

NISN Service Owners and Operations Interface

NISN Service	NASA Service Owners		UNITeS Service Owners	
	Primary	Alternate	Primary	Alternate
Video Teleconferencing Services (VITS) (w/Video Rollabout, Desktop Video)	Kathy Hatley	Beth Paschall	Pat O'Neill	Mark Schoen
	256-544-6571 kathy.hatley@nasa.gov	256-544-2930 elizabeth.g.paschall@nasa.gov	256-961-9410 patrick.k.oneil@nasa.gov	256-961-9458 mark.a.schoen@nasa.gov
Intrusion Detection System	George Cruz	Ken White	Mark McCutchen	Tracy Willett
	256-544-2285 george.k.cruz@nasa.gov	256-544-1882 Kenneth.R.White@nasa.gov	256-961-9381 mark.a.mccutchen@nasa.gov	256-544-2777 tracy.willett@nasa.gov
Mission Intrusion Detection System	Matt Kirichok	Chris Spinolo	Mike Leahy	Charlie Powell*
	301-286-3435 Matthew.Kirichok@nasa.gov	301-286-7552 Chris.Spinolo@nasa.gov	301-286-8468 Michael.A.Leahy.1@gsfc.nasa.gov	301-286-5117 Charles.E.Powell.1@gsfc.nasa.gov
Voice Teleconferencing Services (VoTS)	Kathy Hatley	Beth Paschall	Pat O'Neill	Jeff Hale
	256-544-6571 kathy.hatley@nasa.gov	256-544-2930 elizabeth.g.paschall@nasa.gov	256-961-9410 patrick.k.oneil@msfc.nasa.gov	256-961-9337 jeffery.d.hale@nasa.gov
Switched Voice Services (SVS)	Kathy Hatley	Beth Paschall	Mike Dauphinais	Greg Oden
	256-544-6571 kathy.hatley@nasa.gov	256-544-2930 elizabeth.g.paschall@nasa.gov	256-961-9482 mike.dauphinais@msfc.nasa.gov	256-961-9460 gregory.a.oden@nasa.gov
Dedicated Mission Voice Services	Vicki Stewart	Scott Douglas	Bill Ihnat	Michael Eder
	301-286-6205 victoria.l.stewart@nasa.gov	301-286-9550 scott.c.douglas@nasa.gov	301-902-6018 william.h.ihnath@nasa.gov	301-902-6014 michael.i.eder@nasa.gov
Dedicated Mission Data Services	Vicki Stewart	Scott Douglas	Bill Ihnat	Jeff Bankert (acting)
	301-286-6205 victoria.l.stewart@nasa.gov	301-286-9550 scott.c.douglas@nasa.gov	301-902-6018 william.h.ihnath@nasa.gov	301-286-5499 bankert@sled.gsfc.nasa.gov
Mission Routed Data Service (RTMC/MC)	Scott Douglas	Chris Spinolo	Joseph Anokye	Jeff Bankert
	301-286-9550 scott.c.douglas@nasa.gov	301-286-7552 Chris.Spinolo@nasa.gov	301-286-0188 joseph@sled.gsfc.nasa.gov	301-286-5499 bankert@sled.gsfc.nasa.gov
Mission Support Routed Data Service (MSRDS)	Ken White	Kathy Hatley	David Meyer	Chris Knoell
	256-544-1882 kenneth.r.white@nasa.gov	256-544-6571 kathy.hatley@nasa.gov	256-961-9348 David.Meyer@nasa.gov	256-961-9335 chris.knoell@msfc.nasa.gov
Broadcast Facsimile Service	Kathy Hatley	Beth Paschall	Pat O'Neill	Jeff Hale
	256-544-6571 kathy.hatley@nasa.gov	256-544-2930 elizabeth.g.paschall@nasa.gov	256-961-9410 patrick.k.oneil@msfc.nasa.gov	256-961-9337 jeffery.d.hale@nasa.gov
Custom Services (Mission)	Scott Douglas	Chris Spinolo	Jeff Bankert	Joseph Anokye
	301-286-9550 scott.c.douglas@nasa.gov	301-286-7552 Chris.Spinolo@nasa.gov	301-286-5499 bankert@sled.gsfc.nasa.gov	301-286-0188 joseph@sled.gsfc.nasa.gov
Custom Services (Mission Support)	Kathy Hatley	Ken White	Chris Knoell	David Meyer
	256-544-6571 kathy.hatley@nasa.gov	256-544-1882 Kenneth.R.White@nasa.gov	256-961-9335 chris.knoell@msfc.nasa.gov	256-961-9348 David.Meyer@nasa.gov
Russian Services	Robby Butler	Kathy Hatley	Bob Pickle	Ray Adams
	256-544-1161 robert.e.butler@nasa.gov	256-544-6571 kathy.hatley@nasa.gov	256-544-0427 robert.l.pickle@msfc.nasa.gov	256-544-5818 ray.adams@msfc.nasa.gov
High Rate Data/Video Service	Jim Cameron	Scott Douglas	Bill Ihnat	Chris Knoell
	301-286-6287 James.Cameron@nasa.gov	301-286-9550 scott.c.douglas@nasa.gov	301-902-6018 william.h.ihnath@nasa.gov	256-961-9335 chris.knoell@msfc.nasa.gov
Data Center and Network Security Services (DCNSS)	Carol Bryant	George Cruz	Scott Sables	Don Clark
	256-653-5353 carol.s.bryant@nasa.gov	256-544-2285 george.cruz@nasa.gov	256-961-0487 scott.e.sables@msfc.nasa.gov	256-544-4237 don.clark@msfc.nasa.gov
International Services (Mission)	Mike Bruegge	Tereda Frazier	Bill Ihnat	Michael Bradley
	301-286-6858 michael.c.bruegge@nasa.gov	301-286-5875 Tereda.J.Frazier@nasa.gov	301-902-6018 william.h.ihnath@nasa.gov	256-961-9492 michael.j.bradley@nasa.gov
L2VPN	Carol Bryant	Kathy Hatley	Chris Knoell	David Meyer
	256-544-3147 carol.s.bryant@nasa.gov	256-544-6571 kathy.hatley@nasa.gov	256-961-9355 chris.knoell@msfc.nasa.gov	256-961-9348 David.Meyer@nasa.gov
Denotes a NISN Service provided to Customer				
Denotes NISN Infrastructure Supporting a Service				
Denotes Operational responsibility				

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International Services (Mission Support)	Kathy Hatley 256-544-6571 kathy.hatley@nasa.gov	Ken White 256-544-1882 Kenneth.R.White@nasa.gov	Chris Knoell 256-961-9335 chris.knoell@msfc.nasa.gov	Michael Bradley 256-961-9492 michael.i.bradley@nasa.gov
	Carol Bryant 256-653-5353 carol.s.bryant@nasa.gov	George Cruz 256-544-2285 george.cruz@nasa.gov	Ralph Bischof 256-544-3982 ralph.bischof@nasa.gov	Alice Ellis 256-544-5196 alice.a.ellis@nasa.gov
	Sharon Ing 256-544-3857 sharon.ing@nasa.gov	Portia Dischinger 256-544-8650 Portia.Dischinger@nasa.gov	Eugene Russell 256-544-5591 eugene.russell@nasa.gov	Brent Sherman 256-544-4607 brent.sherman@nasa.gov
NASA X500	Ken White 256-544-1882 Kenneth.R.White@nasa.gov	Kathy Hatley or Scott Douglas 256-544-6571 / 301-286-9550 kathy.hatley@nasa.gov / scott.c.douglas@nasa.gov	Chris Knoell 256-961-9335 chris.knoell@msfc.nasa.gov	David Meyer 256-961-9348 David.Meyer@nasa.gov
	Elizabeth Sudderth 256-544-2856 elizabeth.sudderth@nasa.gov	George Cruz 256-544-2285 george.cruz@nasa.gov	Don Clark (acting) 256-544-4237 don.l.clark@nasa.gov	Catherine Trenkle 256-961-9479 catherine.e.trenkle@nasa.gov
	Vicki Stewart 301-286-6205 victoria.l.stewart@nasa.gov	Scott Douglas 301-286-9550 scott.c.douglas@nasa.gov	Bill Ihnat 301-902-6018 william.h.ihnath@nasa.gov	Shawn Belton 301-286-8924 shawn.b.belton@nasa.gov
NSAP Technology Refresh (NTR)	Vicki Stewart 301-286-6205 victoria.l.stewart@nasa.gov	Scott Douglas 301-286-9550 scott.c.douglas@nasa.gov	Bill Ihnat 301-902-6018 william.h.ihnath@nasa.gov	Shawn Belton 301-286-8924 shawn.b.belton@nasa.gov
	Carol Bryant 256-544-3147 carol.s.bryant@nasa.gov	Kathy Hatley 256-544-6571 kathy.hatley@nasa.gov	Chris Knoell 256-961-9355 chris.knoell@msfc.nasa.gov	David Meyer 256-961-9348 David.Meyer@nasa.gov
	Jim Cameron 301-286-6287 James.Cameron@nasa.gov	Seaton Norman 301-286-8676 seaton.b.norman@nasa.gov	Joe Damiano 301 286-6503 jdamiano@pop500.gsfc.nasa.gov	Mike Burroughs 301-286-6503 mburroug@pop200.gsfc.nasa.gov
Mission Network Backbone	Scott Douglas 301-286-9550 scott.c.douglas@nasa.gov	Chris Spinolo 301-286-7552 Chris.Spinolo@nasa.gov	Joe Simpson 301-794-2889 joe.simpson@qsf.nasa.gov	Doug Solomon 301-286-6864 dmsoloma@POP500.gsfc.nasa.gov
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Denotes NISN Infrastructure Supporting a Service				
Denotes Operational responsibility				

NISN Service Owners and Operations Interface

NISN Service	NASA Service Owners		UNITEs Service Owners	
	Primary	Alternate	Primary	Alternate
Mission Operations Interface	Vicki Stewart	Scott Douglas	Randy Honeycutt	Paul Hill
	301-286-6205	301-286-9550	301-286-2725	301-286-2726
	victoria.l.stewart@nasa.gov	scott.c.douglas@nasa.gov	randy.b.honeycutt@msfc.nasa.gov	phill@sled.gsfc.nasa.gov
Non-Mission Operations Interface	George Cruz	Kathy Hatley	Randy Goggans	Scott Hyatt
	256-544-2285	256-544-6571	256-544-2737	256-544-6111
	george.k.cruz@nasa.gov	kathy.hatley@nasa.gov	randy.goggans@msfc.nasa.gov	scott.hyatt@msfc.nasa.gov
Mission Security	Matt Kirichok	Chris Spinolo	Gus Massey*	Mary Foote*
	301-286-3435	301-286-7552	301-794-2886	301-794-2826
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Non-Mission Security	George Cruz	Ken White	Mark McCutchen	Tracy Willett
	256-544-2285	256-544-1882	256-961-9381	256-544-2777
	george.k.cruz@nasa.gov	Kenneth.R.White@nasa.gov	mark.a.mccutchen@nasa.gov	tracy.willett@nasa.gov
Denotes a NISN Service provided to Customer			* Non-UNITEs Personnel	
Denotes NISN Infrastructure Supporting a Service				
Denotes Operational responsibility				