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
Upcoming Events

- October 27, 2011: Halloween Celebration
- November 17, 2011: Pecan Sale
- November 14 - December 16, 2011: Toys for Tots
- November 29, 2011: Fall Craft Fair
- December 7, 2011: Holiday Celebration
- December 12, 2011: 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 1\textsuperscript{st}
- **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 1\textsuperscript{st}**
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

**RHODE ISLAND**
**CONNECTICUT**
**DELAWARE**
**MARYLAND**
**NEW HAMPSHIRE**
**VERMONT**
**NEW JERSEY**

- Minnesota: 1 CS Employee
- Michigan: 1 CS Employee
- Mississippi: 1 CS Employee
- Louisiana: 1 CS Employee
- Texas: 13 CS Employees
- Florida: 7 CS Employees
- California: 32 CS Employees
- Florida: 7 CS Employees
- Georgia: 1 CS Employee
- Alabama: 8 CS Employees
- West Virginia: 2 CS Employees
- South Carolina: 1 CS Employee
- Pennsylvania: 4 CS Employees
- Ohio: 6 CS Employees
- Kansas: 1 CS Employee
- Missouri: 1 CS Employee
- Nebraska: 1 CS Employee
- Oklahoma: 1 CS Employee
- Wisconsin: 1 CS Employee
- Vermont: 1 CS Employee
- New York: 1 CS Employee
- Connecticut: 1 CS Employee
- Rhode Island: 1 CS Employee
- Massachusetts: 1 CS Employee
- Virginia: 498 CS Employees (40% of HQ)
- Maryland: 511 CS Employees (41% of HQ)
- District of Columbia: 143 CS Employees (12% of HQ)
- JAPAN: 1 CS Employee
- EUROPE: 1 CS Employee

*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