

NASA Headquarters Information Technology Contacts Matrix

January 8, 2013

Send updates to Mary Shouse

Org ID	Organization	ITCD Customer Service Manager	ACES Point of Contact (POC)	HITSS Customer Relationship Manager (CRM)	HITSS Customer Support Analyst (CSA)	Organization IT POC	Customer Advisory Committee (CAC) Member	Board of Directors Member
AA000	Office of the Administrator	Stanley Artis	Matt Veillette	Susan Henderson	Marthenia Holmes	Michelle McNair Patrice McCannon	Rick Keegan	Rick Keegan
	Office of the Inspector General (OIG)	Stanley Artis	TheI Schuhart Derek Kemp	Tanya Hamlet	Julienne Jones	Charles Cephas	Lawrence Anderson	N/A
IA000	Office of the Chief Financial Officer (OCFO)	Tuesday Dodson	TheI Schuhart Derek Kemp	Valerie Evans	Lance Weakley	Aletha Mack	Nadine Tremper	
JA000	Office of the Chief Information Officer (OCIO)	Elaine Bowman	TheI Schuhart Derek Kemp	Valerie Evans	Julienne Jones	Tracee McCall Brenda Maxwell	John Hopkins	John Hopkins
AE000	Office of the Chief Scientist	Stanley Artis Sharon Washington	TheI Schuhart Derek Kemp	Susan Henderson	Julienne Jones	Cynthia Thomas	N/A	N/A
UA000	Office of Chief Technologist (OCT)	Tuesday Dodson	TheI Schuhart Derek Kemp	Richard Durkee	Lance Weakley	Kimberly Butler Marcia Joseph	Kimberly Butler	N/A
KA000	Office of the Chief Engineer (OCE)	Tuesday Dodson	TheI Schuhart Derek Kemp	Tanya Hamlet	Marthenia Holmes	Maureen Moore Iona Butler	Maureen Moore	N/A
QA000	Office of the Chief Health and Medical Officer (OCHMO)	Tuesday Dodson	TheI Schuhart Derek Kemp	Tanya Hamlet	Julienne Jones	Pamela Barnes	Vincent Michaud	N/A
GA000	Office of Safety and Mission Assurance (OSMA)	Stanley Artis	TheI Schuhart Derek Kemp	Tanya Hamlet	Julienne Jones	Bill Loewy Joyce Minor	Paul Mexcur	Wilson B. Harkins, III
YA000	Office of Diversity and Equal Opportunity (ODEO)	Sharon Washington	TheI Schuhart Derek Kemp	Susan Henderson	Marthenia Holmes	Omega Jones Barbara Spotts	Omega Jones	N/A
HA000	Office of Education	Stanley Artis	TheI Schuhart Derek Kemp	Tanya Hamlet	Julienne Jones	Shawna Kennedy Shawnta Ball	Carolyn Knowles	Jim Stofan
TA000	Office of International and Interagency Relations (OIIR)	Elaine Bowman	TheI Schuhart Derek Kemp	Tanya Hamlet	Julienne Jones	Monica Bowie Devon Fleming	Davon Fleming	N/A
MA000	Office of General Counsel (OGC)	Tuesday Dodson	TheI Schuhart Derek Kemp	Susan Henderson	Joan Taylor	Randolph Harris William Donovan	N/A	N/A
VA000	Office of Legislative and Intergovernmental Affairs (OLIA)	Tuesday Dodson	TheI Schuhart Derek Kemp	Susan Henderson	Lance Weakley	Donna Graham LaDonna Ghee	Donna Graham	N/A
NA000	Office of Communications	Sharon Washington	TheI Schuhart Derek Kemp	Richard Durkee	Julienne Jones	Patrice Williams Brian Dunbar	Bob Jacobs	N/A
ZA000	Office of Small Business Programs (OSBP)	Sharon Washington	TheI Schuhart Derek Kemp	Tanya Hamlet	Lance Weakley	Naeemah Lee		N/A
Mission Directorates								
EA000	Aeronautics Research (ARMD)	Stanley Artis	TheI Schuhart Derek Kemp	Richard Durkee	Lance Weakley	Dolores McClung Kimberly Miller	Phil Milstead	
CA000	Human Exploration and Operations (HEOMD)	Stanley Artis	TheI Schuhart Derek Kemp	Lisa Smith Richard Durkee	Joan Taylor	Chris Burroughs Regina Hoover	Chris Burroughs	Beverly Hamilton
DA000	Science (SMD)	Stanley Artis	Jodie Tokicz	Richard Durkee	Marthenia Holmes	Gerald (Jerry) Smith Carol Reid	Dan Woods	Dan Woods
Mission Support								
LA000	Mission Support Directorate (MSD)	Elaine Bowman	TheI Schuhart Derek Kemp	Susan Henderson	Lance Weakley	Mary Dunn	Mary Dunn	
LE000	Office of Human Capital Management (OHCM)	Sharon Washington	TheI Schuhart Derek Kemp	Tanya Hamlet	Joan Taylor	Gretchen Davidian Stephen Chesley	Candy Irwin	
LD000	Office of Strategic Infrastructure (OSI)	Sharon Washington	TheI Schuhart Derek Kemp	Tanya Hamlet	Julienne Jones	Robin Atcherson Erica Napier	Robin Atcherson	N/A
LM000	Office of Headquarters Operations	Elaine Bowman	TheI Schuhart Derek Kemp	Susan Henderson	Joan Taylor	Sally Relyea	Michelle O'Connell Sally Relyea	Jay Henn
LM050	Budget Management and Systems Support (BMSS)	Elaine Bowman	TheI Schuhart Derek Kemp	Valerie Evans	Lance Weakley	Sally Relyea	Kathi Karmazin	Leigh Anne Giraldi
	NASA Shared Services Center (NSSC)	ITCD Customer Service Team	TheI Schuhart Derek Kemp	N/A	N/A	N/A	N/A	N/A
LP020	Office of Protective Services (OPS)	Elaine Bowman	TheI Schuhart Derek Kemp	Susan Henderson	Marthenia Holmes	LaKeesha Mathews Kelly Johnson	LaKeesha Mathews	Terry Conroy
LP040	NASA Management Office (NMO)			Richard Durkee	Lance Weakley			
LP030	Office of Internal Controls & Management Systems (OICMS)	Sharon Washington	TheI Schuhart Derek Kemp	Tanya Hamlet	Julienne Jones	Bill Clement	Bill Clement	N/A
LP010	Office of Procurement	Sharon Washington	TheI Schuhart Derek Kemp	Valerie Evans	Joan Taylor	Susie Marucci Paul Brundage	Susie Marucci	N/A
I3P Contacts Program Manager: J. C. Duh								
		Service Executive	Service Office Manager	Service Office Comms Lead	HQ Integration Lead (CIL)	HQ Subject Matter Expert (SME)	HQ Program Manager	HQ Comms Manager
NASA IT Infrastructure Integration Program (I3P)								
Agency Consolidated End-user Services (ACES)		John Sprague (OCIO)	Tom Oliver (MSFC)	Emily Townsend (MSFC)	Elaine Bowman	Joe Lanasa	Derek Kemp	Mary Shouse
Enterprise Application Services (EAST)		Erna Beverly (OCIO)	Neil Rodgers (MSFC)	Barbara Henry (MSFC)		Liteshia Dennis	N/A	
Enterprise Service Desk (ESD)		Saurabh Baveja (OCIO)	Paul Rydeen (NSSC)	Mike Tubbs (NSSC)		Tuesday Dodson	N/A	
NASA Integrated Communication Services (NICS)		Thomas Miglin (OCIO)	Beth Paschall (MSFC)	Kathy Hatley (MSFC)		Mike Barrett	Jo McGowan	
Web Services (WEST)		Roopangi Kadakia (OCIO)	Dawn McGowan (GSFC)			TBD	N/A	
Enterprise Service Desk (ESD) (Support for I3P Services)		Web Site		E-mail		Phone		
<ul style="list-style-type: none"> • 24X7 Help Desk • Self-Help Web site with knowledge articles on I3P Services • Ordering System for I3P Services • Access to ACES Product Catalog (APC) • Enterprise Notification System for planned/unplanned outages (with subscription capabilities) • System Status 		https://esd.nasa.gov		nasa-esd@mail.nasa.gov		358-HELP (4357) 1-866-4NASAHQ (462-7247)		
For non-I3P services, see the HQ Help Desk Web page: http://www.hq.nasa.gov/hq/helpdesks.html								

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