2022 NASA IT Strategic Plan Summary

NASA's Mission Directorates

Aeronautics Research
Exploration Systems Development
Space Operations

Science
Space Technology
Mission Support

IT Vision — Exploring the secrets of the universe for the benefit of all.

IT Mission — We empower NASA's people and partners to achieve mission success through secure, evolving information technology and accessible data.

IT Values — • Safety • Integrity • Inclusion • Teamwork • Excellence •

Strategic Outcomes

- **Q** Increase quality & effectiveness
- **C** Increase cost-effectiveness
- **R** Share results & data
- **A** Accelerate results
- **D** Innovate & enable discovery
- **S** Increase safety & resilience

Goal 1: Satisfaction
Deliver Great Customer Experiences

Cross-cutting Support

Goal 2: Excellence
Achieve Consistent Operational Excellence

Q   C

Goal 3: Transformation
Transform NASA with Information & Technology

R   A   D

Goal 4: Cybersecurity
Ensure Proactive, Resilient Cybersecurity

S

Goal 5: People
Develop an Exceptional OCIO Team

Cross-cutting Support

Goal 1 — Strategic Objectives

1.1 Create and evolve a shared understanding of mission and business requirements.
- ❑ Service alignment survey (FY 2024)
- ❑ Requirements management system (FY 2024)
- ❑ % of IT investments contributing to customer needs
- ❑ % increased use of OCIO services

1.2 Improve satisfaction with OCIO's products and services.
- ❑ Customer perception reporting (FY 2023)
- ❑ Assess OCIO services alignment (FY 2024)
- ❑ Streamline IT onboarding (FY 2024)

1.3 Ensure OCIO's products and services are easily accessible and intuitive.
- ❑ Redesign NASA.gov (FY 2023)
- ❑ Right-size NASA's digital footprint
- ❑ New OCIO intranet (FY 2023); decrease legacy sites (FY 2024)
- ❑ % of Web content & IT purchase/acquisitions complying with Section 508

Goal 2 — Strategic Objectives

2.1 Increase the effectiveness of IT planning, investment, and communications.
- ❑ 80% of investments meet expected benefits
- ❑ Increase % of IT spend to enhance & transform vs. operate
- ❑ % of investments that align to architecture

2.2 Excel at IT program and project management to deliver results.
- ❑ 90% of IT projects on schedule; 85% on budget
- ❑ 95% of OCIO org OKRs align to strategic objectives (FY 2026)
- ❑ 90% of materials enable informed board decision

2.3 Increase the reliability, effectiveness, and efficiency of NASA's IT operations.
- ❑ % requests delivered within service level
- ❑ % of OCIO trained in IT service management
- ❑ % transition to an enterprise IT service management process

Goal 3 — Strategic Objectives

3.1 Transform how NASA operates using digital capabilities.
- ❑ 60,000 cumulative hours saved by automation (FY 2025)
- ❑ # of decommissioned / modernized systems
- ❑ Implement phased zero trust architecture plan (FY 2026)
- ❑ Pipeline for process transformation
- ❑ # of reduced duplicate IT offerings

3.2 Enable insights from NASA's data & information.
- ❑ 100% orgs have data stewards (FY 2024)
- ❑ # data sets evaluated for quality
- ❑ # data sets added to Agency data platform

3.3 Enable flexible and equitable work options and environments to achieve mission success.
- ❑ # of conference rooms outfitted with hybrid conferencing capabilities
- ❑ % utilization of NASA's external collaboration capabilities

Goal 4 — Strategic Objectives

4.1 Simplify, strengthen, and scale NASA's cybersecurity.
- ❑ Migrate to enterprise portfolio (FY 2025)
- ❑ Independent security control assessments (FY 2026)
- ❑ 80% reduction in unapproved NASA user logins (FY 2026)

4.2 Reinforce operational resilience through strategic cybersecurity risk management.
- ❑ Enhanced endpoint detection/response (FY 2023)
- ❑ 80% multi-factor auth on mission systems (FY 2024)
- ❑ Centralized event logging (FY 2025)
- ❑ Policies block unauth apps; Secure Shell proxy (FY 2023)
- ❑ Integrate public Agency web app firewalls (FY 2024)
- ❑ Enterprise operational technology device management capability (FY 2025)

4.3 Integrate risk-based cybersecurity into mission development & operations.
- ❑ NASA cybersecurity score ≥94 (FY 2025)

Goal 5 — Strategic Objectives

5.1 Attract, hire, and retain a diverse, strategically-aligned OCIO team.
- ❑ % increase in positive responses to questions on Federal employee survey related to recruiting/hiring and role consistency
- ❑ Decrease time to hire

5.2 Enhance employee experience by ensuring team members feel included, engaged, and valued.
- ❑ % increase in positive responses to questions on Federal employee survey related to inclusion and the employee experience

5.3 Develop team members' talents and support career development to meet mission needs.
- ❑ % increase in positive responses to questions on Federal employee survey related to OCIO Career Paths and expanded development opportunities