

HITSS Program, Digital Management, Inc

February 2017

**NASA Headquarters information technology SUPPORT services program handbook   
Version 2.0**

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**Revision History**

|  |  |  |
| --- | --- | --- |
| **Version** | **Date** | **Change** |
| Version 1.0 | June 2015 | Initial Version |
| Version 2.0 | December 2015 | Updated telework policy, HITSS time entry instructions, Leave Calendar Process |
| Version 3.0 | April 2016 | Update parking information, correction to DMI SharePoint Site, HITSS IT Support Ticket, and amend contact staff to add Bridget MacDonald. |
| Version 4.0 | September 2016 | Update to include NASA badge loss policy |
| Version 5.0 | February 2017 | Remove Bridget MacDonald |

## A message from the Program Manager - HITSS Guiding Principles

Welcome to the NASA HITSS Program.

We are proud that you have joined us to serve NASA’s Information Technology and Communications Division (ITCD) through the NASA Headquarters Information Technology Support Services (HITSS) program. We are committed to a high performance standard built on teamwork, communication, strong skills, and excellent service.

We are excited to have you as part of the team and are glad to add your strengths and capabilities to our program.

The mission of the HITSS program staff is to deliver high quality, forward thinking solutions that exceed the expectations of our NASA partners and facilitate them in meeting their strategic goals. With this in mind we have developed some principles, listed below, to guide our everyday work and actions as individuals supporting HITSS.

* We will either succeed or fail as a team.  As closely integrated as many of our tasks are, we cannot operate in stovepipes, we must work together and help each other succeed.  If one subteam fails then we all fail.
* Have pride in ownership and deliver the highest quality in everything we do.
* It’s ok to push back on the customer and even say no to them, however there’s a “right” way to do this.  We never want to flat out say no, instead we should offer alternative solutions/approaches and point out potential challenges/obstacles that the customer may have overlooked.  Put your consultant hat on and communicate accordingly.
* We are the consultants and therefore we should be making recommendations to the customer, especially around technology and best practices, that help drive the customer’s business.  All too often we are sitting back and taking direction from the customer instead of being out front and leading them.  Yes, they have the final decision, but we should be making recommendations and providing them with information or performing tasks that help them make those decisions.  This is something I have spoken with ITCD about and they do share this expectation.
* We need to perform tasks and build processes for logical reasons, saying “Because that’s the way we’ve always done it” is no longer an acceptable answer.  Times change, technology changes, and strategic plans change and we need to ensure the way we do business aligns with the current state of affairs as well as best positions us for the future.
* Respect each other.  Treat others and speak to others the way you would like to be treated/spoken to.  This is the “Golden Rule” your parents always told you about.
* Follow processes and suggest improvements. We should NOT be following undocumented processes that only reside in someone’s head.
* Don’t be afraid to ask “why”.  It’s important we all understand why we do things certain ways, that way we can collectively identify potential improvements.  We need to also understand that there comes a time when we need to stop asking “why” and get the work done.
* Identify risks early and communicate them, risks are not a bad thing and it’s everyone’s responsibility on the team to help identify them.
* Follow proper communication channels and work through your direct manager.
* Work with your manager to identify a backup, everyone should have one so that if you win the lottery tomorrow and decide to stop coming to work the program can keep moving, and share your knowledge with your backup.  Holding information to yourself not only hurts the team, but it makes it difficult for you to grow by taking on new tasks/responsibilities.
* Don’t get defensive or frustrated if someone doesn’t take your suggestion, and don’t stop offering suggestions.  Rarely is one person’s recommendation implemented in its entirety.  Recommendations are often tweaked many times, sometimes by many people, to produce the best end result.  No one person was responsible for recommendations that led to the space shuttle.
* Challenge yourself.  Seek training either through Skillsoft or other means to continue to expand your knowledge and skills.  In the IT field skills can become outdated very quickly.
* Get to know each other.  Yes, it’s true that we often spend more time with our coworkers than our families so get to know one another maybe you’ll find that someone you work with shares a common interest with you or has a really cool hobby.
* We are here to deliver services to a customer and along with that comes deadlines.  It’s imperative that all of us take deadlines seriously and meet them.  Remember your missed deadline can impact another teammate’s deadline and make us look bad in the eyes of the customer.  Additionally, if you identify you may miss a deadline you should communicate it as early as possible, and potentially document it as a risk
* Have a sense of urgency.  We need to get our work done as quickly as possible while still maintaining high quality.  Since joining the team I have found many of our LOEs to be very high.  We need to be creative in our solutions and don’t get so focused on one approach that we close our eyes to other possibilities.
* Everyone should demonstrate a work ethic focused on quality and don’t just look for the easy way out.
* Many of us feel like we have too much on our plates, therefore it’s imperative that we understand and/or set priorities for our work.  If you find yourself unsure of what your priorities are you should ask your manager for guidance.
* While we should certainly try to avoid mistakes, we are all human and mistakes sometimes happen.  However, we must communicate that mistake to others, ensure we all learn from it and improve so that we do not make the same mistake twice.
* Strive to be proactive rather than reactive in everything we do.  Understand the needs, requirements, and mission of the customer well enough that we can anticipate the request before they come in, or better yet make suggestions to the customer before they ask.  We must be proactive, not reactive.
* Have a plan.  Like the old saying goes “Those that fail to plan, plan to fail”.  We must have a plan for our work and communicate it so that we can coordinate amongst others on the team and appropriately manage dependencies.
* Know when something should be escalated and then do so.  Don’t set your manager up to get caught in a meeting and the customer ask them a question about something they have no clue about.  That makes us all look bad.
* Be prepared before going into meetings.  This includes anticipating questions that may be asked by the customer or other members of the team and having your response ready.  Of course if you do not know the answer to a question DO NOT try to wing it, don’t be afraid to say “let me get back to you”, of course you then MUST get back to the individual that asked the question in a timely manner.
* Don’t throw your teammates under the bus, work together to resolve issues and ensure they don’t continue to occur.
* Maintain open lines of professional communication.  We tend to rely on a lot of email for our communication, but a good general rule is if you can’t get your message across in 3 emails or less pick up the phone or go talk to the person, but be mindful of “drive bys” on the customer.  You can always follow up the conversation with a summary email to ensure everyone has the same understanding.
* Look for ways to accomplish tasks and resolve issues rather than reasons something can't be done.

## HITSS Locations & POCs

Locations:

**DMI VA Avenue Office**

400 Virginia Ave, SW

Suite 200

Washington, DC 20024

*Metro: L’Enfant Plaza or Federal Center*

*Parking: meter (2 hr max) or garage (Standard Parking, 400 VA Ave SW)*

**DMI Crystal City Office**

2451 Crystal Drive, 11th Floor

Arlington, VA 20001

571.385.4038

*Metro: Crystal City*

*Parking: meter (2 hr max) or garage (Parking Management Inc, 2345 Crystal Drive)*

**NASA HQ**

300 E Street, SW

Washington, DC 20546

*Metro: Federal Center*

*Parking: meter (2 hr max) or garage (Capitol View, 425 3rd St SW)*

Primary Points of Contact:

**Greg Summer, *Program Manager* (VA Ave)**

[Gregory.S.Summer@nasa.gov](mailto:Gregory.S.Summer@nasa.gov), 202.350.2118

**Melissa Forrest, *Deputy Program Manager* (VA Ave)**

[Melissa.Forrest@nasa.gov](mailto:Melissa.Forrest@nasa.gov), 202.350.2149

**Keshea Key, *Program Administrator* (VA Ave)**

[Keshea.l.Key@nasa.gov](mailto:Keshea.l.Key@nasa.gov), 202.350.2131

## Parking: VA Ave & NASA HQ

**NASA HQ Garage** = $12 daily or $262 monthly (A NASA badge is required in order to park under the NASA building). Applications for the monthly parking pass are accepted at the Garage Office (P1 in NASA HQ).

**Colonial Parking in Residence Inn** (directly across the street from NASA HQ) = Early Bird daily $13 or $250 monthly

Address:

425 3rd St SW

Washington, DC 20472

Hours of Operation

Mon-Fri, 5am-7pm

Attendant Hours: 7 AM-7 PM

Covered Parking, Credit Cards Accepted

Max Height 6 ft. 6 in.

Colonial Preferred Parker Cards Accepted

Credit Cards Accepted For Daily Parking

**Standard Parking in 400 Virginia Ave** = $18 daily; $258/month (Mon-Fri), $271/month (24 hour access)

Address:

400 Virginia Ave SW

Washington, DC 20024

Entrance:

400 Virginia Ave SW

Washington DC 20024

Phone: (703) 412-9400

Hours of Operation:

Weekdays: 7:00 AM to 7:00 PM | Weekends: Closed

Covered Parking, Credit Cards Accepted

Service Type

Self-Park (Unattended)

Oversize/SUV fee

Vehicle Types:

Automobile, Motorcycle, Oversized Vehicle, Pickup Truck, SUV

**MarcParc at 501 School Street** = $15 daily or $265 monthly

Address:

501 School Street SW

Washington, DC

Phone: (202) 554-9709

Hours of Operation:

Mon-Fri: 6:00 AM - 6:00 PM, Sat: Closed, Sun: Closed

Accepts All Major Credit Cards & Cash

Monthly, Daily, & Hourly Available

**Standard Parking in Patriots Plaza I & II** = Early Bird daily $13; $262.86 monthly. Daily parking cash only.

Address:

395 E. Street SW

Washington, DC 20546

Entrance:

395 E. Street SW

Washington, DC 20546

Phone: (202) 682-1450

Hours of Operation:

Weekdays: 6:00 AM to 7:00 PM | Weekends: Closed

Covered Parking

Monthly Payments Accepted (American Express, Discover Card, MasterCard, Visa)

Self-Park (Unattended)

Vehicle Types - Automobile, Motorcycle, Pickup Truck, SUV

## Parking: Crystal City

**Parking Management, Inc**

Address:

2345 Crystal Drive (connects to 2451)

Arlington, VA 20001

Phone: 571.385.4038

Hours of Operation:

Monday-Friday 6 AM – 12 PM

$12/day, $175/Month

**Colonial Parking**

Address:

2450 Crystal Drive

Arlington, VA 20001

Phone: 202.295.8100

Entrances:

S CLARK ST & CRYSTAL DRIVE

Hours of Operation:

Mon-Thurs 6:30 AM - 1:00 PM

Friday 6:30 AM - 3:00 AM

Early Bird (in by 10am): $10/day

## L’Enfant Area Guide:

**Dining:**

The Grand Deli Café has 2 locations that serves NASA Headquarters visitors and employees. The first location is conveniently located in the East lobby of NASA HQ it offers breakfast in the morning and a sandwich shop for lunch. You may place your order ahead of time by calling 202-554-8826. The second location is located in the East lobby near the exit doors it has an International hot and cold buffet daily.

**Other Dining options in the area:**

* Subway – 525 School Street SW (West of the 400 Virginia Ave building)
* The Atrium Café – 400 Virginia Ave first floor on the School Street side of the building
* Vie de France – Inside the FAA building at 600 Maryland Ave
* McDonald’s 400 C Street SW
* Casey’s Coffee – Deli serving salads, sandwiches, etc. 365 E Street SW across from NASA HQ
* Pizza Autentica – Across from NASA HQ next to the Residence Inn hotel at 425 3rd St SW
* Café Phillips – On the corner of 3rd and E Streets across from NASA HQ at 425 3rd St SW
* Potbelly – On 3rd Street SW next to Federal Center SW Metro Station
* Café 59 – On the corner of 3rd Street SW before the Federal Center SW Metro Station
* Station 4, Z-Burger, and Masala Art – Proceed South on 4th street to the shopping center at 1100 4th Street SW.
* L’Enfant Plaza Food Court – 429 L’Enfant Plaza SW (Potbelly, Roti, Brown Bag, Panda Express, California Tortilla, Au Bon Pain, CVS, and more)

There are usually food trucks parked across the street from the NASA HQ building starting at around 11:00 AM weekdays. For information on which trucks will be there, visit <http://foodtruckfiesta.com/dc-food-truck-list/>

**Convenience Stores and Services:**

In the NASA HQ building there is a convenience store located in the East lobby next to the guard’s station the hours of operation are Monday through Friday 6:30 AM to 4:30 PM

**CVS 500 C Street SW:**

Dry cleaner’s service is located at NASA Headquarters in the East section of the building. It provides same day service, dry cleaning and shirt laundry service and alterations and repairs. The hours of operation are Monday through Friday 7 am to 6 pm and Saturday’s from 9:30 AM to 3 PM.

**NASA Federal Credit Union:**

The NASA Federal Credit Union is located in the West lobby. The hours of operation are Monday through Friday 8 AM to 3:30 PM. This is a full-service bank with an ATM available.

**NASA Exchange Store:**

The NASA Exchange store is located in the West lobby at Headquarters. It is open from 7:30 AM to 4:00 PM Monday through Thursday, 8:30 to 1:00 and 2:00 to 4:00 on Fridays.

## Inclement Weather Guidance for the HITSS Contract:

The HITSS program follows Office of Personnel Management guidance in terms of office closure for people who work at government sites. Staff should not report to NASA offices if they will be closed, unless you are emergency personnel. **Go to:** [**http://www.opm.gov/status/**](https://bl2prd0612.outlook.com/owa/redir.aspx?C=k_j9bgmwHUGLG2StTwUKvc5tJ8HGx88IDje8vU4zGP5aMFaCDVpG6w-keDfjFKvZ0fSTXoaYVFY.&URL=http%3a%2f%2fwww.opm.gov%2fstatus%2f) **for details.**

For our DMI sites in Crystal City and Virginia Ave offices we follow the DMI policy below, the time will generally need to be made up if one cannot report to work, however, unscheduled telework is approved if the government declares liberal leave, though the communication policy associated with telework still applies.

DMI policy, which applies to the subs as well, is as follows:

If there is a possibility of snow accumulation in the DC/North VA corridor tomorrow. Please carefully review DMI’s inclement weather policy and office closings from the employee handbook.

**2.39.1 Inclement Weather/Office Closings**

It is DMI policy that offices be open during normal working hours in order to provide the service our clients require and expect from us. DMI’s CEO has sole discretion in determining if the office is to be closed in the event of inclement weather or other emergency.

**2.39.2 Policy**

When the office you are working at – whether that is a DMI office or a customer’s office – is closed for reasons other than a DMI-observed paid holiday, you will be responsible for accounting for the time during the office closure that you would normally have worked, as detailed in the sections that follow.

**2.39.3 Inclement Weather Safety**

During inclement weather, employees are expected to make their best efforts to report to work. If you are unable to travel to work due to unsafe road conditions, your options are:

1. Make up the lost time during the pay period, as per DMI's Flextime policy described herein Section 2.38.

2. With permission from your DMI manager, work from home

3. Charge the lost time to your allotted PTO benefit.

**2.39.4 DMI Official Office Closure/Delay/Early Closure**

Whenever possible, DMI will keep all facilities open at all times. Our business is to provide service, and when we are not providing service to our customers we are failing to meet our commitments, so we take very seriously the need to remain open and operating at all times. However, DMI reserves the right to make the decision to close, open late, or close an office location early under the following conditions:

**›** A government-issued mandate declaring highways and roads closed;

**›** Severe inclement weather;

**›** Long-term power failure; or

**›** Catastrophe

DMI executive management will make an effort to notify all affected employees in the event of an office closure. When in doubt, contact your DMI manager as to the status of the office location where you work.

If the DMI office where you work is formally closed due to unforeseen circumstances (as listed above), you have the following options:

1. Come to another DMI office that is open and work there. However, your personal safety comes first, so please consider the guidance under the sections for Safety and Health and Inclement Weather Safety before making any decision to travel;

2. Make up the lost time during the pay period, as per DMI's Flextime policy

3. With permission from your DMI manager, work from home; or

4. Charge the time to your allotted PTO benefit.

Unless otherwise instructed by DMI executive management, you should not charge hours lost during office closures to “overhead.” DMI executive management may, at its sole discretion, amend this policy on a situational basis.

**2.39.5 Customer Site Unforeseen Office Closure/Delay/Early Closure**

If you are working at a customer site and the customer office closes due to unforeseen circumstances (e.g., inclement weather) but DMI’s local offices remain open, you have the following options:

1. Make up the lost time during the pay period, as per DMI's Flextime policy described herein in Section 3.7;

2. With permission from your DMI manager, work from home; or

3. Charge the lost time to your allotted PTO benefit.

Unless otherwise instructed by DMI executive management, you should not charge hours lost during office closures to “overhead.” DMI executive management may, at its sole discretion, amend this policy on a situational basis.

## DMI Timesheet Requirements:

All employees of government contractors must complete their time sheets in accordance with the FAR (Federal Accounting Regulations). Specific rules must be followed to keep the company compliant with DCAA (Defense Contract Audit Agency) regulations. Failure on the employees’ part to comply with such rules can cause the company to receive penalties and/or lose government contracts. Submitted time sheets become quality records and legal documents of the company. Information generated from timesheets is also used for payroll, billing, project planning, cost accounting, and pricing purposes.

* Following are the requirements for completing DMI timesheets:
* Each employee is required to complete and sign his or her own time sheet.
* Each employee must log actual time worked on a daily basis. Time should be entered at the end of each business/work day or by 10:00 am the following morning. Time sheets must be kept up-to-date.
* Time cannot be entered in advance with the exception of vacation, holidays, bereavement time, or other time not worked.
* Time is to be logged to each specific task on which an employee spent time. Please contact your supervisor or Human Resources if you require assistance with charge numbers.
* Time must be logged for all hours worked for both exempt and non-exempt employees.
* All time sheets must be submitted to the employee’s supervisor for signature.
* Each time sheet must have two signatures - the employee’s and the supervisor’s.
* Supervisors are responsible for verifying time charged to each project before approving.
* Only the employee and timesheet administrators can make changes to his/her time sheet.
* An error on submitted time must be corrected as soon as discovered.
* A time sheet that has been changed in any way must be approved again by the supervisor or timesheet administrator initialing the change.

**DCAA FLOOR CHECK**

DCAA has set a new goal of trying to floor check government contractors and subcontractors on a yearly basis. A floor check involves DCAA auditors arriving unannounced at both corporate and client locations for the purpose of interviewing employees and reviewing their current time sheet to determine if the employee is properly trained on time sheet procedures and is following the procedures on a daily basis.

If you are chosen to be a participant in the floor check, the DCAA auditor will show you identification and will be accompanied by a DMI employee. You will be asked to show your current time sheet to the auditor. It can be either a paper copy or pulled up on your pc.

## HITSS Timesheet Requirements:

Please follow the guidance listed below when entering notes on your timesheet. If you are classified as Distributed Direct, you are not required to enter notes.

If you are charging your normal Task Orders or Core charge lines, you should start with the number of hours worked on the task, then provide the description of work performed.  See the example below (Exclude Table):

|  |  |
| --- | --- |
| **Core and Task Order Charges** | |
| **# hours** | **Description of work performed** |
| **1** | **Developing a charge line process for HITSS Staff** |

When you have been assigned to work on a SR and you’re awaiting the charge line to be assigned.  Continue to record your hours on your timecard, but add the SR# before the description of work performed. See the example below (Exclude Table):

|  |  |  |
| --- | --- | --- |
| **Waiting for SR charge line to be opened and you are charging to your normal charge line** | | |
| **# hours** | **WR#** | **Description of work performed** |
| **2** | **WR -227699** | **Performed testing of Agile software** |

**Pre Time Card Submittal**

Once the SR charge line is opened, remove the hours from your normal charge line and place them under the SR charge number with the notes.

**Post Time Card Submittal**

Once the SR charge line is opened, remove the hours from your normal charge line (reversing the line) and place them under the SR charge number with the notes.  Re-sign the timecard and notify your time card manager of the change, because the timecard must be re-approved.

BusOps will notify our Subcontractor Site Managers of any new charge lines for their staff, so that they can set up charge lines in their Deltek system.

Hours and notes should be entered in your timecard daily.

If you have any questions, please reach out to BusOps.

## HITSS Telework Policy:

Employees are required to have signed telework agreements approved by their supervisor before teleworking on an occasional or regular basis.

Telework guidelines and policies:

* 1. Employee agrees to communicate with his or her supervisor at minimum, ***twice per day.*** Employee understands that failure to communicate with his or her supervisor in accordance with this agreement may result in termination from the telecommuting program.
  2. Employee will complete all assigned work according to work procedures mutually agreed upon by the employee and his/her supervisor, and according to guidelines and expectations stated in the employee’s performance plan.
  3. The employee will send an email to his/her supervisor each morning, before starting work, with the following information
     1. Start Time, Lunch Time
     2. Location (home)
     3. List of tasks planned to be worked for the day with associated hours
  4. The employee will send an email when he/she is taking a lunch with the expected return to work time.
  5. The employee will send an email when he/she returns to a working status after lunch.
  6. The employee will send an email to his/her supervisor each evening, before ending work, with the following information:
     1. End Time
     2. Total Hours Worked
     3. Actual hours for each task
     4. Acknowledgement that their timesheet was updated for the day to include the task list with hours.
  7. The employee must be available by phone, email, and, Skype for both incoming and outgoing communications.
  8. Telework days should be noted on the HITSS Vacation and Telework calendar. For steps on updating this calendar please see Leave Process section below.
  9. Employees are not eligible for telework until they have been employed for 90 days.

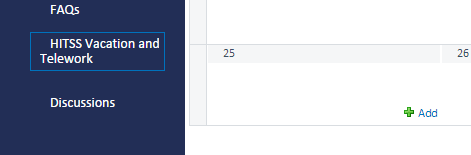
## HITSS Leave Process:

Leave requests must be submitted and approved through the Deltek time keeping system. Once the leave request has been approved please add your approved leave to the NASA SharePoint calendar and ensure your Out of Office automatic response is activated through Outlook for the time of your leave and that your backup is defined in your out of office message. ***DMI employees should refer to the*** [***DMI Employee Handbook***](https://portal.adp.com/static/clients/content/DMI%20Employee%20Handbook%202015.pdf?1444943078748) ***for specific use of PTO and leave guidelines.***

**How to Update Calendar:**

Personnel will add work and non work status to calendar upon approval. If they do not have access, the managers should please send Lisa Smith, Dawayne Pretlor, and Kathleen O’connor an email.

<https://hqsp.gsfc.nasa.gov/applications/hitsscd/Lists/HITSS%20Vacation%20and%20Telework/calendar.aspx>



**Entering Vacation or Sick leave**

**Title:**

1. Enter “v” for vacation or unscheduled leave or lowp
2. Followed by a space
3. Enter a hyphen
4. Followed by another space
5. Enter first initial and last name (no space)

**Location:**

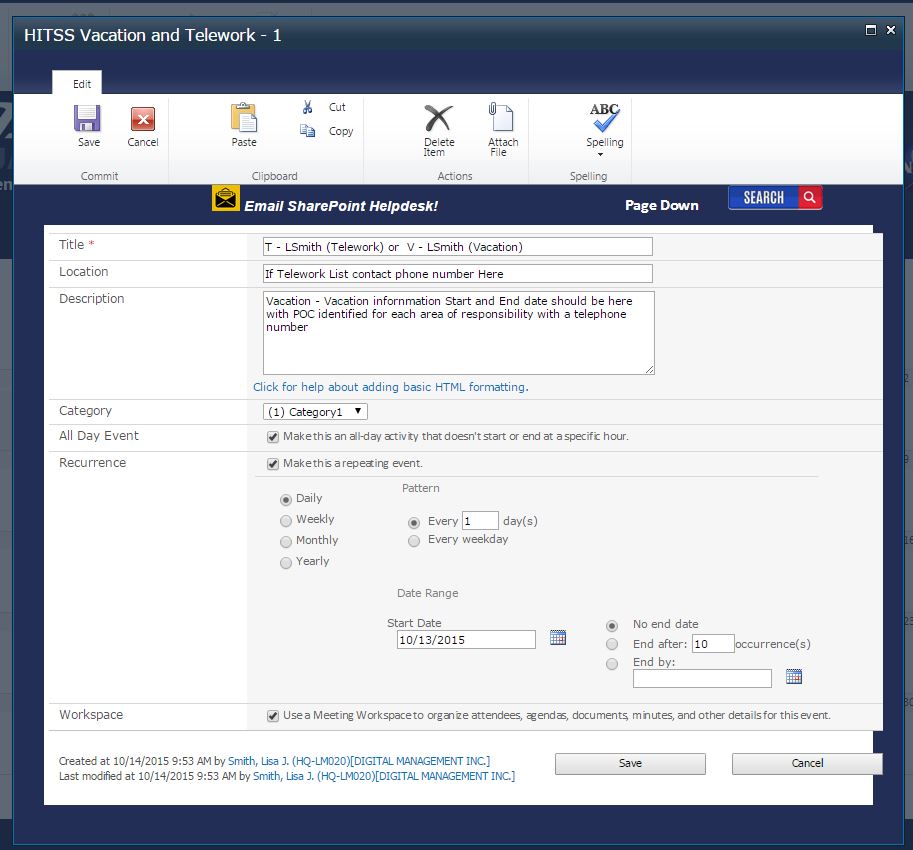
1. Enter start and end date

**Description:**

1. Enter poc name and contact information
2. Enter supervisor name and contact information

**Other details:**

1. Enter recurrence if more than one day
2. Select all day event
3. Save



**Entering Telework**

**Title:**

1. Enter “t” for telework
2. Followed by a space
3. Enter a hyphen
4. Followed by another space
5. Enter first initial and last name (no space)

**Location:**

1. Enter contact number

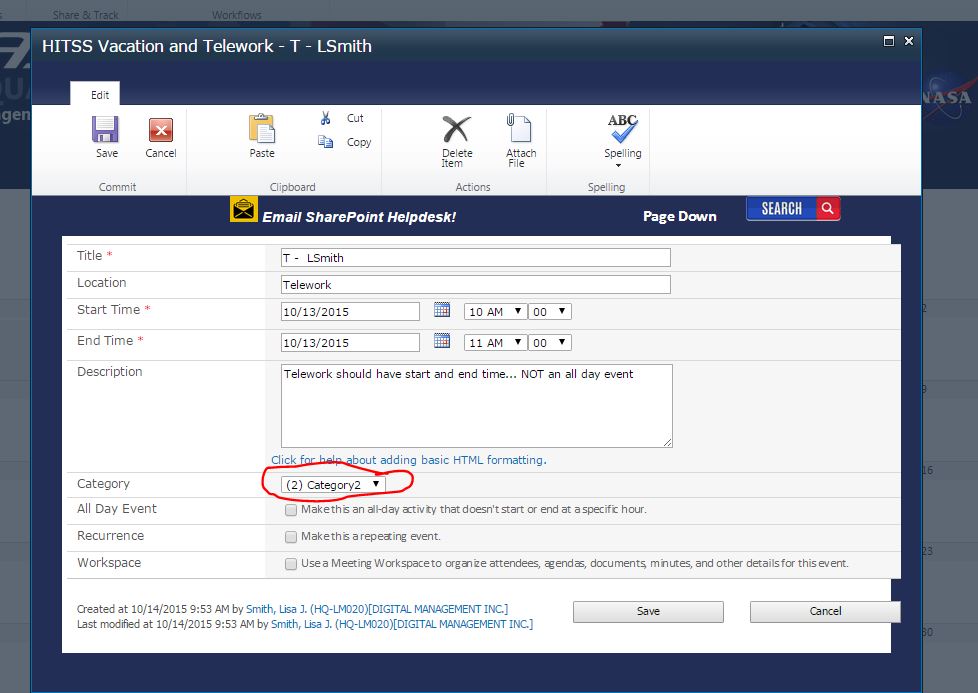
**Start & End time**

1. Enter start and end time of the work day

**Description: leave blank**

**Other details:**

1. enter recurrence if more than one day
   1. if for a scheduled telework day and the work day and time are the same
2. select category 2
3. save



# Reporting Lost/Misplaced NASA Badges and NASA Office Keys

Badges and office keys are personnel security assets, therefore, if someone’s badge or office keys are lost, misplaced, damaged, or stolen, the incident must be reported to NASA Personnel Security.

The investigator who handles these incidents is Vaughn Simon, and he can be reached by phone at 202.358.0198 or by e-mail at [vaughn.q.simon@nasa.gov](mailto:vaughn.q.simon@nasa.gov).

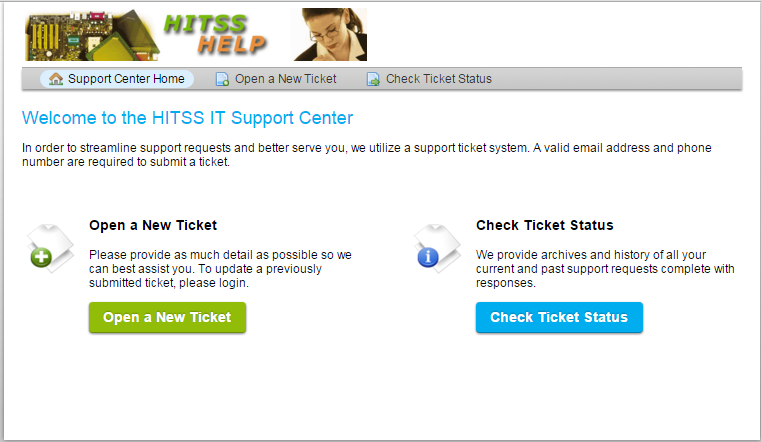
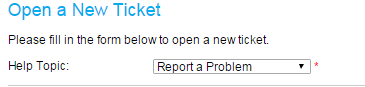
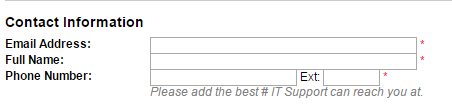
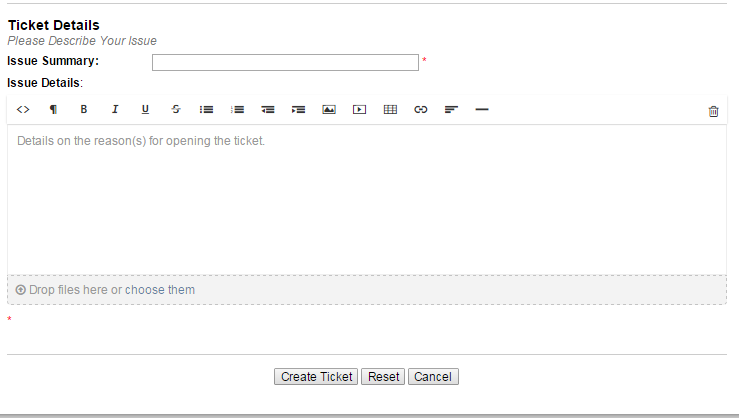
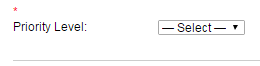
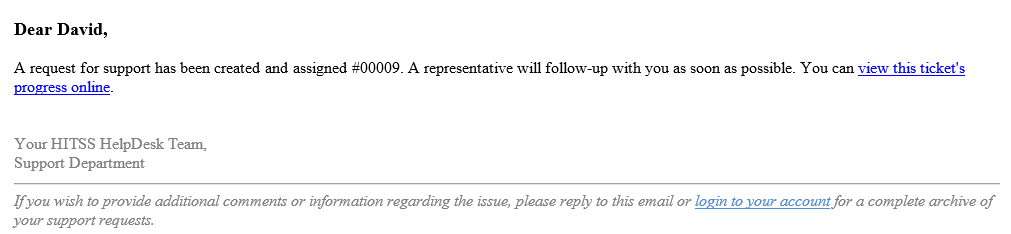
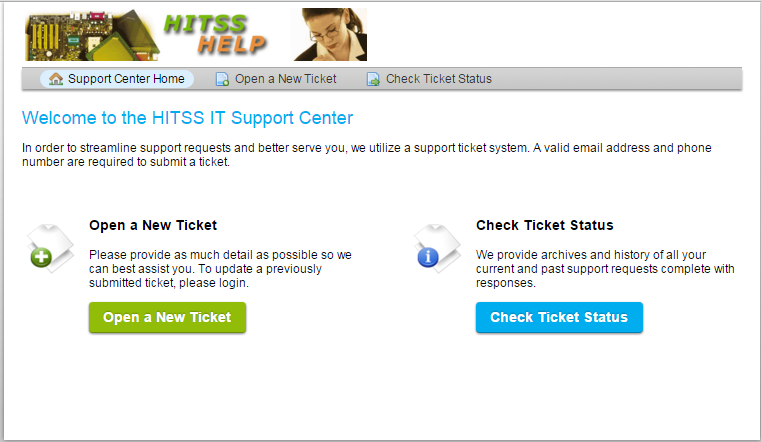
The individual whose badge is lost is required to go to the HQ Security office to meet with him to file a report. If a replacement badge or key is needed, the investigator will also assist the individual with how to request a replacement and being issued a local badge until the new PIV badge arrives.

Additionally in the case of a lost PIV badge, the individual will also need to contact the ESD to obtain a temporary PIV login waiver until they are issued a replacement badge.

In the case of office keys and depending upon the circumstances if they are stolen, the individual may be issued a completely different key and the locks may need to be changed as well as replacement keys issued to others who also have keys to the same office/room.

## HITSS IT Support Tickets:

HITSS Help Ticket System

1. Navigate to <http://hitsshelp.hitsshq.com/hitsshelp>
2. Click on “Open a New Ticket” 
3. Select a Topic either “Report a Problem” or “General Inquiry” 
4. Enter your NASA email, Name, and Phone number so that IT Support can reach you.
5. Select if you are currently remote or notC:\Users\dessick\Desktop\Remote.PNG
6. Then enter a Summary or title for your ticket and Describe the problem. You can also attach any screen shots you wish to the ticket at the bottom
7. Next you can select if the ticket is a High, Normal, or Low priority. The default is Normal. 
8. Hit “Create Ticket” to submit your ticket, “Reset” to clear the form, or “Cancel” to close the form and return to the main page.
9. Once you’ve submitted a ticket you will see a page confirming your submission and receive an email confirmation with your ticket number.
10. You can come back to the main page and click on “Check Ticket Status” to look into the status of your ticket. If a ticket has been closed in error please send an email to hitsshelp@hq.nasa.gov

## Reserving Conference Rooms and Scheduling Meetings with ITCD:

Rooms at 400 Virginia Ave should be reserved by sending a meeting invitation to the room that you would like to reserve. Room availability can be found by opening up the shared calendar in Outlook. The room names for 400 Virginia Ave are:

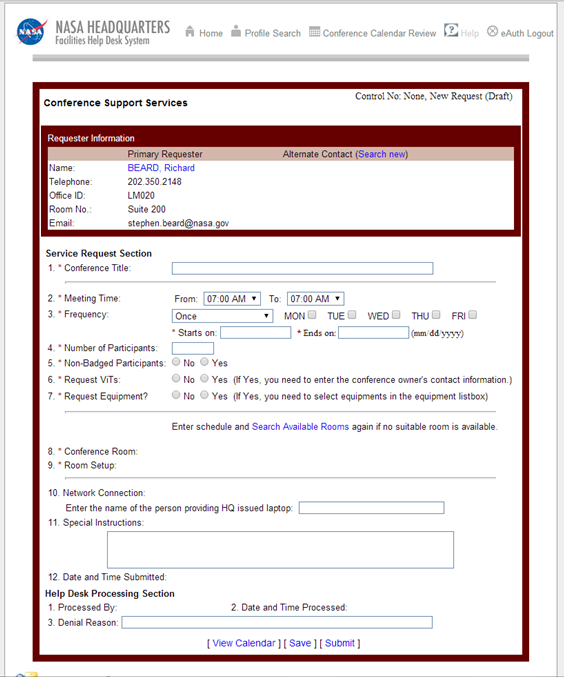
* HQ-CR-400-Conf-RM 234 – Large Conference Room – The Nationals
* HQ-CR-400-Med-Conf-RM 236 – Medium Conference Room – The Frederick Keys
* HQ-CR-400-Small-Conf-RM 214 – Small Conference Room – DC United

Scheduling a conference room at NASA HQ:

1. VPN into NASA HQ.
2. Website: <https://hqcss.hq.nasa.gov/index.cfm?do=module.option.my_request>
3. Use your Smartcard credentials to login.



1. Click on Create New to get to this page:



1. Fill out the form (numbers 1-7) and click Search Available Rooms.
2. Number 8 will give you a pop-up with available room options.
3. Click on a room.
4. Number 9 will give you a pop-up with room configuration options.
5. Click on an option.
6. Click Save at the bottom.
7. Click Submit at the bottom.
8. You’ll get an email about your submission being correct. Then another email when the room is assigned.

Scheduling meetings with ITCD

Per the customer’s requests meetings being scheduled that require ITCD should not be scheduled before 9:00 AM or after 4:00 PM, or between the hours of 12:00 PM – 1:00 PM.

## DMI Wi-Fi Info:

Guest Wi-Fi is the same at all DMI locations:

DMI Guest Wireless

Password: Welcom3T0DM!

## NASA HQ Wi-Fi Info:

NASA-HQ provides general internet access to “non-residential” users while at HQ. A user name and password will be needed to access this portal. To access Wi-Fi at NASA HQ you will need to ask for a guest wireless pass at the security desk in the West Lobby, in the first floor library, or from each organizations’ IT POC. You can also request a 14 day Wi-Fi pass, if you anticipate spending a large amount of time at HQ.

More information can be found on the Guest Network page, http://itcd.hq.nasa.gov/networking-guest.html.

The Guest Network offers both wired and wireless access and allows guest users to have basic Web, VPN and e-mail access. Printing to select printers inside the HQ building is permitted. It does not provide access to HQ internal resources such as Intranet applications and shared files. Login Instructions can be found at http://itcd.hq.nasa.gov/instructions.html

• Wireless access - available on all floors of the HQ building.

• Wired access - available in most conference rooms. (yellow network cable labeled HQ Guest)

## Password Reset Info:

|  |  |  |
| --- | --- | --- |
| **System/Application** | **Password Reset Info** | **POC** |
| DMI Email | Email DMI POC for temporary reset. Then visit the [DMI IT Self Service Portal](https://itselfportal.dminc.com/showLogin.cc). | ITSupport@dminc.com |
| DMI Laptop Log-in | Laptop will prompt you to change | hitsshelp@hq.nasa.gov |
| NASA Domain (NDC password) | https://ManageMyNDC.nasa.gov (must be on VPN) | Enterprise Service Desk  (202-358-4357) |
| NASA Launchpad (IdMAX or Profile) | From Launchpad home | Enterprise Service Desk  (202-358-4357) |
| DAR Password | PGP Desktop | Enterprise Service Desk |
| Entrust PKI Password | Log into Entrust > Options > Change Password | Enterprise Service Desk (202-358-4357) |
| NASA PIV SmartCard Pin | Must be changed by NASA security | Enterprise Service Desk  (202-358-4357) |

## Links to add to Favorites:

Deltek Timesheet:

<https://timesheets.dminc.com/DeltekTC/welcome.msv>

Payroll and Timesheet Questions:

[payroll@dminc.com](mailto:payroll@dminc.com)

DMI IT Portal:

<https://itselfportal.dminc.com/showLogin.cc>

Reset DMI password.

DMI Webmail:

<https://webmail.dminc.com/owa/auth/logon.aspx?replaceCurrent=1&url=https%3a%2f%2fwebmail.dminc.com%2fowa%2f>

DMI Connect:

<http://connect.dmiinc.com>

NASA Webmail:

<https://mail01.ndc.nasa.gov/owa/auth/logon.aspx?replaceCurrent=1&url=https%3a%2f%2fmail01.ndc.nasa.gov%2fowa%2f>

HITSS Help Ticket:

<http://hitsshelp.hitsshq.com/hitsshelp>

All IT Support issues should be placed through this system.

SATERN:   
<https://saterninfo.nasa.gov/>

NASA Training & Resources Portal

SkillPort:

<https://dmi-learning.skillport.com/skillportfe/login.action>

DMI Training & Resources Portal

NAMS – NASA Access Management System  
<https://nams.nasa.gov/>

Manage & request access to NASA systems. Must be on VPN.

IWMS

<https://iwms.hq.nasa.gov/iwms_main.cfm>

Must be on VPN.

WRIS

<https://wris.hq.nasa.gov/>

Must be on VPN

Rational Change Request Portal (RAM)

<https://hqjazzccm01.ndc.nasa.gov:9443/ccm/web/projects/Change%20Request#action=com.ibm.team.dashboard.viewDashboard&tab=_2>   
Must be on VPN. Use this for Tagup and CCB.

HQCSS Headquarters Conference Scheduling System

<https://hqcss.hq.nasa.gov/index.cfm?Do=module.option.my_request>

Must be on VPN. Log in with NDC credentials. Use this to book conference rooms at HQ.

DMI/HITSS SharePoint:

<https://dmiportal.dminc.com/civ/nasa/hitssmis/SitePages/Home.aspx>

Log in with DMI email/password. See Grace Harwood for assistance with this site.

DMI SharePoint

https://corpweb.dminc.com/sites/QCoE/Templates/Forms/AllItems.aspx

Goddard SharePoint:

<https://hqsp.gsfc.nasa.gov/applications/hitsscd/HITSS%20Deliverables/Forms/AllItems.aspx>

Must be on VPN. Log in with NDC credentials.

HITSS Daily Tagup SharePoint:

<https://hqsp.gsfc.nasa.gov/applications/tagup/Pages/TagupDash.aspx>

## Key Systems Guide:

**IWMS – ITCD Work Management System**

IWMS is a Web-based application that provides automated support, allowing users at the National Aeronautics and Space Administration (NASA) Headquarters (HQ) to create, track, and manage IT SRs.

* **Website:** [**https://iwms.hq.nasa.gov/iwms\_main.cfm**](https://iwms.hq.nasa.gov/iwms_main.cfm)
* **Access:** Access to the system can be requested through NAMS
  + **Go to: (**[**https://nams.nasa.gov**](https://nams.nasa.gov)**)**
* [**IWMS User Guide**](https://iwms.hq.nasa.gov/help/IWMShelp_5_0.pdf)

**WRIS – Work Request Intake System**

WRIS is Web-based application created to support the Information Technology and Communications Division customers and NASA Headquarters

* Website: [**https://wris.hq.nasa.gov**](https://wris.hq.nasa.gov)
* **Access:** Access to the system can be requested through NAMS
  + **Go to: (**[**https://nams.nasa.gov**](https://nams.nasa.gov)**)**

**SharePoint – DMI HITSS Contract**

* **Website:** **https://dmiportal.dminc.com/civ/nasa/hitssmis/SitePages/Home.aspx**
* **Access:** System access requests should be emailed to Grace Harwood at [**Grace.d.Harwood@nasa.gov**](mailto:Grace.d.Harwood@nasa.gov)

**RAM – Rational Asset Manager**

* **Website:https://hqjazzccm01.ndc.nasa.gov:9443/ccm/web/projects/Change%20Request#action=com.ibm.team.dashboard.viewDashboard&tab=\_2**
* **Access:** System access can be requested through NAMS
  + **Go to: (**[**https://nams.nasa.gov**](https://nams.nasa.gov)**)**

**NASA Teleconferencing/Conference Call Line Request**

* **Website:** [**https://cso.nasa.gov/content/vots**](https://cso.nasa.gov/content/vots)
* **Access:** Requests for conference call accounts should be made through the NAMS system
  + **Go to: (**[**https://nams.nasa.gov**](https://nams.nasa.gov)**)**

**Skype for Business Host Account**

Skype for Business is the Agency solution for Instant Messaging (IM) and Web Conferencing. With IM, presence, and meeting capabilities in one client, you can choose and switch between different forms of communication, making it easy to connect and collaborate with colleagues both inside and outside NASA. Employees are required to be signed into Skype and accessible via Skype during business hours.

* **Website:** <https://cso.nasa.gov/content/vots>
* **Skype Host Account requests should be made through the ESRS system** <https://esd.nasa.gov> **(**Enterprise Service Request System).

## Special Issues for New Employees – Launchpad, SATERN, NASA Login and NDC password:

New employees will receive their NASA login (Agency User ID) and a temporary NDC password (the password can be used for 24 hours).

**Launchpad:**

To log-in to IdMAX and view its functions, users need to know their Agency User ID, a user ID no more than eight characters in length, which is the user ID for many NASA IT applications which will become their desktop log-in ID. An Agency User ID is unique across the entire Agency (no one else will have the same ID). Normally it consists of the first letter of the first name and then the seven letters of the last name. If there is already an existing NASA employee with the same first combination, the ID may contain a seven letters and a number at the end.

The Agency User ID is part of the "NASA User Profile," basically, the user profile for a growing number of NASA IT applications. The NASA User Profile also includes a Launchpad password and a completed set of security questions.

First-time users should click "First Time Users Click Here" on the IdMAX log-in screen

New Employees who haven’t yet logged into Launchpad at another location should do so at the New User Screen and answer the security questions. They should enter their Agency AUID if they know it; if not they can complete personal information to retrieve it.

They should also retrieve the temporary password from either their personal email or from webmail and change the password if they haven’t already.

Users can change their temporary password to a regular NDC password from outlook webmail under options – change password

From a NASA-issued PC they can click Control Alt Delete – choose option to change password.

Below are the naming conventions for NDC passwords:

1. Must be a minimum of 12 characters
2. Must meet three of the four categories of character types: uppercase letters, lowercase letters, numbers, and special characters (e.g. $ ! @ #)
3. Cannot contain any part of your name or Agency User ID
4. Must be different from your previous 24 passwords

They should also go to SATERN and activate their account in SATERN.

## HITSS Distribution Lists:

* [Hitss-400VaAve@hq.nasa.gov](mailto:Hitss-400VaAve@hq.nasa.gov) (all HITSS employees at VaAve)
* [Hitss2451@hq.nasa.gov](mailto:Hitss2451@hq.nasa.gov) (all HITSS employees at Crystal City)
* [Hitss-hq@hq.nasa.gov](mailto:Hitss-hq@hq.nasa.gov) (all HITSS employees at NASA HQ)
* [Hitss-offsite@hq.nasa.gov](mailto:Hitss-offsite@hq.nasa.gov) (all HITSS employees that work remotely)
* [Hitss-subs@hq.nasa.gov](mailto:Hitss-subs@hq.nasa.gov) (HITSS subcontractors)
* [Hitss-all@hq.nasa.gov](mailto:Hitss-all@hq.nasa.gov) (all HITSS employees)
* [Hitss-DMI@hq.nasa.gov](mailto:Hitss-DMI@hq.nasa.gov) (HITSS DMI employees)

## Updating Contact Information:

To update your contact information for your NASA and DMI identities, follow the following steps:

NASA:

1. Open and log-in to [IDMAX](http://itcd.hq.nasa.gov/idmax.html) (must be on VPN)
2. Click “self-service”
3. Select “modify email address”
4. Update relevant personal information

DMI:

1. Email updated information to [DMIGalUpdates@dminc.com](mailto:DMIGalUpdates@dminc.com) (ex: location/title/picture/contact information)

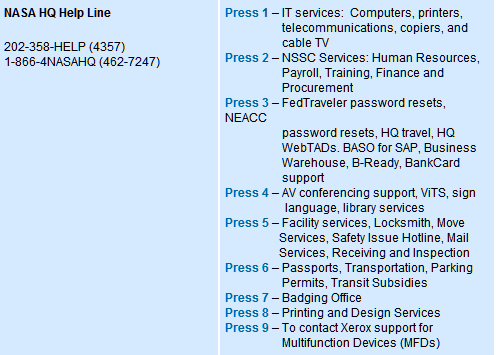
## HITSS IT Support:

* To request service or support go to <http://hitsshelp.hitsshq.com/hitsshelp/>
* If you are unable to get to the internet call HITSS IT Support or you can use Skype
* Updates are every Thursday at 6pm. Please try to leave your computer logged out and on the network at that time. There are restarts required.
* If your computer is suspected to be totally frozen do not press and hold the power button. Call HITSS IT Support for help. Using the press and hold method on your computer can damage your Hard Drive and loose information.
* We are able to help you remotely from any location. Do not worry if you can’t physically find one of us.
* Your “My Documents” folder is the safest location to save documents. We run backups on that folder only, daily.
* Should you change equipment (Screen, Computer, or cube) Please send the tag number in a ticket stating the move and why. We need this for our Inventory.
* Do not forget to hit Ctl+Alt+Del when you step away from your computer for even a second. Security is important.

|  |  |
| --- | --- |
| **NASA Enterprise Service Desk (ESD)**  Phone: 202-358-HELP (4357)             1-866-4NASAHQ (462-7247)  Web Site: [Enterprise Service Desk (ESD)](https://esd.nssc.nasa.gov/) (NASA Only)  Email: [nasa-esd@mail.nasa.gov](mailto:nasa-esd@mail.nasa.gov) | Report problems or obtain help with NASA computers, phones, mobile devices, Web sites, applications, etc.  Request password resets, software for home use, or special phone lines. |
| **HITSS IT Support  Phone: 202-350-4037**  **Website:** [hitsshelp.hitsshq.com/hitsshelp](#_Hlk437254698" \s "1,513,544,94,,hitsshelp.hitsshq.com/hitsshelp) | To request service or support on HITSS equipment or assets, submit a ticket on the HITSS Help website.     IT Support can help you remotely from any location. |
| **DMI IT Help Desk**  **Phone: 240-471-4450**  **Website:** <https://itselfportal.dminc.com/showLogin.cc> | You can use the DMI Self Service IT Portal to reset your DMI email password.   Generally you should contact HITSS IT Support with any IT issues before contacting the DMI Help Desk. |

## NASA Enterprise Service Desk (ESD):

There may be occasions when a user may visit or contact the URC for technical issues, questions on an existing support/help desk ticket, or need to enter a ticket for support or a request. HQ has several helpdesks that provide various levels of support. To see what is available go to <http://www.hq.nasa.gov/hq/helpdesks.html>



**Help Line Phone Tree**

As a part of the new I3P (IT Infrastructure Integrations Program), ESD is the 24x7 Help Desk that NASA has implemented to provide consolidated help desk services.

It provides a central service desk, service request system, and self-service Web site. It provides a self-help website with knowledge articles on IT services, an incident reporting system to report breakages and outages of hardware or software, and an ordering system for IT services with approval queues and workflows.

ESD also includes the ACES Product Catalog (APC); Enterprise Notification System for planned/unplanned outages (with subscription capabilities); System status capabilities; computing seats; mobile phone seats; pager seats; network printer seats; multi-function device (MFD) seats; virtual team service (VTS) seats; infrastructure upgrade; enhanced support services; non-ACES device sanitization; non-ACES peripheral Installation; data transfer; wireless aircard service; take-home software; loaner pool; NOMAD Account (email/calendaring); VPN services (Tokens); mass moves; request refresh; extended privileges and DAR.

When a user has a need or problem that falls under the scope of the ESD, they can enter an incident report or a service request, or the URC staff can enter one on the user’s behalf, i.e., problems relating to RSA tokens, computers, phones, mobile devices, password resets, network and applications issues, etc., we direct the user to the ***Enterprise Service Desk*** (ESD) to provide assistance. ESD is:

**Contact: 202.358.HELP (4357) or 1.877.677.2123**

**Email at** [**nasa-esd@mail.nasa.gov**](mailto:nasa-esd@mail.nasa.gov)

**Website:** [**https://esd.nasa.gov**](https://esd.nasa.gov)

To open an ESD Ticket on behalf of user:

1. Click **My Tickets**
2. Click **Create a New Ticket**
3. Go to **I am Creating Ticket**…select **Someone Else**
4. Enter **Last Name** (and **First Name** if available)
5. Click **Search for User**
6. Name should appear in box below select
7. Enter **Urgency**
   1. **Critical** – a complete loss of critical business systems where there is no workaround.
   2. **High** – a partial degradation or loss of critical business systems where there is no workaround and where a large number of people/organizations are affected.
   3. **Medium** - a loss or degradation of non-critical business systems where a small number of users are impacted and where there is no workaround.
   4. **Low** - a loss or degradation of non-critical business systems to an individual where there is a workaround.
8. Enter **Category 1** - What type of problem is user having i.e. Desktop, Telephone, Network, etc.
9. Enter **Category 2** – What is the specific problem i.e. Virus, Outage, Access
10. In **Description** box enter as much information as possible about the problem. Add any special instructions or notes in the Note section.
11. **File** – add any attachments i.e. error messages, approvals, emails, etc.
12. Select **Create Ticket**.

Check the status of a ticket

1. Click **My Tickets**
2. Select the Status All:
3. Click **Search All Tickets**

To place an order on behalf of user:

1. Click **Order Services**
2. Go to **Request on Behalf Of**
3. Enter **Last Name** (and **First Name** if available)
4. Click **Search**
5. Name should appear in box below select name and click **Select**
6. Click the service type to be requested i.e. **Telecommunication Services**
7. Click the seat type to requested i.e. **Pager Seats**
8. Click **Request Now** located next to Pager Seat
9. Complete the required fields within the order
10. Click **Submit**.

Check the status of an order/service request:

1. Click **Order Services**
2. Click **Search All Requests**
3. **Fill in User information,** then click **Search**

## HITSS Handbook Acknowledgement Form:

**Acknowledgment of Receipt**

**Version 2.0**

The HITSS Employee Handbook contains important information about the HITSS Program, and I understand that I should consult the Program Manager and/or Deputy Program Manager regarding any questions.

Since the information, policies, and benefits described herein are subject to change at any time, I acknowledge that revisions to the handbook may occur. All such changes will generally be communicated through notices, and I understand that revised information may supersede, modify, or eliminate existing policies.

Furthermore, I understand that this handbook is neither a contract of employment nor a legally-binding agreement. Once I have had an opportunity to read the handbook, and I understand that I may ask my supervisor, Program Manager, or Deputy Program Manager questions I might have concerning the handbook. I also understand that it is my responsibility to comply with the policies contained in this handbook, and any revisions made to it. I further agree that if I remain with the Program following any modifications to the handbook, I thereby accept and agree to such changes.

I have received a copy of the HITSS Program Employee Handbook; I understand that I am expected to read the entire handbook and sign two copies of this Acknowledgment of Receipt, retain one copy for myself, and return one copy to Program Admin/PP&C. I understand that this form will be retained in my personnel file.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_11/13/2017\_\_\_\_\_\_\_\_

Signature of Employee                              Date

\_\_Aminata Barrie\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee's Name - Printed