



## Enterprise Service Desk

### I3P Overview

NASA's Information Technology (IT) Infrastructure Integration Program (I3P) has transformed NASA's IT Infrastructure services from a Center-based model to a standard, enterprise-based management and provisioning model shared across the Agency. The scope of I3P is broad, entailing consolidation and central management of IT services in the areas of Tier-0/1 service desk and ordering, Web services and technologies, enterprise business and management applications, integrated network/communications services and end-user services.

### Enterprise Service Desk (ESD)

The ESD at the NASA Shared Services Center (NSSC) provides a Single Point of Contact (SPOC) for incident management in the I3P environment and a single ordering system for requesting I3P services. I3P services have been categorized into four different portfolios:

- Agency Consolidated End-user Services (ACES);
- NASA Integrated Communications Services (NICS);
- Web Enterprise Services Technologies (WEST); and
- Enterprise Applications Services Technologies (EAST).

The scope of the ESD includes:

- Providing a SPOC for initial reporting of incidents related to I3P services;
- Providing a SPOC for ordering of I3P services;
- Providing 24/7 Tier-1 Service Desk operations, Tier-0 availability and support;

- Processing and escalating incidents and service requests as per defined Service Level Indicators;
- Collecting Service Level Indicator-based performance metrics for I3P services using the ESD support systems and databases; and
- Managing notifications for planned/unplanned outages/changes affecting I3P services.

### Contact the ESD

The national number and Agency-wide contact information is available below:

- On the Web: <https://esd.nasa.gov/>
- By Phone: 1-877-677-2123 Option 2 (1-877-NSSC123)

### Tier-0 Website

The ESD Tier-0 website is your gateway to I3P. You can access hundreds of knowledge articles, submit a ticket, check the status of a ticket, order a new service, check the status of an order and view notifications. I3P managers can access analytics reporting and dashboards, build new I3P services and send notifications to NASA users.

The Tier-0 site is customized to each user. Behind the NASA firewall, no login is required when using Internet Explorer or Firefox. Log in using your NASA LaunchPad credentials if you are using another browser or are outside of the firewall.

**Visit the ESD Website:** <https://esd.nasa.gov>

# NASAfacts

## **Service Ordering**

ESD is your go-to resource for ordering I3P services. Browse or search for your desired item and add it to your cart. Check out when you have found everything you need. Up to three Center approvals may be needed (Organization, IT Representative and Center Resource).

## **Notifications**

I3P managers or delegates can use the ESD's Tier-0 site to send notifications to subscribers, to an entire Center or all the Agency. All users can subscribe to receive notifications and view those that have been sent.

## **Dashboards and Analytics**

The Office of the Chief Information Officer (OCIO), service offices and other delegated users may be provisioned with the Dashboards and Analytics role in Tier-0. This role allows a user to pull detailed reports and view easy-to-use dashboards on I3P statistics.

## **Tier-1 Service Desk**

The ESD is a 24/7 resource for reporting and receiving resolution for I3P tickets. The ESD is able to answer many frequently-asked questions. In cases when support is needed at your location, or a ticket requires more advanced knowledge, ESD coordinates with the appropriate I3P provider to ensure you receive resolution.

## **About the NSSC**

The NSSC provides services across the Agency in five functional areas including: Agency information technology services and selected activities in financial management, human resources, procurement and business support services.

The NSSC strives to provide customer-focused, consistent, high-quality, easily-accessible and timely support services.

Access the NSSC website at:

<https://www.nssc.nasa.gov>

## **NASA Shared Services Center**

### **Attn: Enterprise Service Desk**

Building 1111, C Road  
Stennis Space Center, MS 39529

## **NSSC Customer Contact Center**

**Phone:** 1-877-677-2123 (1-877-NSSC123)

**Fax:** 1-866-779-6772 (1-866-779-NSSC)

**E-mail:** [nssc-contactcenter@nasa.gov](mailto:nssc-contactcenter@nasa.gov)

**Web:** <https://www.nssc.nasa.gov>