



ODIN TO ACES TRANSITION UPDATE

August 8, 2011

Cecilia Allen Czarnecki

1

ODIN TO ACES TRANSITION

○ Agenda

- ACES Review/Overview
- ~~Pilot~~–“Early Adopter” Status
- ODIN to ACES Status and Concerns
- ACES seat ordering process for ‘General Deployment’
- Elevated Privileges
- Useful Web sites.....FAQ’s, etc.
- Question? And Conclusion

ACES TO ODIN TRANSITION - REVIEW

- ACES is the follow-on contract to ODIN, originally scheduled for full transition on November 1, 2011. ACES provides “Base” services as well “Seat” services.
- Base Services are provided to all NASA employees and contractors and include e-mail , calendaring services, active directory services, loaner pool management, print queue infrastructure management, security management, instant messaging services, and eventually two-factor user authentication token distribution. These cost are not included in the ACES seat cost.
- The S Seat (Standard) is a computing platform with bundled service levels that include ACES standard software suite, systems administration, hardware and software maintenance, data backup and restore services, 3-year tech refresh, 8-hour return to service. Paid as a monthly seat cost.
- The M Seat (Modifiable) is a computing platform that includes all the bundled services above and provides modifiable service level options (e.g., 2-hour return to service, larger monitor, lightweight laptop) to provide added flexibility. Paid as a monthly seat cost.

ACES TO ODIN TRANSITION - REVIEW

- The B Seat (Build) is intended to meet more diverse needs not addressed by "S" or "M" solutions. The hardware, services, and system administration services are purchased separately. It provides full vendor product lines at a fixed (30 percent) discount for Windows-Compatible, Apple, and Linux/UNIX workstations. The vendor families are: HP, Lenovo, Dell, and Apple. Can be paid in full or paid in equal installments over a 36 month period.
- The X-Build (X-B) is intended to meet needs above and below the current standards, such as test or lab units. This service is purchased from the ACES Product Catalog (APC) which includes all other product lines, and there is no technical refresh every three years. Can be paid in full or paid in equal installments over a 36 month period.
- The T Computing Seat (Thin Client) provides bundled computing platform solution with set service level options with a "thin client" appliance at the desktop coupled with the Managed Virtual Machine Service running on a remote server. The T seat price is by far the least expensive seat, excluding a bare-bones B seat.

ACES TO ODIN TRANSITION - REVIEW

- Cell Phone Seat provides an instrument with bundled cell phone services.
- Smartphone Seat provides an instrument (Blackberry, iPhone) with bundled services.
- Network Printer (PRN) Seat provides basic network printers at varying performance levels in B&W and color models.
- Multi-Functional Device (MFD) Seat replace the Xerox MFD's and provides combined network printer, fax, copier, and scanning capabilities in B&W and color models, as well as desktop and floor models. All consumables except paper included; bundled hardware, maintenance, support, 4-year refresh cycle, and basic feature set with 4-hour Return To Service.
- Virtual Team Service (VTS) Seat provides capability to conduct virtual team meetings including secure meetings. (HPES solution will initially continue the Cisco-based services (WebEx) but will eventually migrate to Microsoft Office Live Meeting in Year 3 utilizing the end-user NASA private cloud.
- Pager Seat provides instrument and customizable services for coverage (local, statewide, nationwide, 800 number), Return To Service (two business hours, eight business hours), and voicemail notification.

ODIN TO ACES TRANSITION – EARLY ADOPTER STATUS

- Only S seats and M seats available for early adopters.
- Early adopters should have received early adopter information email, phone call and calendar invite for customer requirement confirmation “interview”.
- Early adopter seats will be delivered beginning week of September 6th.
- HPES working with LMIT to ensure data are appropriately backed-up prior to transition.
- LMIT working on strategy for picking up ODIN seats once ACES seat is deployed.

ODIN TO ACES TRANSITION – STATUS AND CONCERNS

- Very little information has been provided concerning deployment strategies for cell phones, smart phones, pager, network printers and MFD's, and T seats.
- NASA/HPES is behind schedule on transition and the full transition by November 1st is not possible.
- Several ACES key players have been changed out due to family illness and to improve contract management.
- ACES ordering system is not available and GSFC will be ordering our general deployment seats through a spreadsheet process (more to follow).
- No new ACES customers until all ODIN customers have been transitioned.
- ACES seats will be transitioned in the off-hours – still not clear on how this will work.

ODIN TO ACES TRANSITION – GENERAL DEPLOYMENT PROCESS

- For all current ODIN customers, HP mapped their existing ODIN seats to a recommended corresponding ACES seat.
 - Developed ACES ordering spreadsheet for POC review and update (tons of data, most of it not very useful)
 - Assumed that all existing ODIN seats meet criteria for ACES **S** (Standard) or **M** (Modifiable) seats
- Need confirmation of POC names from each organization/project for those who will input order and approve ACES seats.
- Data due to Code 700 by August 18; in the Sharepoint by COB August 17.

ODIN TO ACES TRANSITION – GENERAL DEPLOYMENT PROCESS

- FPD (Jenn Poston) developed an ACES ordering Sharepoint using the HPES spreadsheet to make ordering easier – only the fields you need to review and (possibly) update are included.
- Demo of Sharepoint
- We will distribute Sharepoint site link to the by COB today with names provided on sheet being passed around.
- Your NASA credentials will get you access.
- Responses due by COB August 17.

ODIN TO ACES TRANSITION – ELEVATED PRIVILEGES

- What are Elevated Privileges (EP)? EP are the temporary or permanent assignment of additional rights or capabilities that allow the user to install, upgrade, change or patch software, including the computer's operating system (a.k.a., system administrator privileges.)
- NASA has stated that no NASA employee or contractor shall have EP on their NASA provided devices unless they have sufficient requirements for EP, have documented their justification, have taken the required EP training courses and have been authorized by the appropriate IT Security personnel. In FPD, that authorization comes through your local IT Security Civil Servant, and then through me.
- Computers with EP are involved in IT security incidents at a much higher rate than computers without EP. EP can be very dangerous! Many users don't know they have EP and many users don't really need EP with today's technologies.

ODIN TO ACES TRANSITION – ELEVATED PRIVILEGES

- Currently, FPD has over 430 ODIN customers with EP. Less than 100 have been authorized to have EP. NASA OCIO has instructed HPES that EP is to be provided only to those end users who have been properly trained , documented and authorized.
- ACES can provide temporary EP for individuals on travel or who need to install software or drivers not provides by ACES. The EP will automatically expire within a specified timeframe. Temporary EP will be approved by the local IT Security Civil Servant.
- It will be difficult to justify permanent EP, except for those individuals who are appointed systems administration or who need EP to run an application.
- EP action for you: on the Sharepoint ACES ordering site, indicate whether user requires EP ‘Y’. Work with your local IT Security Official and the end user to make the determination if EP will be requested. If unable to determine, select “unknown”.

ODIN TO ACES TRANSITION – ADDITIONAL INFORMATION AND USEFUL LINKS

- <http://fpd.gsfc.nasa.gov/docs/FPD-ACES-transition.pdf>
- http://insidenasa.nasa.gov/ocio/i3p/i3p_aces_faq.html
- ACES IT Matters scheduled for August 24th. Strongly recommend you attend.
- This presentation will be posted to :
<http://fpd.gsfc.nasa.gov/docs/FPD-ACES-transition.pdf> by COB today
- Goddard IT Expo, September 8, 2011, B8 Auditorium

ODIN TO ACES TRANSITION – QUESTIONS AND CONCLUSION

- Questions?

- CONCLUSION:
 - The ODIN to ACES transition is very complex and information continues to change regularly.
 - There will be several actions with quick turn-around times over the course of the next several months.
 - It's critical that we have the correct POC information.
 - I will send out meeting notes when transition meetings are held (usually every Tuesday.)
 - Please contact Holly Wyrostek, Angela Hess or me, with questions and concerns.
 - Thanks for your continued patience!!!

ACES TO ODIN TRANSITION – BACKGROUND INFO – S, M SEATS

- Windows Desktop Lenovo ThinkCentre M81
- Windows Laptop HP ProBook 6550b
- Windows Lightweight Laptop Lenovo ThinkPad T420
- Windows Workstation HP Z400 Class Workstation
- Windows Tablet HP Tablet

- Apple Desktop Apple iMac Desktop 27”
- Apple Laptop Apple MacBook Pro 15.4”
- Apple Lightweight Laptop Apple MacBook 13.3”
- Apple Workstation Mac Workstation