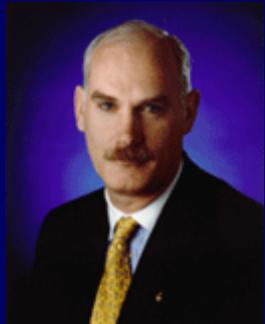


Code M Briefing to ODIN Vendors

Chris Burroughs
March 29, 2004



Office of Space Flight (OSF) Code M Organization Chart



ASSOCIATE ADMINISTRATOR
MR. READDY
DEPUTY ASSOCIATE ADMINISTRATOR
MS. CLINE

CREW HEALTH & SAFETY
Col Allen (Military Detailee)

M-1 DAA ISS AND SSP
Gen. Kostelnik
ASSISTANT ASSOCIATE ADMINISTRATOR FOR ISS
Mr. Uhran
ASSISTANT ASSOCIATE ADMINISTRATOR FOR SSP
Mr. Lightfoot (Act)

M-2 AAA FOR POLICY & PLANS
Ms. Cline (Act)

M-3 AAA FOR SPACE COMM
Mr. Spearing

M-4 AAA FOR INSTITUTIONAL ASSETS MGMT & INVESTMENTS
Mr. Cremins

M-5 AAA FOR LAUNCH SERVICES
Ms. Poniatowski

M-6 AAA FOR BUSINESS MGMT INTEG & ANALYSIS
Mr. Gaukler (Act)

M-7 AAA FOR ADVANCED SYSTEMS
*Mr. Mankins (Act)



Code M Major Functions/Activities

Bigger Picture

- Space Flight Enterprise Strategic Plan
- spaceflight.nasa.gov

General

- Budgets
- Policy Analysis
- Senior Program Management coordinating with programs at the NASA Centers
- Meetings / Charts



Code M Desktop Support

Moves/Adds/Changes

- Ensure resources available to accommodate last-minute new users

Catalog

- Keep up with vendor supply and end-of-life items
- Useful e-mail URL for user to check status
- Links to product information

Critical Uplifts

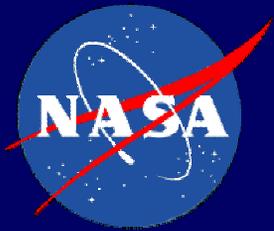
- Need resources available to accommodate swiftly
- Viruses should be building-wide critical uplifts



Code M Desktop Support

HELP Desk

- Calls regarding viruses taken seriously and notification to HQ users quickly
- Users not required to repeat information (room #, phone). Useful e-mail URL for users to check ticket status
- On-phone user support to work issues immediately
- Extremely important that server, internet connectivity, e-mail, meeting scheduler, PDA issues handled swiftly
- Know who to contact for all database/applications
- Call lists validated by ICPMs and Code POC



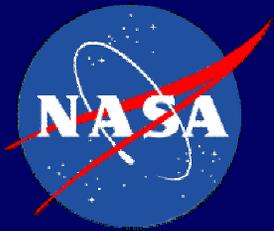
Code M Desktop Support

Printers

- Check that centralized printers are supplied with toner/ink cartridges

Website with one-stop desktop information a plus

- IT Notices
- Helpful Hints/ How To's
- IT Contacts
- IT Training
- Must be kept up to date
- Link to information broadly propagated
- Provide URL to new users during orientation

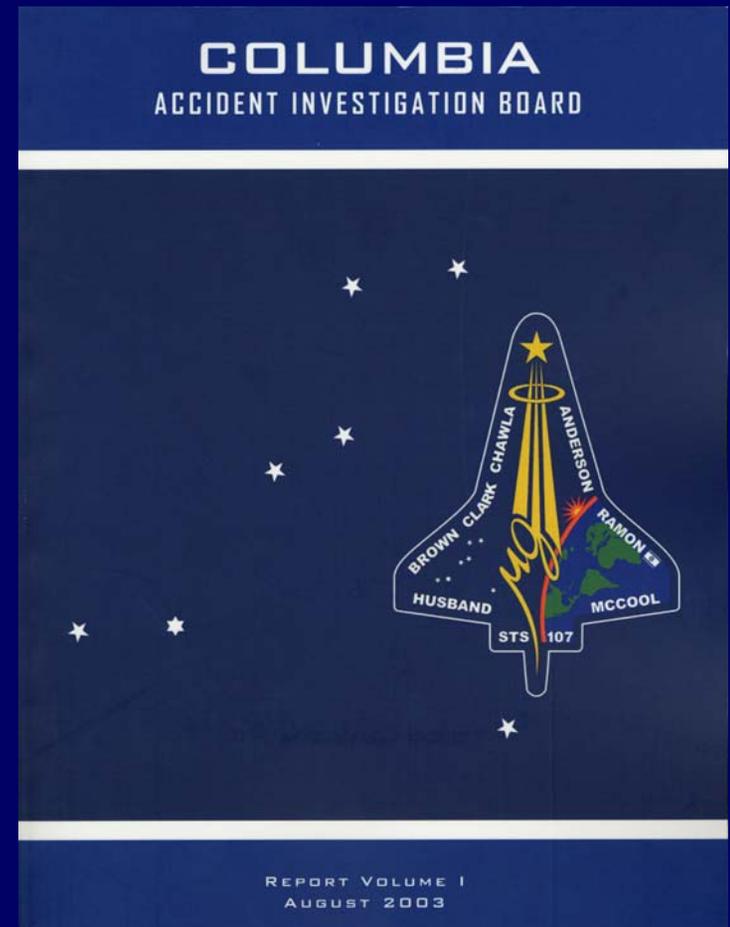


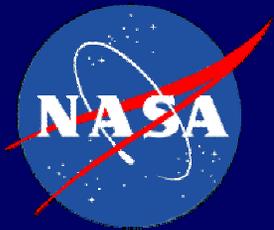
Code M Special Requirements

Office of Space Flight Action Center

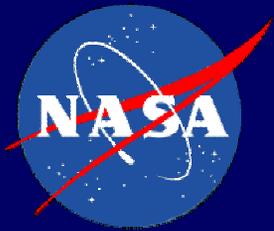
Squeaky Wheel

- Demanding Customers
- Quick to Raise Concerns





Backup Charts



NASA's Enterprise Codes

NASA is organized into six Strategic Enterprises which function as primary business areas for implementing NASA's mission and serving its customers. Each Enterprise has a unique set of strategic goals, objectives, and implementation strategies that address the requirements of the Agency's primary customers. Each Enterprise draws on the capabilities of several Centers, while each Center contributes to multiple Enterprises.

Enterprise Management is responsible for establishing overall customer requirements and ensuring overall customer satisfaction throughout the Strategic Enterprises. They work with the Enterprise Associate Administrators to determine what each Enterprise does and why. In addition, they provide program definition (requirements, cross-program efficiency, and synergy). They are responsible for Enterprise-focused, long-term institutional investment strategy, integrated budget development, program resource allocation and performance assessment, Enterprise-specific policy and standards, and the implementation of NASA policy.

For more information, check out the missions of NASA's Strategic Enterprises in the NASA Strategic Plan online (http://ifmp.nasa.gov/codeb/docs/2003_Strategic_Plan.pdf).