



NASA Integrated Services Network

NASA Integrated Services Network Configuration Control Board Procedure

May 31, 2005

Unified NASA Information Technology Services

NISN Configuration Control Board Procedure

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Approved by:

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NISN Configuration Control Board Procedure

1. Purpose

The purpose of this procedure is to provide guidance in the administration and processing of National Aeronautics and Space Administration (NASA) Integrated Services Network (NISN) Configuration Control Board (CCB). This procedure shall outline requirements, standard protocols, and process steps necessary in obtaining CCB approval.

2. Scope

This procedure applies to all civil servant and contractor personnel involved in the NISN Project request and approval process. All items included in Appendix A are under configuration control of the NISN CCB, as well as individual service requests meeting the criteria in Section 6.

3. References

- a. NISN Configuration Control Board Membership and Procedures January 1998
- b. CCB Guidelines October 1997
- c. 4500-FORM-031, NISN CCB Change Request Form

4. Definitions

- a. CBACS – Common Badging and Access Control System
- b. CCB – Configuration Control Board
- c. HEMI – Headquarters Enterprise Messaging Initiative
- d. MOVE – Mission Operations Voice Enhancement
- e. NISN – NASA Integrated Services Network
- f. NSSC – NASA Shared Services Center
- g. NSR – NISN Service Request
- h. NESC – NASA Engineering and Safety Center
- i. PSLA – Project Service Level Agreement
- j. SLAN - Secure Local Area Network
- k. SONET – Synchronous Optical Network
- l. UNITeS – Unified NASA Information Technology Services
- m. VoIP – Voice Over Internet Protocol
- n. WDM – Wavelength Division Multiplexing

5. Membership and Responsibilities:

The NISN CCB is chaired by the NISN Project Manager and includes the Deputy Project Manager and leads from the various NISN organization groups. The CCB Chair may identify individuals to evaluate certain change proposals, upon recommendation by the change sponsor. These ad hoc members provide subject expertise; however, they do not vote on change proposals.

The membership of the CCB is as follows:

5.1 CCB Chair

The NISN CCB Chair is the NISN Project Manager, or in their absence the Deputy NISN Project Manager. It is the responsibility of the CCB chair to evaluate inputs and issues from voting members, to ensure issues between the change sponsor and the voting members have been resolved, and to assess whether the change proposal should be reviewed by other governing bodies. The CCB Chair also has the final approval authority for the CCB item once the CCB item has been presented and a vote has been received.

5.2 Voting Members

It is the responsibility of each voting member to assess the change proposal's effect to their respective area, to cast votes in a timely manner and to identify and document specific issues with the proposed changes. Voting Members include the following:

- a. Deputy NISN Project Manager
- b. Network Services Group Leads
- c. Business Management Group Leads
- d. Customer Interface Group Leads
- e. Russian Project Manager
- f. Security Managers
- g. Operations Managers

5.3 Secretariat

The Secretariat is a non voting member. It is the responsibility of the NISN CCB Secretariat to:

- a. record and archive minutes of CCB minutes
- b. distribute CCB items for voting members review
- c. solicit votes
- d. notify CCB members of CCB disposition

- e. archive CCB-approved material

5.4 Requester

A requester can be a customer or the NISN support contractor. Requester will submit CCB topic by using 4500-FORM-031 (see Figure 1). It is the responsibility of the CCB Requestor to:

- a. identify items for approval by the CCB
- b. secure a NISN civil servant sponsor for the item
- c. assist in developing change proposal material
- d. coordinate changes with subcontractors, vendors, and local center support

5.5 Sponsor

A NISN civil servant sponsor is required on every proposed change. It is the responsibility of the sponsor of the proposed change to:

- a. set up review meetings
- b. coordinate presentation material
- c. circulate materials for membership review
- d. solicit comments and issues from all NISN personnel to determine its effects and/or benefits
- e. incorporate comments and resolve issues with the voting members and chair
- f. ensure changes are not made until the CCB approves the proposal
- g. implement the change once approved
- h. report back to the CCB once the change is implemented

6. Procedure

6.1 Criteria for CCB

- a. A NISN Service Request (NSR) that:
 - 1. has nonrecurring costs that exceed \$100,000.00
 - 2. is sensitive, high profile, and problematic, technically or otherwise
 - 3. requires contract modifications or involves procurement approaches different than the standard for the service
 - 4. is for an activity that should be treated as an internal NISN project (multiple service requests and/or locations)

5. is for a new NASA location/program/project/mission directorate, particularly those requiring multiple services and is provided Agencywide (ex. MOVE, NSSC, CBACS, HEMI, NESC)
 6. is for non-NASA customers
 7. involves joint responsibility with other service providers (other NASA contractors or projects or international partners)
 8. involves any implementation that includes a NISN demarcation point which is different than the standard demarcation point for the service
 9. has service or network support implementation with non-standard or custom elements (equipment, provisioning, operations, or security)
 10. request services not currently being provided by NISN. An example of this is EOS performance monitoring capability.
- b. New types of service. Examples include, but are not limited to Secure Local Area Network (SLAN) and Voice over Internet Protocol (VoIP).
 - c. Infrastructure architecture and demarcation interface changes. Examples include, but are not limited to WDM, Dense WDM, SONET, and 10 Gigabit Ethernet.
 - d. Procedures and documentation changes that require NISN management review and approval.
 - e. Operations and service documentation and applications. See Appendix A for a current list.
 - f. Requested by NISN service owner.

6.2 Information Required for Presentation to the CCB

Based on the nature of the CCB item, the information needed for presentation to the CCB varies.

- a. All CCB Items
 1. Brief description of change and engineering solution, including the service affected
 2. Points of Contact including the CCB Requester, the CCB sponsor, and the NISN customer, if different from CCB Requester
 3. List of required document changes and new equipment, including security plans and operations procedures
 4. Cost and funding organization
 5. Pre-installation test information
 6. Test Plan

7. Implementation Plan including service outage that affects other customers not related to the requested work
 8. Coordination data: who, where, what, when, how
 9. Schedule for work implementation
 10. Issues and concerns
- b. Additional information required for new NISN Service and Infrastructure architecture and demarcation interface changes
1. Service description to be included in the NISN Services Document
 2. Definition of the standard customer demarcation point
 3. Service performance level guarantees and metrics
 4. Operations concept
 5. Pricing methodology, both implementation and sustaining
 6. Changes in any existing NISN process, procedure, or documentation
 7. Service announcement to be sent to customers

6.3 CCB Procedure Steps

The NISN CCB is held on the last Wednesday of the month. An emergency CCB can be scheduled as needed, but it is encouraged that planning be incorporated into the project schedule to allow for CCB review to be held at the normal time. The steps included in the CCB procedure are:

- a. The CCB requester and sponsor prepare all relevant information and perform all coordination efforts with the customer to obtain consensus with the affected community.
- b. The CCB sponsor submits the CCB request form and presentation to the Secretariat to be placed on the agenda for discussion. The presentation must be submitted 24 hours prior to the NISN Status Meeting (normally held each Wednesday).
- c. The CCB sponsor shall present the change to the NISN CCB Members for review and discussion.
- d. Voting members have one (1) week to review and submit comments to the CCB secretariat.
- e. The CCB Chair approves, approves with comments, or disapproves change based on data presented and membership votes.
 1. If the requested CCB item is approved with comments, requester shall make the required changes prior to implementation.

2. If the requested change is disapproved and it is a NSR, sponsor shall inform the affected customer of the NISN CCB decision. If the disapproved change is an internal NSR, requester shall rework the change and reboard it at the next CCB.
3. If the requested procedure or document is disapproved, requester may revise based on CCB comments or cancel the effort.

7. Quality Records

| Record Description | Record POC | Storage Media | Storage Location | Index Method | Retention Period | Disposal Method |
|---------------------------|-------------------|----------------------|-------------------------|---------------------|-------------------------|------------------------|
| Member votes | Secretariat | Electronic | NISN Website | Topic | Duration of contract | Delete |
| | | | | | | |
| | | | | | | |

8. Change Log

| Status (Baseline/Revision/Cancelled) | Document Revision | Effective Date | Revision Purpose |
|---|--------------------------|-----------------------|--------------------------------|
| Baseline | 0 | 05/31/05 | Original issuance of procedure |
| | | | |
| | | | |

Appendix A. CCB Request Form

| | | | |
|--|--|---|-------------------------|
| 1. CR NO.: | NISN CONFIGURATION CONTROL BOARD CHANGE REQUEST | | 2. DATE: |
| | | | 3. PAGE ____ OF ____ |
| 4. TITLE / NSR # / Customer: | | | |
| 5. RECOMMENDED PRIORITY: <input type="checkbox"/> EMERGENCY <input type="checkbox"/> ROUTINE | | 6. CHANGE CLASSIFICATION: <input type="checkbox"/> LEVEL I <input type="checkbox"/> LEVEL II | 7. REQUESTED CCB DATE: |
| 8. PRIMARY SERVICE OR PROCESS: | | 9. SECONDARY SERVICE(S) OR PROCESSES: | |
| 10. BASELINE DOCS AFFECTED: | | | |
| 11. DESCRIPTION OF CHANGE (INCLUDE REFERENCE TO ENCLOSURES): | | | |
| 12. JUSTIFICATION FOR CHANGE (INCLUDE EFFECT IF NOT INCORPORATED): | | | |
| 13. IMPACT ASSESSMENT IF REQUEST DENIED: | | | |
| 14. REQUESTER: | | | |
| NAME/ORG | | DATE | PHONE NO. |
| 15. NISN SPONSOR: | | | |
| NAME/ORG | | DATE | PHONE NO. |
| NISN PROJECT MANAGER APPROVAL: | | | |
| NAME/ORG | | DATE | PHONE NO. |
| DISPOSITION: <input type="checkbox"/> APPROVED <input type="checkbox"/> DISAPPROVED COMMENTS: | | | |

Change Request Instructions

1. Assigned by CM
2. Date CR was submitted
3. Self explanatory
4. Place Title, NSR # and Requesting Customers name in this block
5. Check emergency if out of cycle CCB is required. All others are routine
6. Level I change affects 1 service or process; Level II affects multiple service(s) or processes
7. List the CCB date requested
8. List the main service or process affected or the only service or process affected
9. List all other service(s) or processes affected
10. List controlled comments that are affected by this change
11. Short description explaining the change request and list attachments if applicable
12. Self explanatory
13. Self explanatory
14. Self explanatory
15. Self explanatory

Appendix B. CCB Controlled Documents

The following items are under control of the CCB, and all changes to them require CCB coordination and approval:

- a. The NISN Services Document, including the baselined list of NISN services
- b. NISN Service Request process
- c. Project Service Level Agreement (PSLA) template (agreement document and requirements details)
- d. NISN Service Request form
- e. NISN service owner listing
- f. NISN Customer Interface Group assignments
- g. Funding methodology
- h. Service pricing methodology
- i. NISN technology roadmap
- j. Standard Operating Procedures (including but not limited to the trouble ticketing, activity and outage notification process)
- k. Unified NASA Information Technology Services (UNITeS) spend plan
- l. Application access request form
- m. NISN input to Agency Enterprise Architecture
- n. Network Services POC Matrix
- o. Russia Services POC Matrix
- p. NISN Service EA Overview
- q. Desktop Appliance Video Conference (DAV)
- r. NASA Collaborative Infrastructure (NCI) Resource Scheduler (NRS, aka VCRS)
- s. Voice Conferencing Online Registration System (ORS)
- t. NISN Home Page
- u. Call Detail
- v. Program Service Level Agreement (PSLA) –web and client
- w. NISN Service Request System (NSRS) – web and client server
- x. NISN Reports (Performance Reporting)

- y. Customer Survey
- z. Activity & Outage Posting Notification System (AOPNS)
- aa. Mission Outage Notification System (MONS)
- bb. Flash Report
- cc. NISN Service Announcement Tool (NSAT)