



Office of Headquarters Operations

Town Hall

September 29, 2009

Chris Jedrey
Executive Director, Office of Headquarters
Operations

Welcome and Opening Remarks

Chris Jedrey

Agenda

- Agency Group Achievement Award, Lori Garver and Alan Ladwig
- Discussion with the Deputy Administrator, Lori Garver
- Pandemic Planning, Rich Williams, Dave Redman
- Suspicious Package Review, Dave Redman
- IT Updates
 - Website
 - Telework / Remote Connectivity
 - Smartcard
- Upcoming Exchange Events, Chris Jedrey
- Q & A and Closing Remarks, Chris Jedrey

Agency Group Achievement Award

- Cross-functional services in support of the President Elect's Transition Team (PETT) delivering comfortable accommodations and superb customer service support
- Provided human resources; information technology and communication; and facilities and administrative services to all members and were integral to the PETT's overall success to complete their mission
- Several complex technical and administrative challenges were solved on short time constraints, after hours, weekends and holidays
- On numerous occasions the PETT acknowledged the superior accommodations and first-class service to both the White House transition leaders as well as to NASA senior management
- The Headquarters Operations civil servant and contractor teams made a fantastic "first impression" of NASA and they are to be commended for their efforts and hard work

Civil Servants

- Michele O'Connell
- Natasha McNeill
- Victor Thompson
- Dennis Groth
- Joan Verbeck
- Patricia Southerland
- Leah Hollander
- Yvette Coles
- Donna Burgess
- Valerie Vetter
- Chris Beidel
- Dave Redman
- Stacey Brock
- Rose Butler
- John Stumpf
- Paul Raudenbush
- Antoinette Ford-Miller
- Ray Patten
- Malicia Day

InDyne and Lockheed Martin

- Tyler Niemiec
- Lance Weakley
- Karen Thomas
- Candace Solomon
- Russell Robertson
- Steve Turner
- Mike Daniels
- Matthew Veillette
- Mike Veillette
- Steve Morton
- Roy Campbell

Sectek and ASRC

- Algreta Howze
- Kevin Mason
- Alicia Wesley
- Roger Hatch
- Keith Turner
- Corey Walter
- Roy Champion
- Alonzo Carter
- Mike Williams
- Anthony Moody
- Fernando Escobar
- Renee Prince

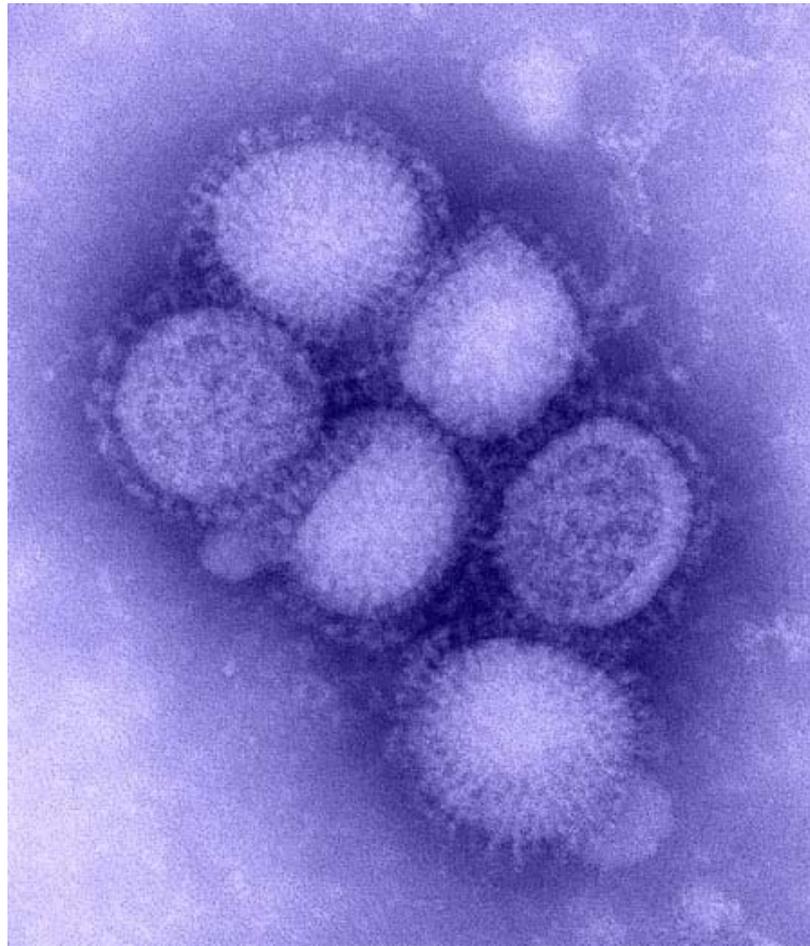
Discussion with the Deputy Administrator

Lori Garver

**Medical Update on
2009 H1N1 Influenza
29 Sept 2009**

Dr. Rich Williams
Chief Health and Medical Officer

2009 H1N1 Influenza Virus

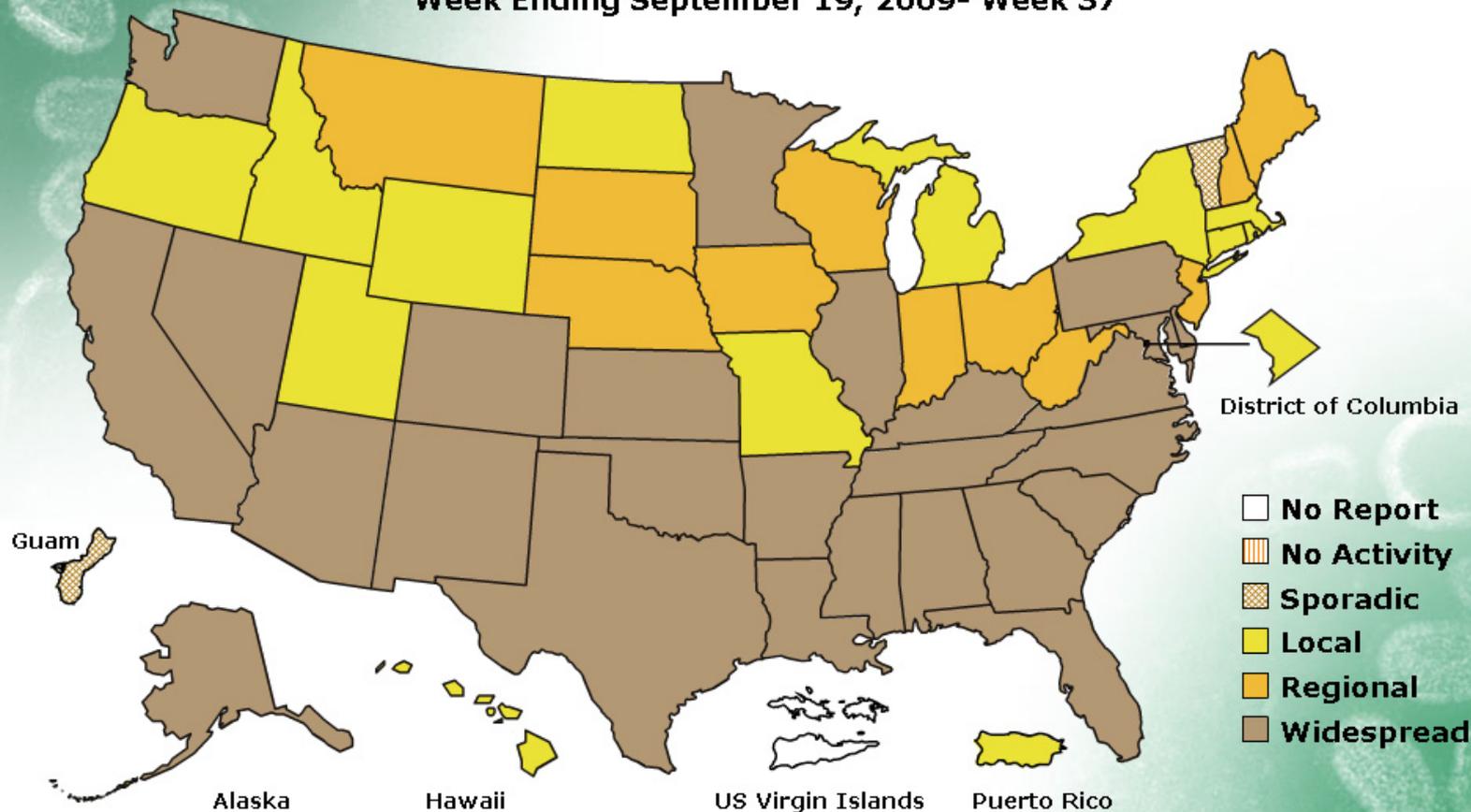


FLUVIEW



A Weekly Influenza Surveillance Report Prepared by the Influenza Division
Weekly Influenza Activity Estimates Reported by State and Territorial Epidemiologists*

Week Ending September 19, 2009- Week 37



*This map indicates geographic spread and does not measure the severity of influenza activity.

CDC Advisory Committee on Immunization Practices (ACIP)

- 2009 H1N1 Vaccination Priority Groups:
 - Pregnant Women
 - Household Contacts and Caregivers for Children less than 6 months old
 - Healthcare and Emergency Medical Services Personnel
 - Children 6 months to 18 years old
 - Young Adults 19 to 24 years old
 - Persons 25 to 64 with high risk health conditions

Symptoms

- Fever
- Cough
- Sore Throat
- Runny or Stuffy
Nose
- Body Aches
- Headache
- Chills
- Fever
- Diarrhea
- Vomiting

Prevention and Self-Care

- Protect Yourself and Others:
 - Wash your hands often with soap and water and/or hand sanitizer
 - Avoid touching eyes, nose and mouth
 - Avoid close contact with sick people
 - **If you are sick, stay home and remain home until you are without a fever for at least 24 hours**
 - Cough into elbow, or cover nose and mouth when coughing or sneezing with a tissue, then dispose of tissue in trash
 - Know the emergency warning signs for seeking medical attention
 - Call your doctor if you are in a high risk category. Your doctor might want to start treatment with an anti-viral medicine early

Public Health Measures

- Follow Public Health Advice:
 - School and Business Closures
 - Avoid Crowds
 - Social Distancing
- Get Vaccinations
 - Seasonal Influenza – available now in many areas
 - H1N1 Influenza - should be available in late October to early November
- Stay informed, ask questions

Specific Questions

- How can you differentiate between Swine Flu and the common flu?
 - Can't really differentiate based on symptoms. Testing is required to confirm diagnosis and determine the type of flu
- Are the symptoms for both the same?
 - Symptoms are very similar. Vomiting and diarrhea might occur more often in swine flu
- Does it take a doctor to determine which you have?
 - Yes. Laboratory testing (blood) is required to determine which type of flu is present

Pandemic Preparedness at NASA HQ

Dave Redman

Agenda

- Pandemic Preparedness Initiative
- Telework
- Human Resources Policy
- Health Unit Preparations
- What you can do

Pandemic Planning Initiative

- 2009 Flu Season
 - Seasonal Flu
 - Threat of 2009 H1N1 Flu
- NASA HQ Pandemic Influenza Working Group
 - FASD: Emergency Preparedness Officers and Occupational Health and Safety
 - Human Resources Management Division
 - Information Technology Communications Directorate
 - Office of the Chief Information Officer (CIO)
 - Office of the Chief Health and Medical Officer (OCHMO)
 - Office of Protective Services (OPS)

Pandemic Planning Initiative

- NASA HQ Continuity of Operations (COOP) Plan
 - Appendix A: Pandemic Influenza
 - Appendix B: Human Resources Management Guidelines
- Pandemic Preparedness Website
 - Appendices
 - Pandemic Influenza Brochure
 - www.hq.nasa.gov/flu

Pandemic Planning Initiative

- Outreach
 - NASA INC and Heads Up Notices
 - Briefings for managers/supervisors
 - September 30, 10-12 in Glennan Conference Center
 - October 1, 1-3 in Glennan Conference Center
- HQ Tracking
 - Each Office/Directorate is reporting each Thursday to the Incident Command Post the number of personnel who are absent with:
 - Flu Like symptoms
 - Not ill but caring for a family member with flu like symptoms
 - Number of above personnel who are teleworking

Emergency and Pandemic Influenza Preparedness

- OMB Emergency Preparedness Requirement
 - All Agencies shall validate their capabilities and ability to support wide scale Telework
 - Headquarters COOP/Emergency Preparedness sponsored activity
- Each Headquarters Office and Mission Directorate has been requested to participate
 - Office and Mission Directorate Telework activities are being coordinated through their Continuity of Operations (COOP) working group member and ITPOC

Telework Activities

- The Headquarters Emergency Management Team has worked with ITCD to facilitate the coordination of and support for HQ wide Telework activities
 - Coordinated Office and Mission Directorate Telework Scheduling
 - Provided customer outreach material and updated HQ Remote Connectivity Guides
 - Provide IT Support Services for the event(s)
 - Obtain Customer Feedback
 - After event reporting
- We've also worked with HRMD to publish Human Resource Management Guidelines for emergencies

Emergency Telework Program

- An option for employees to continue working during emergency times when they are prevented from reporting Headquarters
- Is considered temporary and/or medical in nature and does not guarantee continued telework privileges under normal circumstances
- Must include duties suitable to being performed away from the official duty station
- Planning and communication is essential

Reasons for Absences

- Employee has the flu or flu-like symptoms
- Employee is healthy, but needs to take care of a family member who has the flu or flu-like symptoms
- Employee is healthy, but needs to take care of their child due to school or child care closing
- Employee has been exposed to the flu

Manager / Supervisor Responsibilities

- Establish communication processes and expectations to ensure understanding of telework during an emergency
- Manage workforce to anticipate the kind of work, if any, employees could perform from home (or alternate location) if they cannot perform their regular jobs
- Remain flexible with employees work and adapt to the changing environment. This may require reviewing positions and activities in the organization to determine what work is suitable for telework during an emergency
- Ensure employees have the capabilities to telework (equipment, access to databases/shared drives, time and attendance, etc.)
- Discuss telework, leave and work schedule options with employees.
- Ensure hours worked by an employee are accurately captured prior to approval manually or in WebTads
- Be familiar with the HQ Pandemic Resources

Employee Responsibilities

- Ensure there is sufficient portable work during the telework arrangement.
- Discuss with supervisor work assignments/projects that could be accomplished in addition to or an alternative to current work assignment.
- Ensure regular communication with the supervisor to ensure priorities and organizational needs are accomplished timely.
- Ensure assigned work is accomplished and notify supervisor of any changes in their situations that may affect the arrangement.
- Remain flexible regarding work and adapting to the changing environment.
- Record telework hours worked in WebTADS. If WebTads is unavailable employees must manually record telework and provide information to their supervisor.

At the end of the day....

- Employees need to be equipped to work seamlessly from alternate locations
- Communication systems need to be in place
 - Staff, managers, workgroups, customers
- Managers, employees, and organizations need to be flexible

NASA Headquarters Health Unit

- Need to know information
 - Monday through Friday
 - 8:00 am - 4:30 pm
 - Location CD 70 on Concourse level
 - Phone number 358- 2600
 - Physician (Patrick Crarey MD, Medical Director)
 - 2 Nurses (Beverly Vaughn RN, Head Nurse, Betty Officer RN)
 - Administrative Assistant (Chinita Jones)

NASA Headquarters Health Unit

- Masks on hand
- Brochures/fliers located on the NASA Pandemic web site www.hq.nasa.gov/flu
- Identified a room in the Health Unit for flu-like symptoms
- Ordered and expect to receive the **seasonal flu** vaccine soon and expect to **begin vaccination on Oct 13th**
- Placed signage in each galley and common areas providing information and guidance for the coming flu season
- Will be placing alcohol based hand sanitizer in the high traffic areas of the building i.e. the elevator pods

H1N1 - How You Can Help

- If you are sick with Influenza Like illness (ILI) (fever, chills, body ache, coughing, sneezing, runny or stuffy nose, nausea, vomiting, headache, and weakness)
- **Please DO NOT go to the Health Unit instead call ext. 2600**
- Please go home and contact your Family Physician for more information
- Please stay at home until the fever is gone for a day (24 hrs) before returning to work
- You need to seek urgent medical care if you develop shortness of breath, chest pain or pressure, severe abdominal pain, dizziness, confusion, or persistent vomiting and if flu like symptoms improve and then return with fever and worse cough

H1N1 - How You Can Help (cont)

- The best way to avoid getting the flu is basic hygiene like washing your hands frequently for 20 seconds with soap and water, using an alcohol based sanitizer and avoid touching your eyes, nose and mouth frequently with your hands
- Understand the telework arrangement is a result of a health emergency and is temporary and not a permanent telework arrangement.
- Ensure you are telework ready and take responsibility for ensuring a successful telework arrangement.
- Voluntarily provide information to your supervisor in support of HQ surveillance effort.
- View the HQ Pandemic web site for updates:
www.hq.nasa.gov/flu

Suspicious Package Incident

NASA Headquarters September 16, 2009

Incident Summary

- HQ Security alerts Mail Room and A-Suite staff of suspicious package incidents at other NASA centers on 11 September
- On 16 September HQ Security was notified of receipt of suspicious package in Executive Secretariat
 - Package similar to suspicious packages found at NASA Centers and other Federal Agencies
 - NASA HQ Incident Command Post (ICP) activated
 - Federal Protective Service, DC Fire Department (HAZMAT unit), and FBI respond
 - After testing, package contents found harmless; removed from building as evidence for ongoing FBI investigation
- Cause-Human Error
 - Standard mail room screening procedures not followed

Corrective Action Summary

- Review standard operating procedures for compliance with current USPS/FBI guidance on suspicious package handling
- Re-aligned Mail Room under Emergency Management and Administrative Service, HQ Security to maintain command and control during emergent situations
- Provide semi annual suspicious package training to all Office/Directorate personnel who handle mail
- Security personnel will directly brief Office/Directorate mail handlers of specific threats/alerts
- Place large, Ziploc plastic bags in Office/Directorate mail handling areas for temporary containment of suspicious packages
- Adjust ICP HAZMAT Response SOP to include announcements to HQ occupants during the event via InformaCast or PA.

IT Updates

Kelly Carter

“Inside HQ” Website Redesign Project

Inside HQ Website Update

- The HQ internal website is being redesigned
- Phase I to be launched October 15, 2009
 - Migrate current content into the NASA portal look & feel
 - Modify some category titles
 - Separate HQ Services links over two new pages
 - Services & Applications
 - Enhance color and graphics

Inside HQ Website Update (cont)

- Phase II (FY 2010)
 - New features, including:
 - Online customer feedback
 - “Did you Know?” column
 - More interactive content
 - More information, including list of calendars & acronyms
 - Customer input will be requested

Telework Activities

Telework Requirement

- As part of the emergency and pandemic influenza preparedness effort, ITCD is supporting the OMB teleworking requirement
- Purpose
 - Validate ability to perform normal business functions from remote or distributed locations
 - Assess the capabilities of the Headquarters IT remote access services
- Each Headquarters organization has been asked to participate
 - Telework activities are being coordinated through Continuity of Operations (COOP) working group members and ITPOCs

Telework Activities

- Of the 34 offices at HQ:
 - 13 have conducted (or are conducting) telework days
 - 15 have scheduled their day(s)
 - Still working with the remaining 6 offices to schedule
- ITCD encourages as much participation as possible
 - Best to all telework on the same day
 - Conduct normal business activities
 - Test the remote access methods, connection quality, adequacy of guidance, etc.
 - Provide feedback to ITCD (through organizational point of contact)

Remote Access Options

Method	What Is It?	What Can You Access?	What Do You Need?
Virtual Private Network (VPN)	Secure “tunnel” to your workplace environment	Everything you can access at work	<ul style="list-style-type: none"> • NASA-issued laptop • SecurID token and PIN • High-speed internet connection*
Secure Nomadic Access (SNA)	Anywhere - anytime access to a portion of your workplace environment	Web-based applications and HQ share drives	<ul style="list-style-type: none"> • SecurID token and PIN • High-speed internet connection*
Dial-in	Low-speed access to your workplace environment	Everything you can access at work (but very slowly)	<ul style="list-style-type: none"> • SecurID token and PIN • Analog phone line

* High-speed connection includes Cable, FIOS, DSL, etc.

“Key” to Remote Access Success

- SecurID Token is required for use of any Headquarters remote access services
- All personnel have been issued SecurID Tokens and have been asked to test their token prior to teleworking
 - 1945 tokens issued
 - 338 logins June-August -1119 successful logins in Sept.
 - 489 not tested in past 4 months
- Some have lost or misplaced their token or require a PIN/Password reset
- If assistance is needed, please contact the IT Help Desk at 202-358-HELP

Other Access Tools

- Desk Telephone
 - Includes ability to access features remotely
 - Voicemail
 - Call Forwarding
- Outlook Web Access (OWA)
 - Allows access to email and calendar remotely over the internet
- Aircard
 - Allows high-speed internet connection from your laptop
 - Works in conjunction with SecurID token
 - Can be borrowed from the loaner pool (Limited supply)
- Secure Webex
 - Allows hosting or participating in secure meetings
 - Requires internet connection and phone line

Teleworking Support and Information

- ITCD point of contact for telework preparedness:
Victor Thompson
- ITCD Web Site <http://www.hq.nasa.gov/itcd/>
 - Remote Connectivity Guide
 - List of Office and Mission Directorate IT Points of Contact
 - IT Services Frequently Asked Questions (FAQ) and “How To” guides
- IT Help Desk 202-358-HELP
<https://www.odin.lmit.com/hq/hqhelpdesk.html>
 - Obtain assistance for IT related problems, questions, or requests for service

Smartcard Update

Smartcard Overview

- Smartcard (NASA badge) uses a 6-8 digit code (“PIN”) that was selected upon badge issuance
- HQ PC users can soon begin using their badge to login to their computer in place of the 12-digit password
 - Macintosh Smartcard solution still under development
- Desktop computer will work in “mixed-mode”
 - Can still use User ID and password for log-in
- Expect that many employees may not remember PIN
- Smartcard PIN Reset Event: September 30 – October 7 in West Lobby
 - 8:30 to 3:30 every day

Future Use of Smartcard

- During 2010, HQ applications will begin to be modified so they too will recognize smartcards for login purposes
- Eventually users will not need to use distinct passwords for different applications and will use their smartcard for seamless access to IT resources
- ITCD point of contact: Joan Verbeck
- For more information, go to <http://www.hq.nasa.gov/itcd/smartcard.html>

Events

- Upcoming special emphasis programs advertised on table
- If you have a temporary injury or a disability and will need assistance during an emergency evacuation, call EODM at x1098 so we can coordinate an evacuation plan with facilities for you.
- Successful Crab Feast and Golf Tournament!
- 2009 Combined Federal Campaign
 - *September 15 and will run through December 15. The NASA Headquarters Kick Off Campaign has been scheduled for October 22 and Ms. Sherry McAllister has agreed to serve as the Headquarters Campaign Manager. Our goal has been set for \$260,000.*
 - *NASA employees will make their CFC contributions via Employee Express (EEX), rather than WebTADS. For assistance with Employee Express and account access, contact the Employee Express Help Desk via e-mail at EEXHelp@opm.gov <<mailto:EEXHelp@opm.gov>> or call 883-353-9450 toll-free.*
- Exchange Store Annual Inventory Clearance ends October 2
 - 15% off all items except food and drinks
- Hot Cider / Donut Holes, October 14
- Pecan Sale, November
- Holiday Social, December

Questions / Answers

Closing Remarks