboration Services

- Authoritative Toolset for the Agency
- BLE status (similar to how we treat Email today)
- Provided via Enterprise Contracts

80%

Optional Pay-per Use Services

- Can be provided via Center or Enterprise
- Should not duplicate Enterprise Core suite functionality
- Justification required

15%

Mission-Specific Services

- Ad-hoc
- Duplication permitted per justification

5%

Under continued portfolio analysis and operational monitoring unique requirements and emerging technologies should be driven into the enterprise solution as necessary



Update on External Collaboration Activities

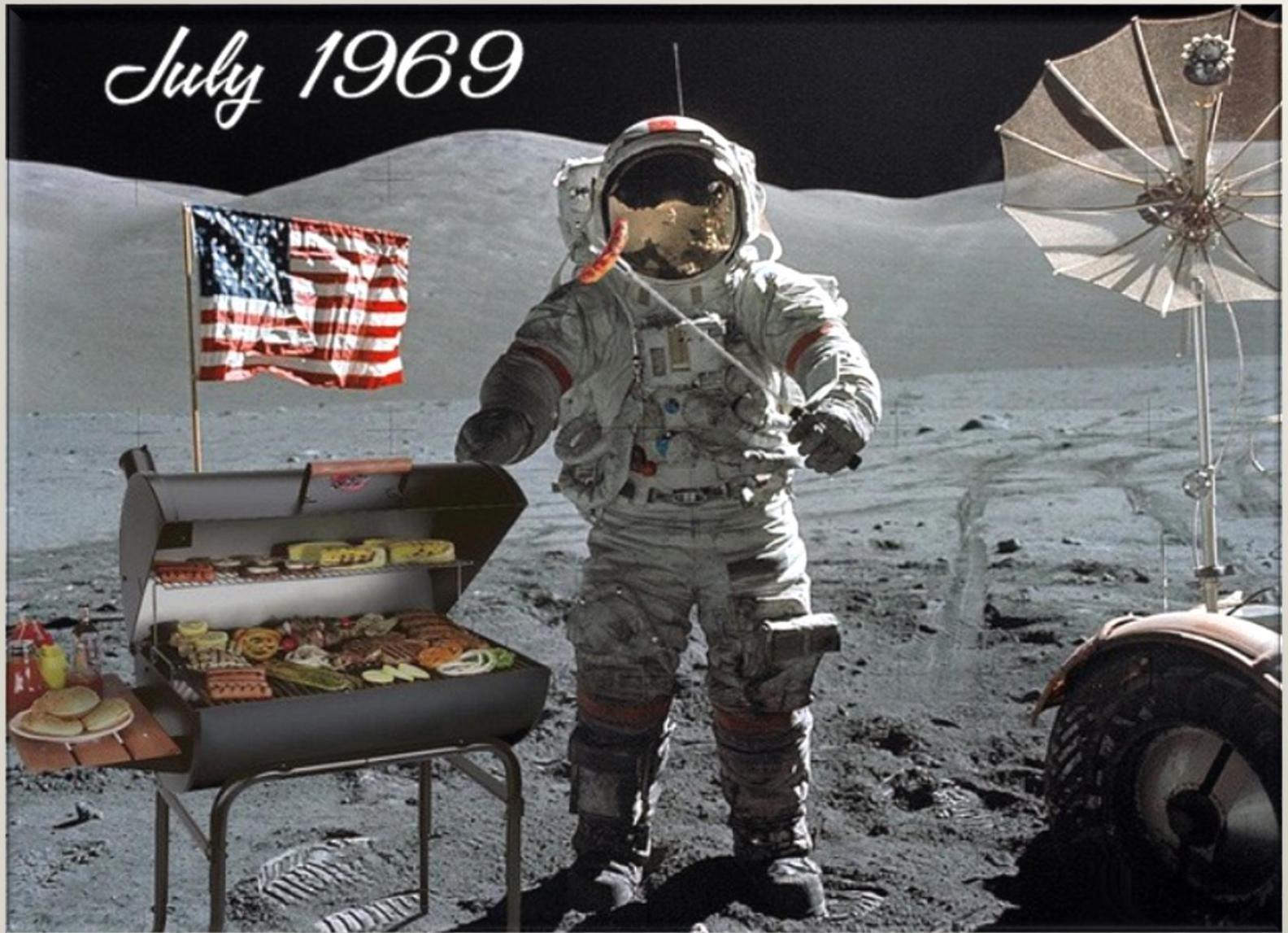
Partnering with Identity, Credential, and Access Management (ICAM)

- » For inclusion in our Collaborative BSA Business Case, ICAM is providing LOE estimates and assessing feasibility for implementing two-way trusts with the following partners, thus enabling moderate-level data exchange:
 - Federal Gov't Agencies
 - Lockheed Martin
 - Boeing
 - Space X
 - ESA
 - JAXA
 - Academia (as federated through InCommon and iTrust)
- » Additional partners will be identified through our requirements gathering effort
- » Projects are in work via ICAM and OPS to enable external collaboration
- » Also investigating feasibility of sharing “LOW”-rated data with non-NASA credentialed partners

Opportunities for CKO Community

- Partner with your Center, Mission Directorate/Support or HQ Function Focal Points regarding requirements
- Create awareness for your customers: Center, Mission Directorate, Program, Functional Offices
- Participate in a sub-team: Requirements, Standards, or Governance
 - If interested, contact Luis Bares, OCIO Enterprise Collaboration Services Lead at 321.867.2844 luis.bares@nasa.gov
- Have OCIO Collaboration Lead brief at next CKO telcon
- Create a communication plan/template to assist with Agency implementation for CKO customers
- Update our Knowledge Map
- Other opportunities?

July 1969





Backup Slides



Requirements Template- Team Lead: Nathan Branch

» Item being worked:

- Template that will be used to gather collaboration requirements from all NASA orgs represented on this team

» Status:

- Created the template for the requirements gathering effort utilizing our Forrester Consultant resources
 - Defining the 3 categories of requirements and how we are addressing each:
 - **Functional requirements** (Desired Feature Set) - Populating the spreadsheet based on End User surveys and input
 - **Policy Driven** - Will be capturing these on a separate spreadsheet, will be used when investigating proper tools but left out of weighting and ranking effort
 - **Inherent / Obvious** – Requirement inherent to the function or category (Email – Provide email inbox). Will be left out of weighting and ranking of requirements
- Next Steps:
 - Chat with the Experts
 - Will partner with appropriate IT Services Offices to understand the types of questions / inquiry areas to focus on (i.e. Comm and EUS for IM & Presence / Softphone-type questions)
 - Sessions are being scheduled over the course of the next 2 weeks
 - Using this opportunity to firm up functional requirements and any policy driven requirements then need to be addressed.

**Please continue to provide input via the ExplorNet site –
[“What should we include in the Requirements Document?”](#)**



Standards- Team Lead: Jamie Payne

» **Topics being worked:**

- Criteria for determining “approved” collaborative tools (security, compatibility, etc)
- Criteria for Core Collaboration Suite of Tools vs Pay Per Use vs Mission Specific (functionality, user base, etc)
- Process to submit an application for approval
- Point to governance document for collaboration portfolio management and oversight
- Address use of “free” services (data classification, FedRAMP certification, IT Sec A&A Process, etc.)
- Include or point to the process for waivers or justification to utilize an unapproved tool
- Should waivers / justification be required for anything outside the 80% BLE?

» **Status:**

- Investigating possibility of leveraging / updating existing standards documents in lieu of creating new
 - IT Security has some of these policies identified today
- Continue to gather content to be included.

**Please continue to provide input via the ExplorNet site –
[“What should we include in the Standards Document?”](#)**



Governance- Team Lead: Luis Bares

» **Topics being worked:**

- Provide guidance and controls for enabling the core suite (current state clean up)
- How to control future sprawl
 - Justification / waiver policies and processes for introducing new tools
 - Justification / waiver policies and processes for new instances of existing technologies

» **Status:**

- Working with OCIO Governance Lead (Lara Petze) and staff to identify best path forward:
 - New NPR or leverage existing, perhaps with content add-ins?
 - OCIO Enterprise Services and Integration (ES&I) has a new NPR under development
- Identifying suitability of using new IT Security systems for:
 - Centralized tracking of security assessments (i.e. vetting Cloud Service Provider services)
 - Waiver system tied to systems / servers being monitored real-time on network (CDM and RISCS Project)
- Per the IT BSA, other groups in OCIO are working on waiver processes. Team will investigate opportunities for synergy instead of silo-ed solutions

**Please continue to provide input via the ExplorNet site –
[“What should we include in the Governance Document?”](#)**