



HQ Operations All Hands

Jay Henn

Executive Director, HQ Operations

October 5, 2011



Agenda

- **Welcome—Jay Henn, Executive Director, HQ Operations**
- **Information Technology & Communications—Kelly Carter, HQ CIO**
- **Facilities & Administrative Services—David Redman, Director**
- **Human Resources Management—Leah Hollander, Director**
- **Budget Management & Systems Support—Leigh Anne Giraldi, Acting Director**
- **Questions**
- **Closing Remarks**



Headquarters Operations

Jay Henn

Executive Director



Upcoming Events

October 27, 2011

November 17, 2011

November 14 - December 16, 2011

November 29, 2011

December 7, 2011

December 12, 2011

Halloween Celebration

Pecan Sale

Toys for Tots

Fall Craft Fair

Holiday Celebration

Door Decorating Contest



Executive Director's Priorities

- New Building Renovation**
- Emergency Management / COOP**
- H Q Resources**



Information Technology & Communications Division

Kelly Carter
HQ CIO



End User Services Update

- **ACES contract awarded to Hewlett Packard Enterprise Services (HPES)**
 - Assume full contract responsibility on November 1st
- **Original plan was to replace all ODIN equipment by November**
- **New plan is being developed and negotiated at the Agency level**
- **Headquarters is expected to begin deployment of laptops and desktops in October**
 - Mobile devices and multi-function devices will be transitioned later
- **HPES will take over management of all equipment not replaced by November 1st**



Enterprise Service Desk Update

- **NASA Shared Service Center (NSSC) will manage a single help desk for all IT support contracts beginning November 1st**
- **Headquarters users will continue to call the same number (358-HELP), Press 1 for computer services)**
- **Processes for obtaining support will be similar, but tickets and surveys may look different**
- **Self-help (Tier 0) website will be available to handle most of the routine IT support questions and issues**



Upcoming Events

- **Tuesday, October 11th and Wednesday, October 12th – Enterprise Service Desk Training**
 - NSSC personnel will be onsite
 - Multiple sessions of 1-1.5 hours for users and approvers
 - Hands-on demonstrations
- **Friday, October 14th – I3P Town Hall Meeting**
 - Headquarters Auditorium
 - Will be broadcast to all Centers
 - Headquarters Q&A will follow

Additional information will be provided as it becomes available



ITCD Points of Contact

- **I3P Center Integration Lead**
 - Elaine Bowman: elaine.bowman@nasa.gov
- **End User Services Subject Matter Expert (SME)**
 - Joe Lanasa: joseph.m.lanasa@nasa.gov
- **Enterprise Service Desk SME**
 - Tuesday Dodson: tuesday.c.dodson@nasa.gov
- **Communications SME**
 - Mary Shouse: mary.shouse@nasa.gov

*Please visit our website for more information:
http://itcd.hq.nasa.gov/ACES_transition.html*



HQ Facilities & Administrative Services Division

David Redman
Director



Building Update

- **Design Intent Drawings (DID) for HQ building reviewed and returned**
- **Construction Drawings received on September 23rd.**
- **General Contractor selected by Piedmont**
- **Biweekly meetings with Piedmont, their contractor team, GSA, and NASA HQ continue**
 - Review schedule and deliverables
 - Ensure code compliance
- **Web Site: http://fasd.hq.nasa.gov/bldg_renovate.html**



Schedule

- Open house of FASD Space-May 11, 2011 ✓
- Renovate external Swing Space-Jul 2011
- Move to Swing Space-~~Oct 2011~~ ~ Jan 2012
- Renovate 5th floor-~~Dec 2011~~ TBD
- Move 9th floor to 5th floor-~~Feb 2012~~ TBD
- Return 9th floor to 9th floor-~~May 2012~~ TBD
- Complete renovation-Apr 2015

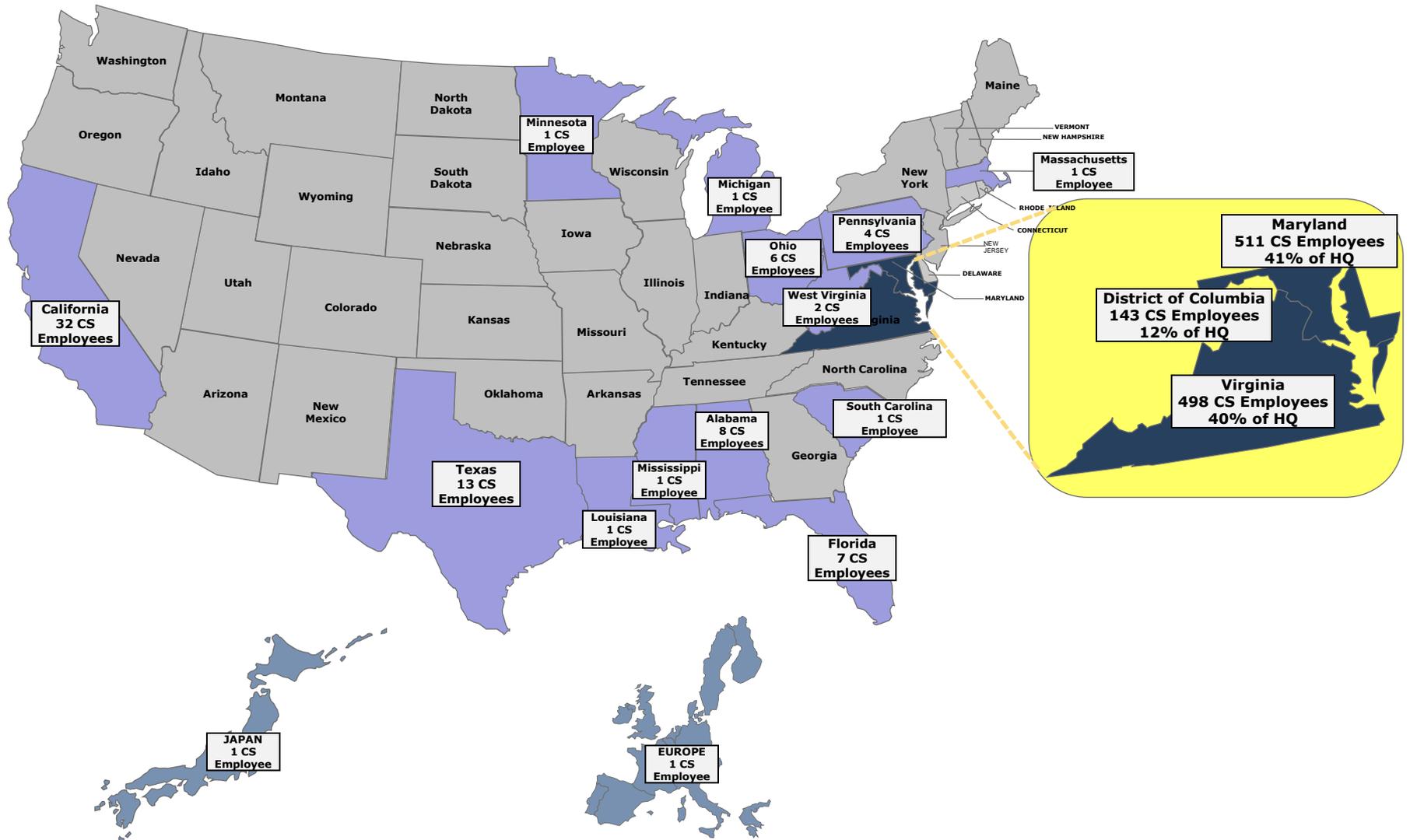


Human Resources Management Division

Leah Hollander
Director

Where NASA Headquarters Employees Reside

1232* Total Civil Service Employees



*Per FPPS data - 10/03/2011



Human Resources Management Division

- Buyout Update
- Mentoring Program
- Upcoming Training



Budget Management & System Support Division

Leigh Anne Giraldi
Acting Director

Recognition



Five Years of Service

Gerald Gloster

Ten Years of Service

Linda Hong

Fifteen Years of Service

Jannette Black

Twenty Years of Service

Malicha Day

Twenty Five Years of Service

Eric Rountree

Recognition



Thirty Years of Service

Donna Burgess

Michael Crnkovic

Ronald Farrell

Gregory Kerr

Carl Paul



Questions and Answers