Ames

Procedural

Requirements

APR 2815.5

Effective Date: May 5, 2020

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COMPLIANCE IS MANDATORY

Subject: End User Policy for IT Resources

Responsible Office: Code I / Information Technology Directorate

CHANGE LOG

Status [Baseline /Revision /Cancelled]	Document Revision	Date of Change	Description
Baseline	0	7/30/2013	Initial release.
Revision	1	5/5/2020	Revised procedures and responsibilities to reflect new contract requirements; Updated names of roles and IT procurement rules.
Revision	2	7/15/2020	Deleted requirement for a Form ARC 852 (Ames Computer Property Pass) to remove devices from the Center and made minor administrative corrections.

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PREFACE

P.1 PURPOSE

a. This document establishes the Ames Research Center (ARC) policy and procedures for the management of Agency Consolidated End-User Services Office (EUSO) and non EUSO IT purchases for end users. These include desktop computers, laptop computers, tablets, peripherals, network printers, mobile computing devices such as iPhone, iPads, cellular phones, multi-function devices (MFDs) and other special devices associated with EUSO services (e.g. Air Cards). In order to provide consistent and effective management of end-user computer services, it is necessary to define a baseline service description, and procedural requirements between the Information Technology directorate (Code I) and its customers.

b. As ARC transitions fully to the EUSO model for IT services, there must be a consensus understanding among all stakeholders on what comprises basic services to Code I's customers and how CMO funding for these services will be managed.

c. Pursuant to 44 U.S.C 3601 et seq, E-government Act of 2002 and Federal Information Security Management Act, this document also describes End User responsibilities while using NASA IT resources.

d. Pursuant to 2CFR 200.318 and APR 5100.1, this document describes the requirements for purchasing IT services and equipment.

P.2 APPLICABILITY

a. This APR is applicable to ARC and associated facilities (e.g., contractor's facilities, etc.).

b. These requirements apply to NASA IT services and equipment purchased by and charged to Center Management and Operations (CMO) funding and will be adhered to by all affected Ames employees and Ames support service contractors.

c. This requirement applies to NASA contracts, grants, purchase orders, and cooperative agreements, to the extent specified or referenced in the contracts, grants, or agreements.

d. This policy applies to facilities, resources, and personnel under a contract or part of a grant, an international partner agreement, or a volunteer associate's agreement from NASA to a college, university, research establishment, or associate's program, if their contract vehicle is funded under CMO IT, to the extent specified or referenced in the contract, grant, or agreement.

e. These requirements apply to services and equipment purchased with programmatic funds. Program funded entities will adhere to all provisions of this directive except portions exclusive to EUSO services or CMO funding requirements. Paragraphs exclusive to CMO funded EUSO are Paragraphs 2.1 and 2.3.

f. In this directive, all mandatory actions (i.e., requirements) are denoted by statements containing the term "shall." The terms "may" or "can" denote discretionary privilege or permission, "should" denotes a good practice and is recommended, but not required, "will" denotes an expected outcome, and "are/is" denotes descriptive material.

g. In this directive, all document citations are assumed to be the latest version unless otherwise noted.

P.3   AUTHORITY

a.   44 U.S.C. 3601 et seq., E-Government Act of 2002, as amended

b.   2 CFR 200.318, General Procurement Standards

c.   NPR 2810.1, Information Security Policy

P.4 APPLICABLE DOCUMENTS AND FORMS

a.   NASA-STD-2804/2805 Minimum Software and Hardware Configurations

b.   NF 892, Employee Property Pass/Loan Agreement and Removal Permit

c.   ARC 865, Ames International Travel with IT

d.   On-Line IT Purchase Request[1]

P.5 MEASUREMENT/VERIFICATION

a.   Verification of conformance to requirements in this directive are measured through Center and Responsible Organizational management reviews, self-assessments, and subsequent analysis and reports of conformance to requirements, as well as periodic internal audits.

b.   The Ames EUSO Subject Matter Expert (SME) tracks and manages data for verification at the Agency EUSO.

P.6 CANCELLATION

a.   APR 2815.5, Ames Research Center End User Policy for IT Resources dated January 6, 2014.

Eugene Tu
Director

DISTRIBUTION STATEMENT:

Internal and external distribution.

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[1] On-Line IT Purchase Request: https://itp.arc.nasa.gov/new-request-type

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CHAPTER 1 ROLES AND RESPONSIBILITIES

1.1 The **Chief Information Officer (CIO)** shall:

1.1.1   Establish a review process for all IT purchases and IT service procurements.

1.1.2   Provide final approval for all IT services and purchases at the Center.

1.1.3   Delegate approval authority if unavailable or unable to perform this duty.

1.2 The **Chief Financial Officer (CFO)** shall:

1.2.1   Allocate funding for the Center Management Operations (CMO) funded services.

1.3 The **Organizational Directors** shall:

1.3.1   Manage CMO funds for IT purchases in their organization.

1.4 The **Center EUSO Subject Matter Expert (SME)** shall:

1.4.1   Track and manage data for verification at the Agency EUSO.

1.4.2   Make recommendations to the CIO boards for consolidation of assets or other suggestions when cost savings is likely and submit to Center Integration Lead (CIL) and CIO for review.

1.4.3   Act as the 2nd or 3rd tier responder for Help Desk issues that cannot be answered by the current knowledge articles available to the Enterprise Help Desk (ESD)

1.4.4   Coordinate EUSO activities with the Center Integration Lead that may have a broad impact to the Center.

1.5 The **Code I Budget Management Officer (BMO)** shall:

1.5.1   Pay the EUSO bill to NASA Shared Services Center (NSSC.)

1.5.2   Maintain payment records for proof of payment.

1.6 The **CIO IT Procurement Officer (ITPO)** shall:

1.6.1   Review all IT products and services procurement requests before clearing them for purchase.

1.6.2   Ensure the IT service, software, or equipment being requested complies with all Federal and NASA requirements. (For detailed instructions, see the On-Line IT Purchase Request)

1.7 The **Center Organizational Heads** shall:

1.7.1   Manage their organization's IT assets.

1.7.2   Control and ensure funds are available for their EUSO services costs within an organizational budgetary mark.

1.7.3   Make final distribution decisions (i.e., "who gets what").

1.7.4   Ensure all devices that have sensitive information (PII, SBU, or ITAR) have Data At Rest (DAR) encryption.

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1.7.5   Ensure that an NF 892 (Property Pass) is issued for all non-EUSO devices that will be removed from the Center and that it is signed by the end user and Center Security Office.

1.7.6   Ensure that employees traveling abroad with NASA-owned or managed devices have an approved ARC 865.

1.8 **Program-Funded Organization Leads** shall:

1.8.1   Fund their IT resources from program funds.

1.8.2   Ensure their organizations comply with the requirements of this directive for all of their services/devices (i.e., program-funded as well as CMO-funded or EUSO-managed), with the exception of CMO/EUSO-specific requirements as stated in paragraph P.2e.

1.9 **Organizational POCs** shall:

1.9.1   Coordinate with organizational management on IT purchasing.

> *Note: Non-EUSO procurements may be handled by a different POC depending on organizational requirements.*

1.10 **Organization Resource Analysts (RA)** shall:

1.10.1   Ensure the organization they support has funding available before IT services are approved.

1.10.2   Report projected IT funding shortfalls to the Code I BMO and the organization's approver when identified.

1.11 **End Users** shall:

1.11.1   Be responsible as the customer/recipient of specific NASA-owned or managed devices (e.g., desktop/laptop computer, phone iPad, etc.) and make sure the devices are in working order.

1.11.2   Protect the devices from damage and take reasonable care against it being lost or stolen when taken off-Center.

1.11.3   Report the loss of a device to the NASA Security Operations Center via email (soc@nasa.gov) or phone (877-627-2732) as soon as he/she becomes aware of the loss. Also report the loss of a device to the End User Services Office by calling the ESD (877-677-2123). If the device was believed to be stolen while on Center, contact Physical Security (565-604-5416); otherwise, report to the police jurisdiction of where the device was stolen and request a police report.

1.11.4   Obtain an approved NF 892 and comply with the procedures in section 2.9.3 before taking a NASA IT asset off-Center.

1.11.5   End Users who choose to access NASA email with their Personally Furnished Equipment (PFE) mobile phone or tablet shall make a Mobile Device Management (MDM) request through NAMS. A training link located within the request describes additional requirements and responsibilities. MDM is available only to MaaS 360 migrated End Users. The data on MDM PFE are considered NASA IT assets and fall under the restrictions of this policy.

> *Note: Additional information on MDM is provided at:*
> *https://intranet.share.nasa.gov/arc/it/SINS/UD.aspx.*

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CHAPTER 2   REQUIREMENTS

2.1 CMO-Funded Organization Allocation Budget and Costs

2.1.1   Each CMO-funded organization will have its own CMO allocation budget to purchase IT. The allocation of the CMO budget to each directorate or directorate level office is allocated by Code C and managed by Code I.

2.1.2   Code I will bill each organization according to the services they order and receive, reconciled to the data received from the ESD. The service orders are managed by ESD.

2.1.3   Code I will work closely with organizations projecting a funding shortfall for IT services to ensure either resources are added or services reduced to align with their budgetary and organizational work requirements.

2.1.4   Each employee is assumed to be using at least *one* connected device. Any additional costs for more than one device must be paid from the recipient organization's allocated funds. Each employee is entitled to one device.

2.2 Waivers and Exceptions

2.2.1   The NASA Ames IT Procurement site is the agency portal for all IT resources procurements and shall be the first place to shop for IT services.

2.2.2   No waivers will be granted unless extreme circumstances prevail.

2.2.3   Waivers to the IT procurement requirements must be approved by the Organization Director and the Center CIO.

2.2.4   All orders for IT resources must first be submitted via an On-Line IT Purchase (ITP) Request and obtain CIO ITPO Approval.

2.2.5   An IT service, software, device, or equipment not available through EUSO must utilize other Center-available IT purchasing vehicles (e.g., SEWP) before attempting to make a case for a special IT purchase exception.

2.3 Printers (EUSO only)

2.3.1   Organizations will be charged for the hardware located in their building plus the cost-per-pages-printed per month. The ration of responsible share will be based on the number of employees residing in the building. (Number of copies per month / Number of employees in building; Total cost per month / ratio of organization's employees).

> *Note: Print example (no scan-to-email cost) for EUSO devices:*
> *Copies per month and equipment = $1,000*
> *100 employees in building*
> *50 employees are Code I – Code I pays 50% or $500*
> *25 employees are Code J – Code J pays 25% or $250*
> *25 employees are Code T – Code T pays 25% or $250*

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2.3.2   Any issues regarding the cost allocations or the purchasing of services must first be coordinated with the organizational POCs before contacting the Center EUSO SME, the IT Procurement Office, or the CIO.

2.4 ARC Organizations and Program Requirements

2.4.1   ARC Organizations and Programs will adhere to the standards and provisions of NASA-STD-2804 and NASA-STD-2805 when purchasing through EUSO or other procurement mechanisms and are responsible for managing their end user requirements so that they *do not affect the security or incur any additional costs to:*

a.   Center IT infrastructure – Prohibited examples include, but are not limited to, establishing hybrid subnetwork or external network, whether or not they can be detected by IT security tools.

b.   Center IT security – Prohibited examples include, but are not limited to, any IT device, product, or service not visible to IT security inspection tools.

2.4.2   Organizations shall ensure that all NASA devices containing NASA data are covered under an IT Security Plan with an Authorization To Operate (ATO) in place per NPR 2810.1.

2.4.3   Organization system administrators will be vigilant in patching and updating software.

2.4.4   An NF 892 needs to be filled out by the owner of the device and their property custodian prior to removing a non-EUSO compute seat from the Center. When traveling abroad with NASA IT, the End User must fill out ARC 865.

> *Note 1: Additional information on traveling with IT Devices is in Appendix B*
> *and on the Code I web site:*
> *https://intranet.share.nasa.gov/arc/it/SINS/IT%20Travel.aspx*
>
> *Note 2: EUSO devices do not require the NF 892. No form is required to remove EUSO devices from the Center unless they will be traveling abroad.*

2.4.5   All devices that contain sensitive information (PII, SBU, or ITAR) must have Data At Rest (DAR) encryption.

2.4.6   Organizations projecting a funding shortfall for IT services will work closely with Code I to ensure either resources are added to meet the shortfall or services are reduced to align with their budgetary and organizational work requirements.

2.4.7   Organizations will be responsible for reporting the replacement of devices that are missing, lost, or stolen.

APPENDIX A. ACRONYMS

APR	Ames Procedural Requirement
ATO	Authorization To Operate
ARC	Ames Research Center
BMO	Budget Management Officer
CIL	Center Integration Lead
CIO	Chief Information Officer
CMO	Center Management and Operations
DAR	Data At Rest
ESD	Enterprise Service Desk
EUS	Enterprise User Services
EUSO	Enterprise User Services Office
GFE	Government Furnished Equipment
IT	Information Technology
ITAR	International Trade in Arms Regulations
ITP	Information Technology Purchase
ITPO	IT Procurement Officer
MaaS	Mobile as a Service
MDM	Mobile Device Management
NAMS	NASA Account Management System
PFE	Personally Furnished Equipment
PII	Personally Identifiable Information
POC	Point of Contact
RA	Resource Approver
SBU	Sensitive But Unclassified
SEWP	Solutions for Enterprise-Wide Procurement
SME	Subject Matter Expert

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APPENDIX B. HELPFUL LINKS

B.1   The following links are not part of the APR because content may change. The links are included to help End Users by providing detailed instructions and more information:

a.   NASA Information Technology Procurement Information:

https://intranet.share.nasa.gov/arc/it/Lists/Pcard/AllItems.aspx#InplviewHash762f8782-3aab-4d8e-88a2-a4c34dd7e226=Paged%3DTRUE-p_Title%3DScanners%2520%252d%2520Standalone-p_ID%3D171-PageFirstRow%3D41.

b.   ITP request can be submitted at: https://itp.arc.nasa.gov/new-request-typ

c.   Traveling with NASA IT: https://intranet.share.nasa.gov/arc/it/SINS/IT%20Travel.aspx

d.   MDM Link for PFE (Personally-owned Mobile Devices – also known as Unauthorized Devices or UD): https://intranet.share.nasa.gov/arc/it/SINS/UD.aspx

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