

ACITS3 TASK ORDER FORM

PART I - TASK ORDER INFORMATION - CIVIL SERVANT

Contract No.: NNA13AB88C		Contract Title: Ames Consolidated Information Technology Services (ACITS3) Contract		
Task Title: Customer Advocacy Office (CAO), CIO and CPIC Support			Start Date: October 1, 2014	End Date: August 31, 2015
Task Order No. I19	Task Mod No. Original	Service Request No.	Customer Code Code ID	SOW Reference C.3.1.1.7 and C.3.1.6.3
TASK REQUESTER EMAIL: (b) (6)		NAME: Susan Jacquelyn Levine		PHONE: (b) (6)
FINANCIAL MANAGER EMAIL: (b) (6)		NAME: Rafael. Medina		PHONE: (b) (6)
COMPUTER SECURITY OFFICER EMAIL: (b) (6)		NAME: Alex Eiser		PHONE: (b) (6)
TASK PREVIOUSLY COVERED BY ANOTHER CONTRACT OTHER THAN PREDECESSOR TO INCUMBENT? (If YES, provide in SOW) NO				
DOES THE TASK REQUIRE ACCESS TO GOVERNMENT DATABASES? (If YES, indicate in SOW) NO				

SECTION 508, ELECTRONIC AND INFORMATION TECHNOLOGY ACCESSIBILITY COMPLIANCE (EITAC)

DOES THE TASK INCLUDE EIT ITEMS (Please review the EITAC documentation) No, the task does not include EITAC items.
 Upon receipt of this task order request, the contractor shall review the task requirement(s) and inform the Government, as part of its task order/modification response, any discrepancies between standards initially cited and those the contractor proposes to deliver to the Government. Examples of discrepancies include ODCs for which some other standard might be or become applicable and, as a result, require citation in the task order, as well as any cited standards that the contractor believes is not applicable (provide rationale). Note: If, by mistake, the task, including and ODC of the task, should not meet an applicable standard not cited by the requester, it is the requester, not the contractor who is a fault; and the requester must find a way (e.g., by modifying the task request) to bring the task into compliance. In such cases, the requester shall complete a revised ARC form 789 (or equivalent) before the task order/modification is approved.

GOVERNMENT FURNISHED EQUIPMENT (GFE)

Government will provide all appropriate equipment and software necessary for the performance of this task unless otherwise noted in this task order. The contractor in accordance with the contract can acquire equipment not presently available as GFE. Equipment identified as task unique will be expensed to the task in accordance with ACITS3 accounting policy, and will be defined as GFE in the Government inventory. All other equipment purchases will be depreciated and be contractor property. The contractor shall follow NASA Ames rules regarding movement and assignment of government owned equipment and ODIN supplied equipment and provide information upon request for the following: Property Assignments, Property Location, and Unused Equipment.

AFFIRMATIVE PROCUREMENT (See <http://www.epa.gov/cpg/products.htm>)

The item(s) being purchased are NOT on any of the EPA's Comprehensive Procurement Guideline lists. - AND -
 They meet the minimum recycled/recovered content.

TASK DESCRIPTION - STATEMENT OF WORK - REQUIREMENTS

Please enter this information on pages 2, 3, and 4.

COTR SIGNATURE: KIRSTEN NAGEL

Digitally signed by KIRSTEN NAGEL
DN: c=US, o=U.S. Government, ou=NASA, ou=People, ou=KIRSTEN NAGEL, o=US2302.F200000.000.1.1, email=kirsten.nagel@nasa.gov, cn=KIRSTEN NAGEL

CO SIGNATURE: ANJENNETTE CONTRERAS-RODRIGUEZ

Digitally signed by ANJENNETTE CONTRERAS-RODRIGUEZ
DN: c=US, o=U.S. Government, ou=NASA, ou=PEP, ou=1311.F200000.000.1.1, email=an.contreras@nasa.gov, cn=ANJENNETTE CONTRERAS-RODRIGUEZ

PART 2 - TASK ORDER PLAN PROPOSAL - CONTRACTOR

CATEGORIES	CURRENT REQUEST	PRIOR CUMULATIVE ESTIMATE WITHOUT CURRENT REQUEST	TOTAL CUMULATIVE TASK ESTIMATE
Labor Hours:	(b) (4)		
Labor:			
ODC Subcontracting:			
ODC Material:			
ODC Travel:			
ODC Training:			
Program Mgt Cost:			
Fee:			
Totals:			

PART 3 - APPROVAL SUMMARY - BOTH

APPROVED BY	SIGNATURE AND DATE	EMAIL ADDRESS	PHONE
1. TECH AREA MGR.:	(b) (4), (b) (6) 09/03/2014	(b) (4), (b) (6)	(b) (4), (b) (6)
2. BUSINESS MGR.:	09/03/2014		
3. PROGRAM MGR.:	09/03/2014		
4. TASK REQUESTER:	(b) (6) 09/22/2014	(b) (6)	(b) (6)
5. DIVISION LEVEL:	GRACE DE LEON 09/23/2014		
6. COTR:	KIRSTEN NAGEL 09/26/2014		
7. CO:	ANJENNETTE CONTRERAS-RODRIGUEZ 09/29/2014		

ACITS3 TASK ORDER FORM (Continued)

Contract No.: NNA13AB88C		Contract Title: Ames Consolidated Information Technology Services (ACITS3) Contract		
Task Title: Customer Advocacy Office (CAO), CIO and CPIC Support		Start Date: October 1, 2014		End Date: August 31, 2015
Task Order No. I19	Task Mod No. Original	Service Request No.	Customer Code Code ID	SOW Reference C.3.1.1.7 and C.3.1.6.3
PRICING Cost Plus Fixed Fee		FUNDING LEVEL TASK LEVEL		
<p>TASK DESCRIPTION - STATEMENT OF WORK REQUIREMENTS</p> <p>The goals of this task is to provide technical support to the Ames Chief Information Officer (CIO) and Code I in the form of Business Management, Capital Planning and Investment Control (CPIC), I3P technical support, IT procurement, Customer Advocacy and Communications support in various CIO initiatives and IT activities for Ames and throughout the Agency.</p> <p>The CAO is responsible for maintaining and improving the customer relationships between Code I and the customers Code I supports through customer liaisons, customer meetings and a comprehensive understanding of customer issues and service requirements which will include the transition and ongoing operation of I3P services at Ames. Functions of the CAO include:</p> <ul style="list-style-type: none"> • Identify and understand the customer base for ARC IT and Agency I3P services • Provide administration support for the Agency I3P SIMWG • Manage and develop customer relationships on behalf of Code I • Understanding the wants and needs of the customers relative to IT services and translating these wants and needs into relevant and actionable requirements from which to build new or modify existing services. • Report on service delivery metrics, as defined by Service Owners at the center and work with the center subject matter experts for I3P agency services to ensure that the Code I IT services provide the desired customer results <p>To ensure consistent levels of service, the CAO will assist to see that Service Level Agreements (SLAs), and Operating Level Agreements (OLAs) are agreed upon between the customers and service owner groups. Additionally, the CAO will provide a mechanism to collect customer feedback on Code I's and (b) (7)(E) at Ames with the Center Subject Matter Experts in each area, in order to manage customer expectations and work with the Service Owners to ensure effective and efficient service delivery of Code I services.</p> <p>The CAO will also develop a holistic approach to manage the relationships between NASA IT and their customers. This role is akin to a broker who must manage the relationships between buyers and sellers to ensure a transaction is completed with both parties satisfied with the result. The CAO will ensure that both parties are satisfied.</p> <p>IT Service Center (ITSC) support: This portion of the task will provide Tier 1 and Tier 2 level support for Code I services and provide Data Center and Applications support. The task will provide Tier 1 service support to Code I customers, and will support future Agency and Center initiatives provided by Code I.</p> <p>The ITSC function will serve the Center as the Single Point of Contact (entry) into Code I and its services. The ITSC shares an important role in the mission of providing quality customer care for the Center, therefore, the ITSC will measure its success by the customers' satisfaction and by its contributions toward the successful delivery of Code I services, service incident management, and achieving SLA objectives.</p> <p>This function encompasses a variety of Tier 1 support tasks, which includes initiating, on behalf of the customer, incident/service requests received via telephone, email, walk-up and the Ames Intranet. In addition to the creation of incident/service requests, the staff will be responsible for escalation, follow-up and resolution (depending on type of request) and closure of all tickets resolved by the ITSC. Service Desk standard Operating Procedures (SOPs) will be documented to ensure that appropriate information is gathered from the initial customer contact, input into the Remedy system, and that all pertinent procedures are followed. For I3P services an escalation process will be followed with the Agency Enterprise Service desk (ESD) as well as center based knowledge articles for non I3P services at Ames that will be created and provided to the ESD on a regular basis.</p> <p>In addition the task will be provided with the capability to provide support in the reporting from the ESD analytics and dashboard capability to the Center I3P Integration lead and subject matter experts. The task will also be asked to provide feedback on new requirements for the ESD version 1.x which will impact service delivery for NASA Ames.</p> <p>In addition to the above duties, the task will provide applications and Data Center support for the following sub-activities:</p> <p>Applications Support</p> <p>This portion of the ITSC support will also provide account security administration for ARC users of center business applications supported by</p>				

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Code I and the NASA Enterprise Applications (NEA) and eGov applications hosted at NEACC (EAST). This will include:

- The NEA and eGov account security administrator is required to work closely with MSFC and the ARC CBPLs (Center Business Process Leads) on NEA and eGov account requests and follow the segregation of duties rules when granting account access.
- The task will run select reports and data downloads from Business Warehouse, FPPS Datamart and SATERN on a scheduled basis.
- The task will be required to maintain a Code I Point of Contact (POC) listing for emergencies and will update the list on a scheduled basis with any updates from the POCs.
- The Task will provide Employee Check-In and Check-Out support which requires the adding and closing of accounts.
- The Task is required to monitor the Directory Custodian Email distribution email on a regular basis and update the Ames Locator system with bulk updates to the locator information or the contractor organization codes or locator changes.
- The Task is required to support WebTads administration for account changes and do the lockout at the end of the pay-period.
- The Task is required to update the content of the Online Phonebook on a regular basis as provided by the Code J administrative assistant.

Perfect Law Support

This portion of the ITSC support will provide application account management and client install and troubleshooting to the Code DL organization for their Perfect Law application. Additionally, phone support will be provided for this application by the ITSC.

Data Center Support

The portion of the task will manage the daily backup and restore procedures. This includes checking for failed jobs and ensuring that failed backups are re-run, performing restores, managing the devices and scratch tapes and generating monthly metrics.

- The task will manage NDC Active Directory (AD) accounts to include enabling accounts, resetting passwords and adding or removing users to requested groups.
- The task will manage the hardware and software maintenance agreements covering the data center task. This includes working with vendors, obtaining and validating quotes, and submitting requests to the Task Requester or designee for maintenance renewal services requests.
- This task will coordinate the power outage communications and support the data center task with power outages in any of the data centers.

Code I Stockroom, Logistics, and IT Property Support

The contractor will be responsible for directing the requisitioning, receipt, verification, storage, safekeeping and issuance of parts, supplies, accessories, and tools necessary to maintain a wide variety of functional areas for the operation of Code I.

The contractor will work with the customer to create, document, and maintain processes, as needed for the operation of the stock room to support Code I. The contractor will interface with Code I personnel in the areas of materials research, procurement, tracking and material staging. The contractor activities will include reporting, materials tracking, maintenance, calibration, shipping and receiving, and sign in/out procedures.

The contractor will also be responsible for maintaining portions of the Code I Property database (applicable to job duties) and for building professional relationships with applicable vendors.

The contractor will be responsible for delivery of all Government Equipment purchased through the ACES Product Catalog (APC) and will ensure that all applicable documentation is provided to the various property custodians.

The contractor will be responsible for receiving/delivery of SEWP orders to the end user and includes getting documentation of receipts and preparation of invoices for payment.

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Specific requirements include:

- Track and restock most frequently used supplies based on usage
- Provide report on monthly usage for stocking of supplies
- Deliver equipment and provide appropriate paperwork to user's property custodian for all Government Equipment purchased on the ACES Product Catalog (APC)
- Delivery of SEWP orders following OSHA requirements for lifting and forklift operations
- Receipt documentation and invoice preparation for delivered SEWP orders
- Assisting the tracking of all Code I property tagged and untagged and correlate equipment inventory with NPROP
- Maintain Code I GFE copiers and printers
- Order Code I IT supplies and manage disbursement of supplies
- Order paper and other supplies for Code I GFE copiers and printers located in (b) (7)(E)
- Order paper for ACES copiers and printers located in (b) (7)(E)
- Manage the checkout/in process for all vehicles, tools, cameras, protective equipment, ladders, batteries, etc., assigned to Code I

Any of the above supplies (paper, batteries, misc supplies, etc) will not be purchased on the ACITS3 contract, but will be purchased through the appropriate contract vehicle. The stockroom will only determine what needs to be purchased and facilitate that purchase with the appropriate contract.

Programmatic Support

The contractor will be responsible for performing project management activities in support of Code ID and its process improvement project. Additionally, support will be provided for the I3P IT program.

Specific project management requirements include:

- Assist in the development documentation/presentations for Division and project team members. (weekly updates to the CIO website)
- Participate in team building exercises for IT business process redesign efforts (attend weekly meetings)
- Develop and grow business application capabilities
- Increase knowledge of IT business processes

Infrastructure Integration Program (I3P)

The contractor will be responsible for supporting the I3P IT program under Code ID.

Specific I3P requirements include:

- Daily assistance with transition deployment of end user services by answering questions on service delivery and processes on ESD, ESRS
- Assist with the cleanup and monitoring of the CMDB for end user devices
- Testing Coordination and Training of ESD v1.x (provide initial documentation and coordination prior to start of testing and training and weekly status until testing/training is completed for the center)
- Testing Coordination and Training of ESD enhancements (provide initial documentation and coordination prior to start of testing and training and weekly status until testing/training is completed for the center)
- Center SETE for ACES Product Catalogue (APC) under end user services
- Reports on service delivery for a specific Service Element (e.g. APC support in ESRS-quotes and navigation of APC)
- Reviews and consults with local vendor technical staff to ensure work is technically correct and complete. May engage/collaborate with Service Office/Service Technical Managers
- Performs queue management and oversight for a specific service element
- Provide review and guidance for technical work and performance oversight for specific service element(s)
- ITIL training (online) (Using SATERN as a tool – take classes provided for introductory/advanced ITIL training)
- Back up support for the Subject Matter Expert for ESD (attend meetings, telecoms and provided reports on metrics), assist end users with questions on incident reporting, knowledge article research and outage reporting
- Update to SharePoint sites and attend meetings for the ACES POCs
- Back up support for the Subject Matter Expert for Communication (help with email messaging out to the center and networking (help to provide data to approve IT telephone requests) and attend telecoms and meetings as needed
- Support Center's Enterprise Service Request System orders, approvals, and processes for end user devices.
- Ensure efficiency through direct communication with Code I management on service requests and operations for the End User Services (EUS) contract under the IT Infrastructure Integration Program (I3P).
- Manage transition and implementation of IT end user devices
- Maintain and monitor Center's configuration management database (CMDB) for all end user devices through cross-checking multiple database

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and sending submissions and modifications to NSSC.

- Assist in refreshes of Communication Seats and monitor the ordering, acquisition, installation, and deployment of these end-user devices to their users.
- Analyze institution S-Compute Seat distribution amongst the Center to support Center end user policies and budgeting.
- Lead for audit of reconciliation of center's ACES EU assets (compute, mobile, print) with Agency CMDB
- Resolve discrepancies on equipment and property inventory through validation with inventory lists, past Service Requests, or physical validation, and inform end users about solutions.
- Assist in the project management of the Configuration Management Database (CMDB) including formulation and development of a plan to tackle the CMDB project through referencing specific database, implementation of the plan, and evaluation after receiving pass-backs from the OCIO End User Service Executive and his team.
- Communicate with the IT Infrastructure Integration Program Business Office (I3PBO) and the field customers to correct Cost Center changes in the monthly invoice and fixing the center invoices to be more accurately charged.
- Serve as support for Enterprise Service Desk (ESD) Subject Matter Expert (SME) in supporting Enterprise Service Request Service (ESRS) service requests, incident remedy ticket reporting processes, and product catalog inquires.
- Attend biweekly ACES Point of Contact (POC) meetings to provide open communication between the ACES staff and the user community.
- Participate in a Tiger Team to get rid of aging ESRS Service Requests and communicate with Resource Approvers of all codes to remind them to approve or reject requests in a timely manner.
- Enter necessary incident tickets to support Centerwide efforts to maintain IT security (PGP desktop, or Data-at-Rest, DAR services).
- Display command over ACES Product Catalog (APC) operations as a Subject Element Technical Expert (SETE): General Purchases for one-time hardware, software, and installation service purchases, Request for Quotes for pricing products not currently on the catalog, and Product Catalog Returns.
- Function as primary customer interface for the Center communicating technical information effectively to non-technical personnel.

Code I Order Management

Provide Center interface for IT products available through the NASA SEWP and GWAC contracts. This includes:

- Reviewing incoming IT product requests for correct documentation and funding requirements.
- Requesting quotes from vendors and creating PR/PO for SEWP orders
- Submitting delivery orders to SEWP once all NASA order management processes are completed.
- Responding to customers within 16 business hours regarding but not limited to the status of their Service Request (SR) and delivery order.

Communications

This portion of the task will provide assessment, development, management and execution of Code I communications received from the Agency, Directorate and Center levels. The task will continuously seek ways to enhance, streamline and automate communication processes. This task utilizes new communication mechanisms to provide timely, informative and clear communications for the Code I Directorate.

The task will also to update the content of the Inside Ames intranet site on a regular basis and routinely check the links to ensure they are still active. In addition, the task will work with Center organization points of contract to review and submit approved Centerwide e-mails.

CIO IT Service Catalog

Revise and edit the IT service catalog for NASA Ames. This includes working with IT Service Owners to define services, document service level agreements, and update the IT service catalog. Conduct an internal (to Code I) survey of the IT service catalog to determine if the documented services are clear, concise, and approved to distribute to the ARC IT customers.

Capital Planning and Investment Control

This portion of the task will report to the Center Enterprise Architect and integrate with the Enterprise Architecture efforts at ARC. All information included in CPIC reports and data call

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responses requires a high level of accuracy and traceability. All reports requested by HQ shall be submitted for review to the Center OCIO as they are being prepared, beginning at least two weeks prior to the scheduled due date. CPIC support includes interfacing with all levels of Center management, including program and project leads within research organizations, which is necessary to collect the investment planning data and ensure reporting accuracy. The task will work with the Center Enterprise Architect to integrate and align all IT investments with the Agency's "to be" architecture. Additional activities include collecting and organizing technical and financial information as it pertains to Center investments, mining financial databases, drafting and reviewing IT reports, alignment with Agency CPIC processes and procedures, and capable of interpreting Agency-wide guidance and assisting the Center OCIO and Center Enterprise Architect in the local implementation of the CPIC process at Ames.

Section 508 and Software Capitalization

This portion of the task will be required to support the Center's Section 508 compliance efforts. The task will be responsible for day-to-day operation of the Center's Section 508 function and will interface with Division management, SERV I, Acquisition Division and customers as necessary to ensure compliance with the applicable governance. Key responsibilities include ensuring Center compliance with Federal compliance requirements, interpretation of Agency policies, and development of Center-specific guidance, formulation and documentation of Center-level processes supporting these requirements, and the auditing and compliance reporting with these requirements. The task will be responsible for facilitating the Center's response to the biennial Department of Justice Survey on Section 508. Other activities include collecting and organizing compliance information, working with vendors, and on-going consultation with customers.

This portion of the task will also support the Center's Software Capitalization efforts. The task will consult with the Financial Management Division, to ascertain software capitalization requirements and applicability; and will review Center software development plans and announcements, bringing candidates for software capitalization to the attention of the Enterprise Architecture and Business Management Offices and Financial Management Division.

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SPECIFIC DELIVERABLES AND DELIVERABLE DATES				
No.	Type of Deliverable	Description of Deliverable	Date Required	Row Controls
1	Performance	Attend and contribute monthly to the I3P SME/SETE/Vendor status meeting		
2	Performance	Provide Trend Analysis Report – track and report trends in incidents, customer satisfaction survey results, ticket aging, ticket profiles and Information Technology Support Center (ITSC) staff metrics to the Customer Advocacy SharePoint site		
3	Performance	Provide Incident Reports – track and report on incidents, by customer, by org code, by application in a standardized format to the Customer Advocacy SharePoint site		
4	Performance	Provide ESD reports to Center integration leads & subject matter experts to the Customer Advocacy site		
5	Performance	Update Code I Call Down List and post to the secure share location		
6	Performance	Submit Monthly IEM Security Administration monitoring report		
7	Performance	Report monthly on the CMDB changes/updates to the Customer Advocacy SharePoint site		
8	Performance	Report monthly on all APC activities to the Customer Advocacy SharePoint site		
9	Performance	Create and deliver monthly inventory turnover report to the Customer Advocacy SharePoint		
10	Performance	Ensure all Center-impacting messages are posted to the Code I main site within one day of the communications being received; estimated messages are five (5) per month.		
11	Performance	For the monthly ARC IT Outreach & Awareness meetings, provide the communication, logistics and post meeting notes, team action items, Q&A, and presentations by COB of the following business day		
12	Performance	For the bi-weekly Ames' I3P ACES Points of Contact meetings, provide the communications, manage the logistics, and post meeting notes, team action items, Q&A, and presentations by COB on the following business day		
13	Performance	Upon receipt of change from Service owner, update Service Catalog and SLA and notify service owner of change.		
14	Performance	Conduct testing of ESD/ESRS website (Version 1.1.x) enhancements and provide feedback to ESD and customer		
15	Performance	Review, test, and release Center-wide emails; estimated Centerwide e-mails are 57 per month		
16	Performance	Aggregate current Center IT investment information monthly and submit to NASA HQ POC		
17	Performance	Provide monthly "Identify Software Capitalization		
18	Schedule	Deliver a slide deck to CPIC Lead supporting the presentation of the ARC FY17 Budget Review	04/15/2015	
19				
20				
TRAVEL, TRAINING AND MATERIALS REQUIREMENTS				
No.	Type of Requirement	Description	Date Required	Row Controls
1	Material	IT Supplies	08/31/2015	

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No.	Type of Requirement	Description			Date Required	Row Controls
2	Travel	CIPC/SIBC travel			08/31/2015	
3	Material	Copier supplies, tools, office supplies, tool calibrations			08/31/2015	
4						
5						
6						

ACITS3 TASK ORDER FORM (Continued)

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IT SECURITY REQUIREMENTS

Consistent with NPG 2810.1, the specific IT Security requirements to be delegated to the contractor, under this ACITS3 task are as follows:
(Please address the following topics/questions, if applicable, concerning the intended task).

a. This Task's activities have been identified as being covered under an organizational IT Security Plan. This Task does not support applications that have been designated as a "Special Management Attention" applications. If "Special Management Attention" applications do exist please describe:

b. Periodic reviews of IT Security measures are necessary. What is the role of the ACITS3 contractor under this ACITS3 Task in areas such as review of user accounts, account management, data backup and restoration, use of warning banner, use of encryption, vulnerability scanning, and security tools?
Please describe as appropriate:
user accounts, account management, database

c. Typically, the Task will not be involved with activities that require compliance with NASA's NPG 2810.1 and Ames' APG 2410.1 that define the requirements for reuse, reassignment or accessing of IT assets and/or their release for repair; if such an activity does occur, the Task Requester will be contacted to identify the civil servant who will have oversight and approval for reuse, reassignment or accessing of IT assets and/or their release for repair associated with this task.

d. The Task personnel are trained in NASA's and Ames' policies and procedures relating to IT Security and will participate in the required annually IT security training to maintain proficiency. There are no specialized security training requirements associated with this task.

If appropriate, specialized training requirements are described as follows:

e. Is a security clearance needed for any personnel on this task? If so, what level of clearance is required?
no

f. There are no other IT Security requirements associated with this ACITS3 Task.

If appropriate they are described as follows:

g. There are no specific IT Security Deliverables associated with this ACITS3 Task.

If appropriate they are as follows:

- ☐ IT Risk Assessment
- ☐ IT Security Plan
- ☐ IT Contingency Plan
- ☐ IT Security Vulnerability Test Results
- ☐ Results of periodic IT Security Reviews
- ☐ Other documentation as follows:
Report of status of IT Security Plan, Contingency Plan, and Risk Assessment of critical services provided by Code I

h. In the event of an IT Security Incident associated with systems and data under this Task, the Ames Chief Information Security Official, the Security Operations Center (SOC), and the Task Requester will be notified immediately by the contractor. In order to ensure full coordination, the following individuals will also be notified in the event of an IT Security Incident:

System Owner (Responsible for the applicable IT Security Plan)

Name: William Notley

Phone: (b) (6)

Organization's Computer Security Official

Name: Alex Eiser

Phone:

Alternate System Owner

Name:

Phone:

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Task Order No. I19	Task Mod No. Original	Service Request No.	Customer Code Code ID	SOW Reference C.3.1.1.7 and C.3.1.6.3
Note Creator		Note Title		Date Created
Note				
Note Creator		Note Title		Date Created
Note				
Note Creator		Note Title		Date Created
Note				