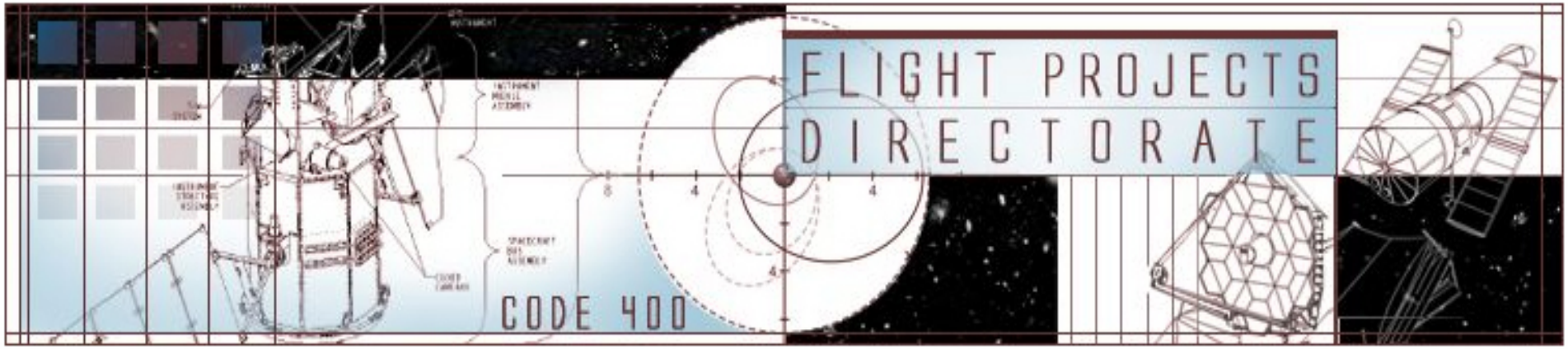

ODIN to ACES Transition
for the Flight Projects Directorate

June 15, 2011

Cecilia Allen Czarnecki

Agenda

- Welcome and Introductions
- Overview of ACES
- ODIN to ACES Transition Strategy and Steps
- Benefits, Risks and Concerns
- ACTIONS
- Summary
- FAQ’s2

About ACES Contract

- ACES is the follow-on contract to ODIN and was awarded to HPES (Hewlett Packard End-user Services – formerly EDS)
- Actual contract start date – November 1, 2011
- Transition began in May 2011 and will continue through October 2011
- Four year base contract with options up to 10 years
- HPES has coordinated with NASA government representatives since May and began coordination with LMIT (ODIN provider) this week
- GSFC in Phase I of transition (also DRFC, KSC, and HQ)

ACES GOALS

Goal 1: Consolidate the provisioning of end-user services across all NASA Centers and Facilities using a single Agency solution

Goal 2: Ensure NASA's mission is enabled by the Agency Consolidated End-user solution

Goal 3: Improve the end-user IT security posture

Goal 4: Improve the management of NASA's IT infrastructure

Goal 5: Enable a mechanism for transformation of NASA's end-user services in support of emerging mission requirements

ACES Services

ACES will provide:

- Personal computing hardware (desktops, laptops, workstations, tablet computers, and managed virtual systems)
- E-mail, collaborative calendaring, instant messaging, directory services, and other backend services
- Mobile IT services (Smart phones, cell phones, pagers, and mobile computing devices)
- Network Peripherals (printers, multifunctional devices (MFDs), and support infrastructure)
- Agency standard software

ACES Services (*continued*)

- Catalog services
- Virtual team services
- IT training
- End-user systems management and operations (e.g., back-office support infrastructure, asset transition, IT security, services and data backups)
- Other base services

Base Services

Services provided to all NASA employees. Sized for a population of 50K NASA civil servants and contractors.

Base services will be funded centrally - funding allocated back to Centers on a head count basis.

Base Service Component	Service Description
Email & Collaborative Calendaring	Continued support for NOMAD. Also provides priced option to migrate to a new innovative solution
Active Directory Services	Continued support for NCAD and the NASA Agency Forest (NAF)
Loaner Pool Mgmt.	Management of 3 Loaner pool depot locations per center. Loaner pool devices provisioned as seats
Print Queue Infrastructure Mgmt.	Centralized network printer management and infrastructure
IT Security (End-user)	End-user IT Security support including patching, anti-malware, DAR, FISMA Compliance (C&A), DR/COOP, SOC interface
Software License Mgmt.	Enterprise Software License Management
Instant Messaging Services	Consolidated IM service
Two-Factor Token Distribution	Distribution services for Two-Factor Tokens (SecureID)
Contract Mgmt. & General Services	Services provisions under Sections 1-3 of PWS

ACES Seat Offerings

- **Computing Seats**
  - “S” – Standard
  - “M” – Modified
  - “B” – Build
  - “T” – Thin client – Details are pending
  - “X – Build” * not actually an ACES “seat” - more on this later*
- **Cellular Seats**
  - Cell Phones
  - Smart phones
- **Pager Seats**
- **Network Peripheral Seats**
  - Network Printers
  - Multi-Functional Devices (MFDs) (Scanner, printer, fax devices)
- **Virtual Team Service Seats**

Standard Seat

Computing platform with standard service levels included in the seat cost:

- NASA-STD-2805x-compliant desktop or laptop (Windows-Compatible or Apple) and standard monitor (option for no monitor)
- NASA-STD-2804x Standard Load
- 8-hour Return to Service (RTS)
- 3-year refresh
- Standard system administration
- Data backup and restore services
- IT security services (malware protection, patching, included in ACES IT System Security Plan (SSP))

Modified Seat

- Similar to the Standard seat with the addition of modifiable service level options (e.g., 2-hour RTS, upgraded hardware platform) to provide additional flexibility when standard configuration does not meet end-user requirements. Includes Systems Administration, IT Security Services and is included in ACES IT SSP.

ACES Vendors for S or M Seats

S or M Seat	HP ES' Selected Vendor Product
Apple Desktop	Apple iMac Desktop
Apple Laptop	New Apple MacBook Pro 15.4"
Apple Lightweight Laptop	New Apple MacBook 13.3"
Apple Workstation	Mac Workstation
Windows Desktop	Lenovo ThinkCentre M91p
Windows Laptop	HP ProBook 6550b
Windows Lightweight Laptop	Dell E6400 or Lenovo T420
Windows Workstation	HP Z400 or HP Elitebook 8740
Windows Tablet	HP Tablet

Build Seat

- Intended to meet more diverse needs not addressed by Standard (S) or Modified (M) solutions
- Hardware, services, and System Administration (SA) services purchased separately - not required to buy SA services
- Provides full product lines at a fixed discount for Windows-Compatible, Apple, and Linux/UNIX workstations
  - Vendors product lines are: **HP, Lenovo, Dell, and Apple**
- A 30% discount will be applied to Build (B) Computing seats
- If SA services are not purchased, the Build (B) seat will not be covered under the ACES System Security Plan (SSP) and will need to be included in an FPD/GSFC SSP

X-Build Seat

X-Build (technically, not an ACES seat), though procured through ACES contract vehicle

- Intended to meet needs above or below the Standard, Modified or Build seat, such as test or lab units
- Purchased through the Catalog
- Includes all other OEM product lines
- May subscribe to the services available under the Build Seat
- No technical refresh – when seat needs to be refreshed, customer can purchase new X-Build or other ACES offering
- Is owned by the government, not HP
- Purchase price can be paid up front in one installment or can be paid in 36 installments
- If SA services are not purchased, the X-Build seat will not be covered under the ACES System Security Plan (SSP) and will need to be included in an FPD SSP
- HPES will provide cost matching – they will give you the X-Build seat for the price you find in the external marketplace

Transition Planning and Seat Deployment

- Directorate IT Managers will serve as focal point on GSFC Transition Team
- Pilot test planned in order to validate process and performance for Base Services, Seat Services and peripherals before deploying to the full ODIN end-user population
- Each Directorate to identify 5% of ODIN users to participate in pilot tests
- Pilot to begin mid-July
- HPES has developed an automated tool and will work with users to help determine their ACES seat(s) requirements but will not be available for the pilot users

Transition Planning and Seat Deployment *(continued)*

- During transition period (August through October 2011) HPES will deploy one technician for every four seats to be transitioned per day
- Any software outside of the standard load must be accompanied with software media and licensing
- HPES will schedule their employees to work 10-hour days using a rotational workforce (most seat deployments will be done in the off-hours)
- HPES will coordinate with Lockheed Martin (ODIN provider) to allow HPES teams to shadow incumbents on service calls providing the opportunity to share lessons learned
- Services will be coordinated with ODIN LMIT to ensure that when ACES service is turned on, ODIN service is turned off

Benefits

- Lessons Learned from ODIN built into ACES contract
- ACES provides more flexibility than the ODIN contract
  - Build and X-Build seats offer maximum flexibility
  - X-Build seats can be paid up front or paid over a 36 month period
  - Build and X-Builds allow for many different vendors
- Initial cost estimates are lower for ACES vs. ODIN and monthly costs go down each year over the life of the contract
- HPES will provide Data At Rest (DAR) encryption solution allowing NASA to be compliant with Federal requirements
- Contract allows for HPES to provide service innovations that may allow for current email and other base services to be replaced*

* ***this is also a risk/concern***

Risks and Concerns

- Do not know what alternatives are available if pilot is less than successful
- All ODIN hardware will be replaced between mid-August and October 31, 2011 - over 2000 devices for FPD
- Complex scheduling and coordination required
- HPES is planning to transition devices during the off-hours – this may not work for all customers
- Actual costs of seats cannot be disclosed at this time - estimates indicate a costs savings, though ACES costs are difficult to map to ODIN costs due to the Base services
- ACES contract allows for HPES to provide service innovations that may allow for current email and other base services to be replaced
- Process/application for ordering ACES systems is not finalized

Risks and Concerns *(continued)*

- ACES seats will be delivered with Data at Rest (DAR) encryption software, McAfee Anti-malware software (vs. Symantec) and for Windows systems, Windows 7 (vs. Windows XP), - several changes at transition may be confusing for customers
- No Elevated Privileges will be the default
- Communicating to a large and diverse community is complicated
- Thin clients not well defined/understood at this time
- Uncertain how HPES will perform data protection and storage during the transition period
- Coordination with incumbent required
- GSCF CIO has recommended “one touch” transition per user – this approach may present undue risks
- Uncertain how ODIN will decommission and dispose of existing seats and data

ACTIONS

- Projects to provide 5% of current ODIN users for pilot tests by June 22 – I will send a spreadsheet with current customers and I need you to submit pilot user names and devices to transition
- If ODIN seat cannot be replaced during the August through October 2011 timeframe, submit a rationale and the specific seats to me by June 22 - only mission critical rationale will be accepted (eg., NPP launch)
- Submit any remaining questions to me – see current FAQ's in the back of this package
- Help me to help you - how can I best communicate to the Directorate on the ODIN to ACES transition? Suggestions welcome
- Attend as many HPES/ACES outreach events as possible, including booth at Goddard Day

Summary

- Huge undertaking in a short amount of time – this will be a busy summer with several ODIN to ACES actions required
- New contract, new vendor, new services, new systems, new terminology to learn
- ACES provides greater flexibility and is a better fit for FPD
- Transition will require massive coordination, patience, flexibility, cooperation and communications
- Keep those questions, concerns and recommendations coming
- Hold onto your hats!!!

FAQ

1. **When can we start buying ACEs new seats?**

   Soon. Pilot migrations will begin with 5% of systems. Pilot will work in Waves where wave one is the 5% containing a mix of all seat types. Each Step and process will be evaluated and Lessons Learned generated and then will go through an approval process, prior to moving to next Wave.

   Plan is to have all new hardware in place by October 12. ****action**** need to get names from FPD for pilot.

2. **Will Remote users have to come to a central location (Center) to transition to ACES?**

   Data will be backed up using virtual backup. Legacy system and data will be kept 30 days after transition per contract requirement. LAN transfer of data. Also the challenge of moving from XP to Windows 7. The goal is to have the ACEs seat look like the ODIN seat.

3. **What happens to the existing print queue services once ACES is live?**

   Plan is to transition at the remote sites. Full - time teleworker....will provide screen shot instructions to transfer files but if the individual is close enough to the Center, then they prefer that the customer come into the Center to deal with the file transfer.

4. **How far reaching will the communication be with the organizations? Local administrators that support non-ACES software need knowledge of user transition schedule. And How far reaching will the communication be with the organizations? Local administrators that support non-ACES software need knowledge of user transition schedule**

   ACES will have regular, routine, focused and interactive communications. There will be several opportunities, such as Town Halls, individual out reach to Directorates or groups....executive...technical...general outreach. Targeted outreach for executives all the way to general end user outreach...

5. **What happens to the existing print queue services once ACES is live?** HP will bring new HP devices to replace the XEROX devices.....will be part of the configuration. Have been working with individuals at the NSSC to ensure that NASA get best deal.

6. **When will HP migrate NCAD/NOMAD services to new solution?**

   NCAD and NOMAD approaching end of life. Current approach is to stabilize services and HP will present an innovative mail solution. May propose new clients and backend or may propose better build of existing service. First quarter of 2012, HP will bring solution forward. Looking at Zimbra, Open source. Once approved, will begin implementation within 90 days.

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FAQ (continued)

7. **Will ACCT seats need to be de-subscribed?**

   Will be coordinated so that when ACES email services are started ODIN services are de-subscribed.

8. **Will all of a customer's services transition at once or by category, e.g., if a customer has a laptop, blackberry/iPhone, and aircard, will they all transition to ACES at the same time? Or will the customer possibly have both ACES and ODIN services for some period, e.g., computer transitions now, Blackberry/iPhone and aircard transition later?**

   ODIN hardware will not be transitioned to ACES. HP will bring their own 2804/2805.N compliant service. Customer phone numbers will port their numbers. Decision matrix that determines user needs is being developed to help customer get the tools they need to do their job. We can have more than 1 desktop standard. We can have 10 or more that are tailored to the user community across the agency.

9. **ACES contractor will need to work an agreement to allow ACES techs access to the Microsoft license key server managed by ODIN. This will also be a concern the other way around if the agreement does convey to ACES in June. The ODIN techs will then need access to the Microsoft license key server to continue to support ODIN customers that have not yet transitioned to ACES until the end of the transition period. Will ACES start off with an ACES OU in active directory? It would help ensure a clean start in managing ACES computers.**

   HP will take over Microsoft AD and NOMAD licenses so there will be no disruption to the customer. HP is in negotiations with LMIT to ensure the transition is transparent to the end users. HP would like to go with an ACES OU but it did not seem to be well received.....do not know if the current configuration will allow HPES engineers are meeting with the NCAD teams to work through.

10. **Transactions in IPAM take some time and should be considered in the transition timeline for delivery and installation of an ACES computer. In addition to ACES techs' access to IPAM, consideration should also be made regarding ACES techs' access to local Goddard GSARS system. I believe use of GSARS is still in place.**

    Adrian says our internal team needs to address this issue.

11. **Will those currently DAR'd have their DAR hardware/software installed at the time of deployment?**

    DAR will be supported....day 1. Solution McAfee – Current Production version. Symantec solution being looked at for next solution, but not decided. HP Wants to use the "Best" Solution.

FAQ (continued)

12. **What are the details on the thin client MacOS X seats. Apple does not offer this commercially.**
    Future: Thin clients will use XenApp and XenDesk

13. **Will Verizon Wireless Air card be available as an ACES seat?**
    Verizon - final stages of proposing offering Verizon as a provider and also mifi services…

Your Turn

- Questions?
- *holly.wyrostek@nasa.gov*
- *angela.m.hess@nasa.gov*

- Concerns?
- Information I need to know to ensure your requirements are known and considered