



**ISRS TRANSITION
MISM/AWG
#CRQ18948**

System Requirements Review (SRR)

March 17, 2015

- Project Governance
- SRR Overview
- Project Overview
- System Overview
- Requirements Overview
- Success Criteria
- Summary

Review	Delegated	Waived	Combined With...	Review Board	Decision Authority	Notional Date
System Concept Review (SCR)*	N	N				N/A
KDP-A*	N/A	Y				N/A
System Requirements Review (SRR)	Y	N		SERT	Enterprise Applications Service Executive	2/2015
KDP-B	N/A	Y				N/A
Enterprise Architecture (EA) Review	N/A	N/A**				N/A
Preliminary Design Review (PDR)	Y	N	CDR	SERT	Enterprise Applications Service Executive	3/2015
Non-Advocate Review (NAR)	N/A	Y				N/A
KDP-C	Y	N		MSFC ITPMB	MSFC Deputy CIO	3/2015
Critical Design Review (CDR)	Y	N	PDR	SERT	Enterprise Applications Service Executive	3/2015
KDP-D	N/A	Y				N/A
Test Readiness Review (TRR)	Y	N		SERT	Enterprise Applications Service Executive	5/2015
Operational Readiness Review (ORR)	Y	N		SERT	Enterprise Applications Service Executive	6/2015
KDP-E	Y	N		MSFC ITPMB	MSFC Deputy CIO	6/2015
Project Completion Review (PCR)	Y	N		SERT	Enterprise Applications Service Executive	7/2015

SRR OVERVIEW

- Examine the functional, technical, performance, and security requirements for the system and elements of the preliminary Project Plan.
- Ensure that the requirements and the selected concept will satisfy the system objectives.



SYSTEM ENGINEERING REVIEW TEAM (SERT)



Role	Name	Organization/Affiliation
MANDATORY SERT MEMBER ROLES		
SERT Chair		NEACC Business Process & Applications Operations
ITSAB		
Enterprise Architecture		
I3P PMO		
ICAM		NEACC ICAM Lead
CIL		
CSO		
SME		MSFC Advisor
SME		NEACC Enterprise Service Bus (ESB) Lead
SME		NEACC Business Intelligence Lead
OPTIONAL SE Advisory TEAM (SEAT) ROLES		
IT Security		EIO IT Security Integration Lead
Contracting Officer Representative EAST "Acting"		NEACC Support Systems
Enterprise Integration Office (EIO)		EIO Director
Enterprise Integration Office Service Integration Mgt		EIO Technical Integration Lead
MSFC		MSFC Advisor



SRR NPR 7120.99

ENTRANCE CRITERIA STATUS



Item#	Entrance Criteria	Complete?	Artifact of Evidence/Details	Responsible POC
1.	A preliminary SRR agenda, success criteria, and charge to the board have been agreed to by the technical team, project manager, and review chair prior to the SRR.	✓ Y	• SRR Agenda	MITS PM
2.	The following technical products (a. – n.) for hardware and software system elements are available to the cognizant participants prior to the review:			
a.	System requirements document	✓ Y	• RTM	MITS PM
b.	System software functionality description	✓ Y	• PMP	MITS PM
c.	Concept of Operations	✓ Y	• UML Use Case and Activity Diagrams (SRR)	MITS PM
d.	Preliminary system requirements allocation to the next lower-level system	N/A	• RTM does have high level use cases broken down into lower level requirements	MITS PM
e.	Updated cost estimate	N/A		
f.	Risk assessment and mitigations	✓ Y	• E-Port (MSFC)	NASA PM
✓ Y (Yes) * N (No) ΔT (Tailored) N/A (Not Applicable)				



SRR NPR 7120.99



ENTRANCE CRITERIA STATUS (CONT.)

Item#	Entrance Criteria	Complete?	Artifact of Evidence/Details	Responsible POC
g.	Configuration management plan	✓ Y	• PMP	MITS PM
h.	Initial document tree	✓ Y	• FAD	NASA PM
i.	Verification and validation approach	✓ Y	• Test Plan	MITS PM
j.	Information/system security categorization.	✓ Y	• FAD/PMP	MITS CRM
k.	Identification of personally identifiable information	N/A	• No PII data required and warnings are provided against including any PII	MITS PM
l.	Identification of records retention requirements	✓ Y	• NRRS	NEACC
m.	Identification of required system security controls	✓ Y	• PMP	MITS PM
n.	Preliminary software development/management plan	N/A	• N/A per FAD	MITS PM
o.	Other specialty disciplines, as required	N/A	• N/A	

✓ Y (Yes) ✗ N (No) ΔT (Tailored) N/A (Not Applicable)

- **RID**
 - A RID is a formal written request submitted by System Engineering Review Team (SERT) members that describes a problem, provides possible recommendations, and details impact(s) to the project if the recommendation is not implemented
- **RID Considerations**
 - All RIDS submitted during this review will be considered
 - Only RIDS addressing issues within the scope of this review will be accepted
 - All RIDS related to this review must be submitted by email to the RID Review Team (RRT) no later than end of day, March 20th, using the instructions and *ISRS Transition RID Form* provided in the SRR Package
 - The RRT will notify the submitter within 24 hours if the RID is not accepted and include reason for rejection
 - All RIDS will be dispositioned prior to the next milestone review (CDR)

PROJECT OVERVIEW



ISRS TRANSITION EXECUTIVE SUMMARY



Start Date: 8/29/14

FAD Date: 02/17/15

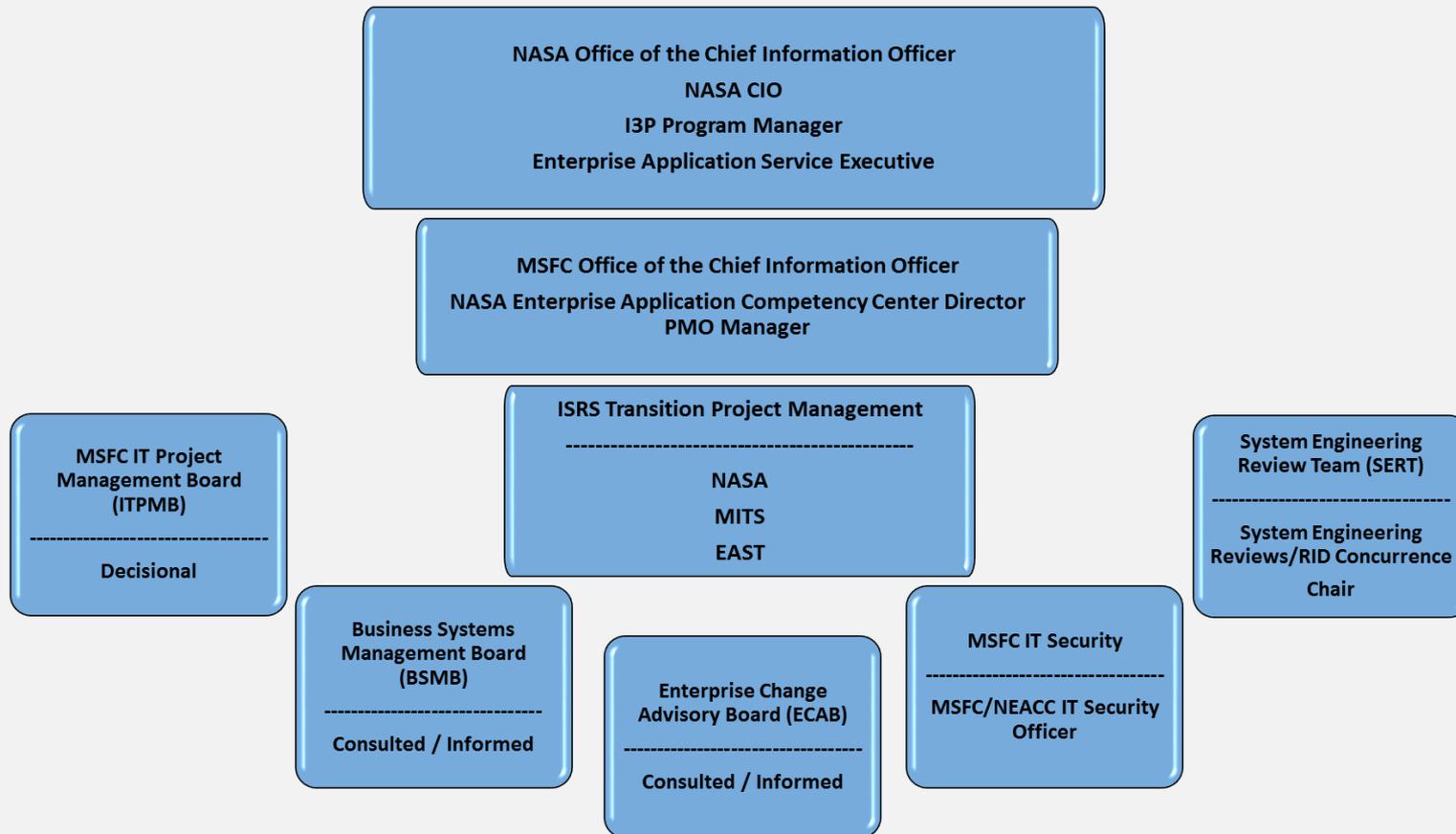
End/PCR Date: 07/31/15

- **MISM/AWG CR #:** CRQ000000018948
- **Project Title:** ISRS Transition
- **Application:** NASA Integrated Service Management (NISM)
- **Funding Org/RD/WON:**
 - IS60/664/2029
 - This project has been funded out of NEACC 2014 using Marshall IT Services (MITS) contractors
- **Purpose:** The purpose of the ISRS Transition Project is to end the NASA Enterprise Applications Competency Center's (NEACC) reliance on custom configuration of its service request system (ISRS).

ISRS TRANSITION EXECUTIVE SUMMARY



- **Strategic Vision:** Transform NASA's IT infrastructure and application capabilities and services to meet evolving stakeholder needs and support mission success.
 - Objective 1.1 – Ensure a positive end-to-end computing experience for our stakeholders.
 - Objective 1.3 – Provide enterprise applications and services that support the Agency's business and information needs, with new initiative and enhancements focused on improving business and management practices.
 - Objective 1.4 – Enhance mission value by providing efficient and effective access to enterprise information and collaborative functionality.
- **Background:** The NEACC has been a consumer of the MSFC service management system for over a decade. ISRS was developed on the original Remedy platform, with heavy workflow customization to accommodate the unique audit and approval requirements of the various business communities served by the NEACC. Most end users enter their own service requests (SRs) in ISRS, including maintenance and enhancement requests. There are currently over 1,100 ISRS assigned users with all NASA Centers represented (anyone with a NASA identity can enter a service request), and volume of service requests of all types is approximately 1,800 per month. MSFC deployed BMC Software Inc.'s IT Service Management (BMC ITSM) product that MSFC calls MISM in 2012, replacing their legacy BMC Remedy system. MISM supports a number of MSFC Center IT products and customers. With that deployment, the NEACC's ISRS configuration was migrated to BMC ITSM/MISM.



Authority: This Project is being managed by the NEACC. Due to the minimal cost of the project, and to its interdependence with other MSFC organizations, the NASA OCIO will delegate the KDP reviews to the MSFC ITPMB. The System Engineering Review Team (SERT) will consist of both MSFC and NEACC representatives, with the NEACC Director as the Decision Authority (DA); system engineering reviews will be conducted at the MSFC Center level.



ADDITIONAL STAKEHOLDERS

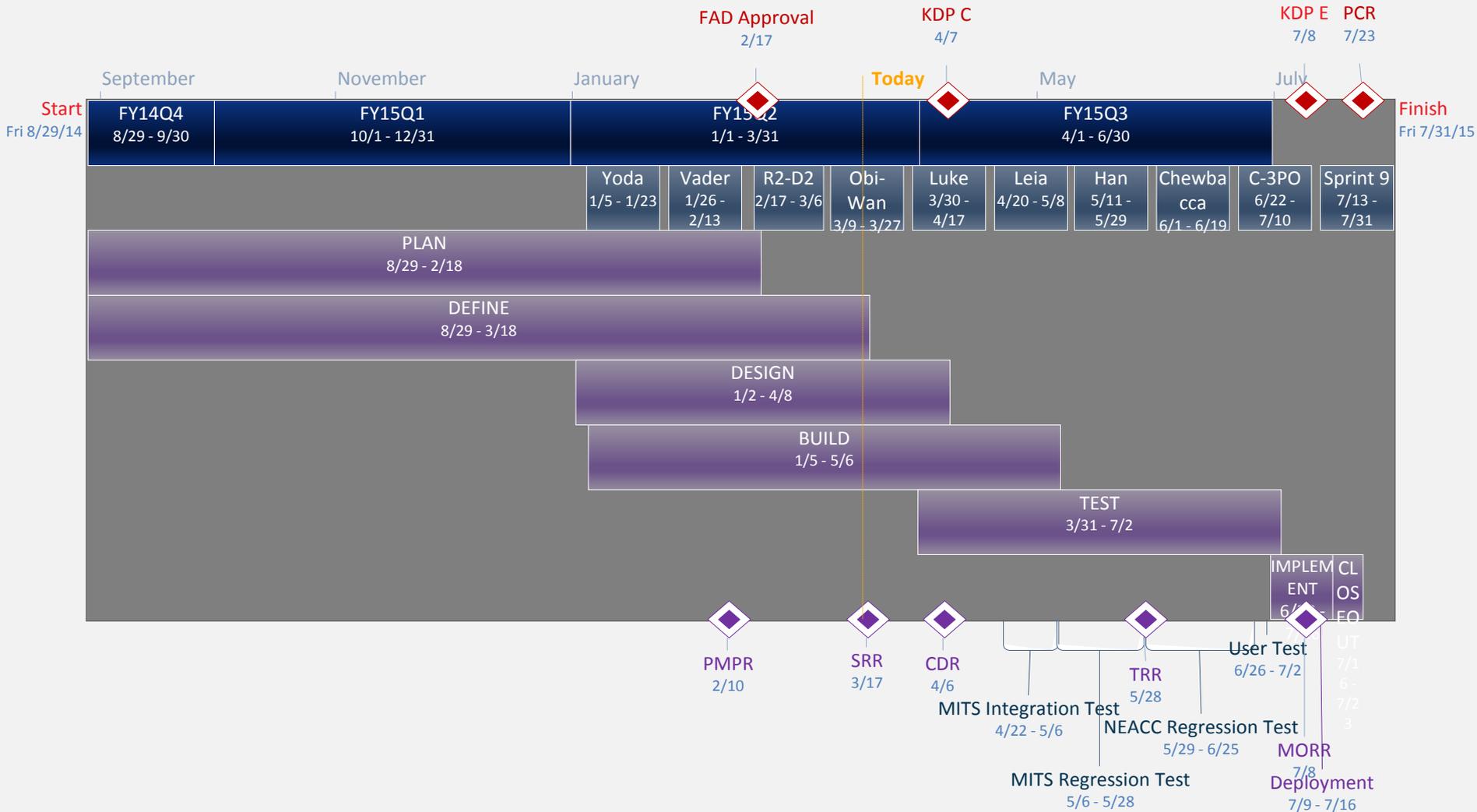


Role	Responsibility	Stakeholder	Org	Communication Method
Customer	The customer who is requesting the changes and provides functional requirements, approves functional requirements at SRR, non functional requirements at PDR, product design at CDR, Test Readiness Review and Product implementation at MORR.		IS60 NEACC NASA	Project Review meetings Email
MSFC/IS30 Org Rep	MSFC/IS30 Organizational Representative		IS30	AWG meeting
MSFC OCIO AWS CRM	Customer Relationship Manager			Project Review meetings
MSFC/IS30 NISM Data Owner	Customer who is responsible for the data stored and collected in the database.			Email
MIT Program Management	MIT Program Manager MIT Deputy Program Manager		MIT	Executive Status Report
MIT AWS Management	MIT AWS Manager Project and Requirements Management Application Architecture COTS/Application Operations		MIT	Competency Team Review Email
Project Manager	Manages the project to keep it within cost, schedule and meet quality requirements. Also serves as quality configuration manager of project artifacts (SharePoint) and software (Subversion or equivalent).		MIT	Project Review meetings Daily Stand-ups
Requirements Manager	Manages the functional and non-functional requirements from definition through test; manages baseline changes and, if applicable, Product Decision Package; develops preliminary design of product.		MIT EAST	Project Review meetings
EAST APCMS Owner	Verifies the integrity of the interfaces related to APCMS. As EAST lead, responsible for ensuring they reserve adequate capacity to carry out assigned tasks.		EAST	Project Review meetings
EAST SLM Team Lead	Verifies that SLM requirements are covered and tested, leads the effort to build any necessary reports, and ensures the solution will provide what is needed for EAST metrics. As EAST lead, responsible for ensuring they reserve adequate capacity to carry out assigned tasks.		EAST	Project Review meetings
NEACC Records Management	Verifies compliance with NASA records management policy.		IS02	Project Review meetings

4/7/2015

Role	Responsibility	Stakeholder	Org	Communication Method
Developer / Unit Tester	Decomposes preliminary design into detail design (to-be solution), builds the product, implements COTS, GOTS and SaaS		MIT BMC	Project Review meetings Daily Stand-ups
Integration Tester(s)	Finalizes full set of all draft test plan scenarios, including limited regression test scenarios, and contingency/roll-back plans. Additionally, generates and conducts test plans to ensure system operates as expected. Test application to verify changes meet requirements.		MIT	Test Results Report Test Readiness Review Daily Stand-ups Email
Customer / User Tester(s)	Performs NEACC Regression and customer acceptance testing and provides product acceptance/approval artifact (email, memo, etc..) to Project Manager. As EAST lead, responsible for ensuring they reserve adequate capacity to carry out assigned tasks.			Test Results Report Test Readiness Review Email
Software Engineering Governance	Provides guidelines for governance processes and artifacts; works with NASA organizations to provide projects with application portfolio, information management, privacy records, security artifacts, and compliance.		MIT	SEF Website Email
IT Security	Provides IT security application assessment guidance, planning for IT security activities, and IT security artifacts as required		MIT NEACC	MISTA Project Review meetings
Network and Systems Operations	Provides application administration of software technology stacks utilized by many applications. Coordinates with IT Security, MCS, and others on OCIO shared application servers. Provides server administration and coordination with network administrators.		MIT	Email
Production Application Support (Steady State)	Maintains the existing production application		MIT	Project Review meetings O&M Manual
Scrum Master	Facilitates the scrum team at daily stand-ups and removes any obstacles to team progress.		MIT	Project Review meetings Daily Stand-ups
EAST Business Readiness Lead	Performs change management communications and documentation to the NEACC team including planning and execution. As EAST lead, responsible for ensuring they reserve adequate capacity to carry out assigned tasks.		IS60	Project Review Meetings

4/7/2015



Phase	Milestone	Notional Date
Plan	Project Management Plan Review (PMPR)	February 10, 2015
	Formulation Authorization Document Approval (FAD)	February 17, 2015
Define	System Requirements Review (SRR)	Early Mar 2015
Design	Critical Design Review (CDR)	Early Apr 2015
	KDP C	Early Apr 2015
Build	Build Completion Peer Review	Early May 2015
Test	Test Readiness Review (TRR)	Late May 2015
Implement	Marshall Operational Readiness Review (MORR/ORR)	Early Jul 2015
	KDP E	Early Jul 2015
	Production Release	Mid Jul 2015
Closeout	Project Assessment Review (PAR)	Late Jul 2015

Development Approach: Project is being developed using a Scrum-like approach with Sprint Reviews done at the end of every three week sprint (shown on schedule starting with “Yoda” through “C-3PO”). Final regression/user testing will be done after the completion of all development.

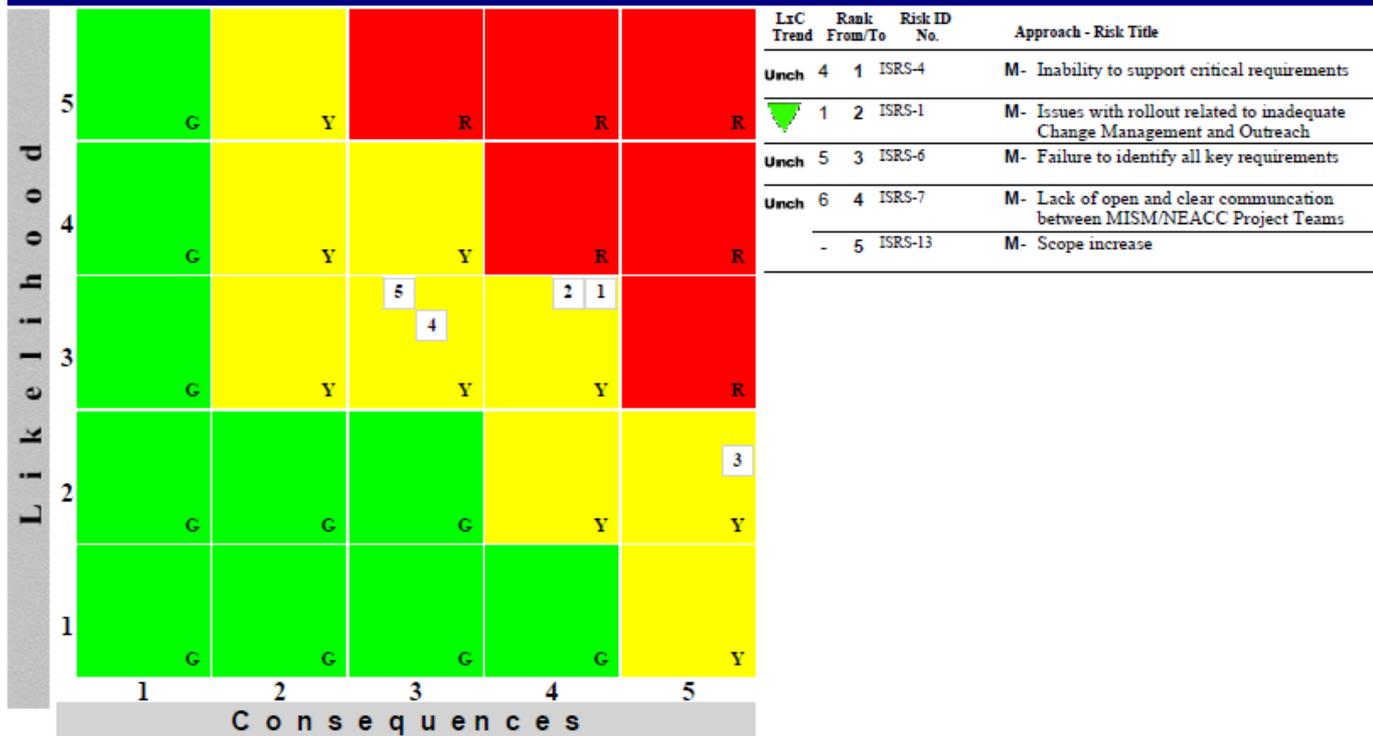
Testing	Definition	Responsibility	Time Frame
Unit	Covers testing of development objects	MITS Development Team	All development sprints (Yoda-Leia)
Integration	Covers initial functional testing and workflow to ensure systems integration functionality	MITS Development and Test Teams with NEACC support for NEACC specific applications	Middle thru end of development sprints (Luke-Leia)
MITS Regression	Testing end-to-end process of functionality and workflows as related to general NISM use	MITS Test Team with NEACC support for NEACC specific applications	End of development thru early test sprints (Leia-Han)
NEACC Regression	Testing end-to-end process of functionality and workflows as related to the NEACC	NEACC with MITS support based on test findings	Middle of test sprints (Han - C-3PO)
UAT	End Users testing user specific scenarios	NEACC	End of test sprints (C-3PO)

NOTE: Test cases/scripts will be the responsibility of the group providing the specific testing. [<Draft Test Plan Link>](#)



5x5 Risk Summary From 2/1/2015 to 3/3/2015

(Top 5 Open Risk(s) As of 3/3/2015)



Lx/C Trend	Rank From/To	Risk ID No.	Approach - Risk Title
Unch	4 1	ISRS-4	M- Inability to support critical requirements
▼	1 2	ISRS-1	M- Issues with rollout related to inadequate Change Management and Outreach
Unch	5 3	ISRS-6	M- Failure to identify all key requirements
Unch	6 4	ISRS-7	M- Lack of open and clear communication between MISM/NEACC Project Teams
-	5	ISRS-13	M- Scope increase

Criticality		Current	30 Days Ago	60 Days Ago	90 Days Ago
High	H,M,L	0 6 4	2 5 1	2 5 1	2 5 1
	Open	10	8	8	8
Med	Closed (Total)	1 (1)	0 (0)	0 (0)	0 (0)
	New	3			

5x5 Criteria Definitions

Report generated by eport on 3/3/2015



ISRS Transition

Risk Overview

Rank	ID	Risk Statement	Planned Closure	Status L/C	Approach Active Plan	Owner	Management Comments
1	ISRS-4	Inability to support critical requirements	3/30/15	Open	Mitigate		
	M	If the BMC ITSM product cannot support all critical requirements, then the project may need to be replanned.		L: 3 C(c): 4 C(s): 4 C(t): 4	1. Determine all requirements early as possible. 2. Assess if BMC ITSM can support. 3. If not, determine if suitable work-arounds can be put in place during the project timeline. 4. If not, assess new direction for the project (i.e. delayed until EAST II, etc.)		
2	ISRS-1	Issues with rollout related to inadequate Change Management and Outreach	6/30/15	Open	Mitigate		
	M	If the change management and outreach requirements are not adequate, then the rollout of the resulting system could be very difficult due to lack of awareness, support, knowledge, and ability on the part of the end users.		L: 3 C(c): 3 C(s): 3 C(t): 4	1. Plan for an extensive change management effort, ensuring adequate project staffing in this key area 2. Develop a training and communications plan that considers both internal NEACC and external agency/center users 3. Plan outreach that will heighten awareness and provide learning opportunities for end users 4. Continue reinforcement efforts after deployment		

Risk(s) As of 3/3/2015

Report generated by ePORT on 3/3/2015

Rank	ID	Risk Statement	Planned Closure	Status L/C	Approach Active Plan	Owner	Mangement Comments
3	ISRS-6	Failure to identify all key requirements	5/8/15	Open	Mitigate		
	M	If all key requirements are not identified, then the resulting system will not have the needed capability and result in either additional time and money being spent to extend the project or the project being cancelled.		L: 2 C(c): 5 C(s): 5 C(t): 4	A) Meet with each LOB to gather, review, and approve requirements models (use case models and activity diagrams) B) Review requirements models and baseline requirements with NEACC management and with key MSFC reps and baseline overarching requirements at SRR and detailed requirements at start of each sprint C) Conduct thorough testing of test cases throughout the implementation and ensure users are available and thoroughly execute all test cases D) If any key requirements cannot be met, identify workaround and schedule for a later implementation		
4	ISRS-7	Lack of open and clear communication between MISM/NEACC Project Teams	6/30/15	Open	Mitigate		
	M	If the joint MISM/NEACC project teams do not share and maintain clear, open communications and documentation, then the project could be impacted with cost, technical and schedule implications.		L: 3 C(c): 3 C(s): 3 C(t): 3	1. Post documentation to a shared site and ensure all team members have access; 2. Hold recurring joint meetings; 3. Jointly prepare and present at system engineering and key decision point reviews.		

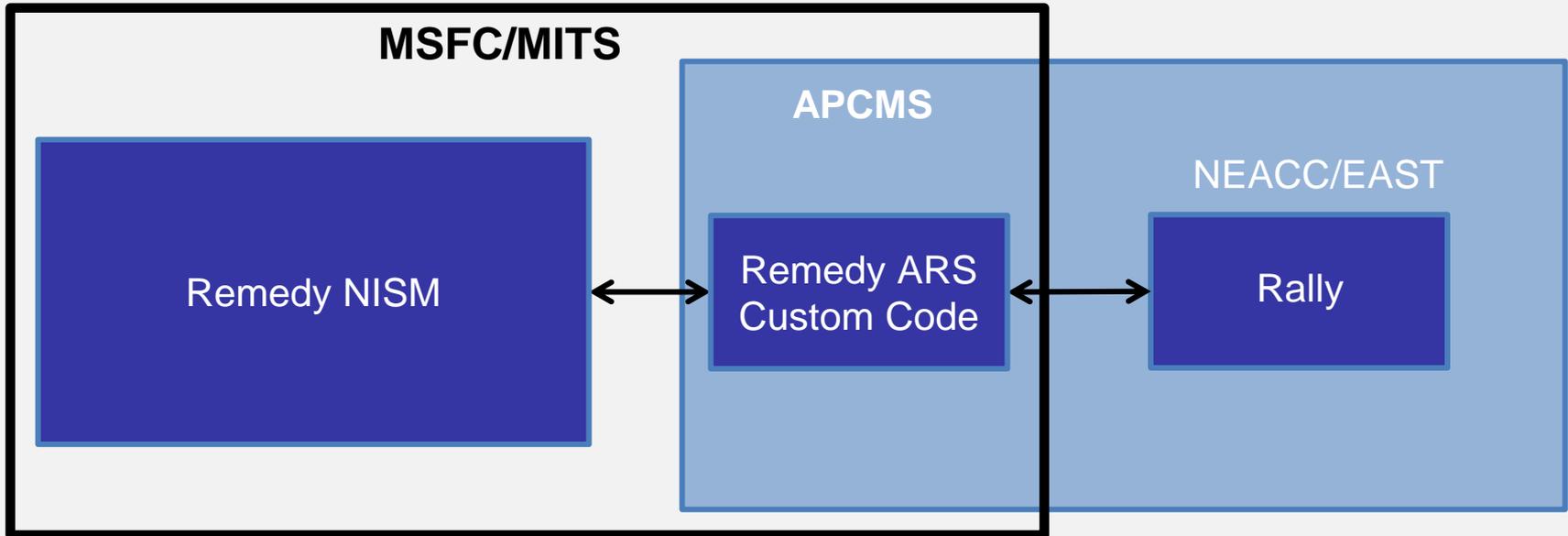
Report generated by ePORT on 3/3/2015

Rank	ID	Risk Statement	Planned Closure	Status L/C	Approach Active Plan	Owner	Mangement Comments
5		ISRS-13-Scope increase	6/30/15	Open	Mitigate		
	M	If scope of CR increases, the cost and schedule will be impacted		L: 3 C(c): 1 C(s): 3 C(t): 1	Enhancements and changes will be captured and tracked for future implementation and/or presented to the AWG for incorporation along with adjustments to the plan, cost and schedule.		

Report generated by ePORT on 3/3/2015

- **Written Communications (to begin in March for a June Release)**
 - Develop communications to promote awareness to the internal NEACC users
 - Explornet Updates (MSFC Only)
 - Center News letters to be distributed to ABPLs, CBPLs, Help Desk, Center Security Admins, and ITPOCs
 - Develop Business Readiness Impacts (for distribution, so everyone gets the same message)
- **Telecons (to begin in April for a June release)**
 - Schedule through each LOB and Delivery Area (super users, Reporting Leads and CBPLs)
 - ITPOCs
 - Help Desk
 - ABPLs
 - Governance Boards
- **Training Sessions and Guides (to be held in May timeframe for a June release)**
 - Training sessions focused primarily on the NEACC (internal community)
 - Develop online Training Materials using EPSS to support all user communities
 - Develop Quick Reference Guides and Frequently Asked Questions to support all user communities
 - Develop online videos to promote awareness
- **Marketing Materials**
 - Develop Carousel images for portal (ICAM, bReady and HR)

SYSTEM OVERVIEW



- CBPL Approval
- Agency BPS Approval
- NASA BPS Approval to Assess
- Service Level Metrics

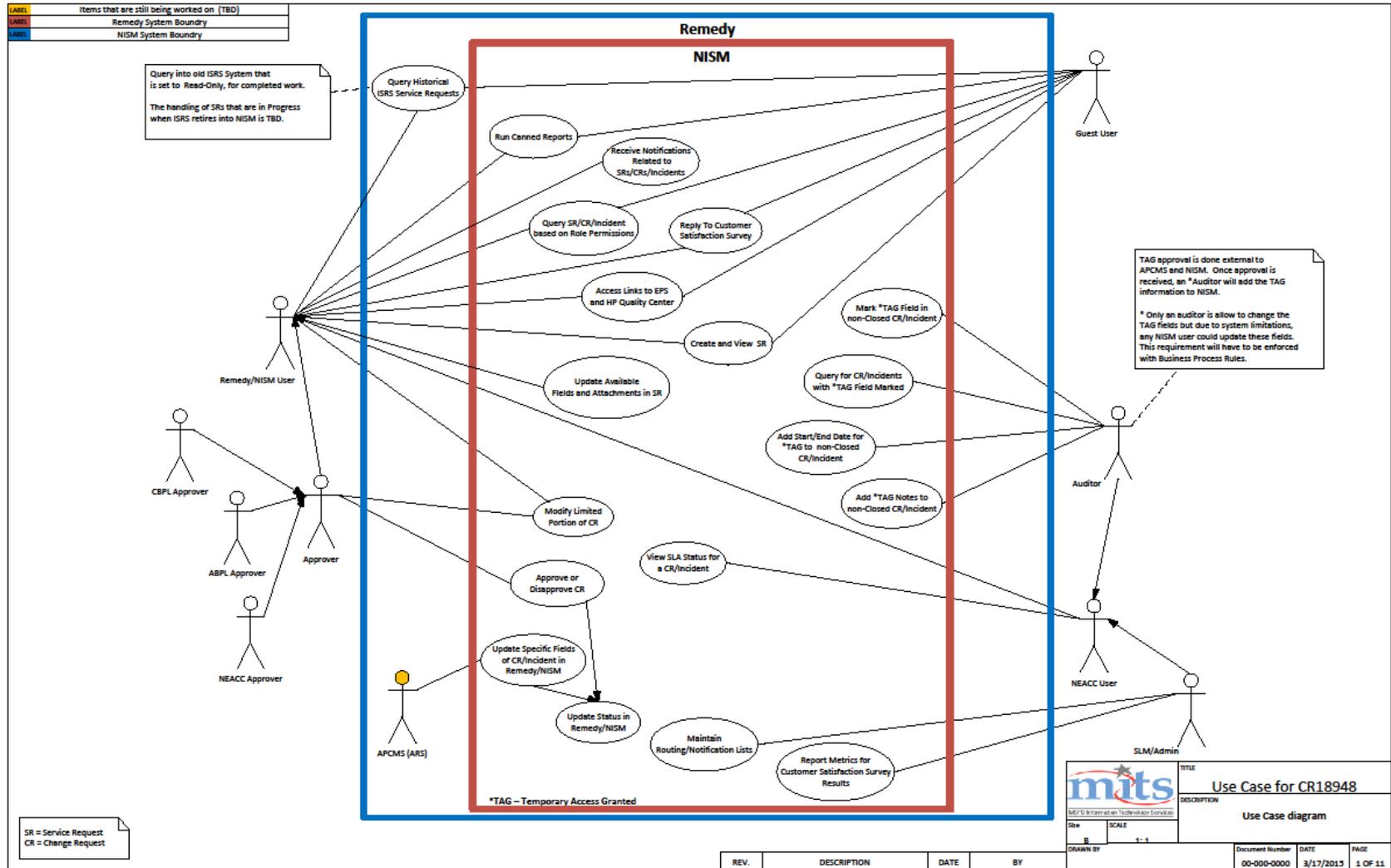
- Triage
- Assessment
- Default Resource Plan
- Assessment Template
- NASA BPS Approval to Work
- NASA Only Work
- Assessment Verification/ Certification

- Backlog Planning Process
- Work Completion Process
- Supports Migrate to Production Process
- Close Request Process
- Factory Support Process
- Billing Report

The NEACC Application Point Capacity Management System (APCMS) consists of a custom Remedy application/workflow that runs on Remedy Action Request System (ARS). The term ARS and APCMS are often used interchangeably.

REQUIREMENTS OVERVIEW

CONCEPT OF OPERATIONS USE CASE DIAGRAM





CONCEPT OF OPERATIONS

HELPDESK MODEL FOR MISM SUPPORT



Helpful Information/Contacts:

A link to the MISM SRM User Guide is located on the SRM Home Page of MISM.

For Help, contact:

NASA Information Support Center

256-544-HELP Option 0

MISM Support – available via email at MSFC-ISMSupport@nasa.gov

Instructions for processing Incidents assigned to A&WS Service Management Team:

Assess/review each Incident to include:

- Checking to ensure the impact, urgency, and priority fields are filled out appropriately
- Checking to ensure the assigned product is correct
- Call/email customer to obtain more information concerning the problem and if possible resolve the Incident

If unable to resolve the Incident, assign to appropriate person/manager based on the information provided. **If Incident is Critical, call appropriate person/manager to notify them. **

Place Incident “In Progress” if the receiving assignee is working the problem and the customer received notification

MITS Contract hours are 6AM-6PM.

In addition to the instructions above, if the Incident is received between the times 6:00 – 7:30AM or 4:30 – 6:00PM, a call will be placed to the appropriate contacts which have been provided to the service management team and the Incident will be assign to appropriate person.

Requirements Approach

- Requirements were elicited by various means including meetings, documentation, and demonstrations of NISM functionality.

Requirements Management and Control

- Once approved through the SRR, any changes or additions to the stated requirements will require use of the change management process.

Requirements Tools

- A Requirements Traceability Matrix (RTM) spreadsheet is being used to manage the requirements and link them with associated designs, software modules, test cases, etc. The high-level requirements from the RTM are presented in the following slides and the full RTM is available from the following link: [Draft RTM link](#)



REQUIREMENTS TRACEABILITY MATRIX

HIGH LEVEL USE CASES



Associated ID	Use Case	Notes	Sprint	Test Case Number
1.0	As a Guest or Remedy User, I can create and view a NISM Service Request		<i>Yoda-Luke</i>	1.00
2.0	As a Remedy User, I can update available fields and attachments in a NISM Service Request.		<i>Yoda-Luke</i>	2.00
3.0	As a Guest or Remedy User I can do queries of Service Requests in NISM		<i>Yoda-Luke</i>	3.00
4.0	As a Remedy User I can do queries of historical Service Requests in ISRS		<i>Han</i>	4.00
5.0	As a Remedy or NEACC User, or Approver I can receive notifications related to SRs/CRs/Incidents		<i>R2-D2</i>	5.00
6.0	As a NEACC User, I can add and work on tasks related to an SR.	This is a capability of NISM but the NEACC has determined it will not use this functionality.	<i>N/A</i>	N/A
7.0	As an Remedy Approver, I can perform all stated Remedy User functions and can approve/disapprove items assigned to me.		<i>Vader-R2D2</i>	6.00
8.0	As a member of the Audit Team, I can perform all stated NEACC User functions and can manage information in a CR/Incident related to an SR regarding the approval of "Temporary Access Granted" to another system.	Discussion is needed as there is an issue with having a special group with exclusive access to fields, such as TAG (cannot be done without custom coding).	<i>Obi-Wan - Luke</i>	7.00
9.0	As APCMS (ARS), I can receive data from and send data to the System.		<i>Vader - Obi-Wan</i>	8.00
10.0	As a NEACC User, I can perform all stated Remedy User functions and can also view data related to SLAs associated with the SR's CR or Incident		<i>Vader</i>	9.00



REQUIREMENTS TRACEABILITY MATRIX

HIGH LEVEL USE CASES



Associated ID	Use Case	Notes	Sprint	Test Case Number
11.0	As an SLM/Admin, I can perform all stated NEACC User functions and can also maintain SR related data and activities in the System.	Most of the maintenance functionality requested is not available to the NEACC (such as updating field selections in NISM), only those related to setting up and scheduling reports. Changes can be requested via a NISM SR.	Luke	17.00
12.0	As a Guest or Remedy User, I can report my satisfaction regarding completion of an SR.		Luke	11.00
13.0	As a NEACC User, I can report the results of Root Cause Analysis (RCA) for an SR.	There will not be an automated method in NISM to handle RCA forms. However, this form can be added as an attachment to a CR or Incident.		N/A
14.0	As an SLM/Admin, I can maintain data items related to SLAs	The data related to SLAs will be maintained by NISM system administration and can only be changed by the NEACC entering an SR.		N/A
15.0	As the System I can maintain the security of SR data.	Only to the extent provided OOB by NISM	R2-D2	12.00
16.0	As a Remedy User, I can access "canned" reports.		Luke	10.00
17.0	As a Guest or Remedy User, I can access links to EPS and the Quality Center from the System.		Leia	13.00
18.0	As a NEACC User, I can access incidents in APCMS that are created by the Tier 1 helpdesk (NISC) and assigned to the NEACC.		Leia	
19.0	As the System, I will be accessed using the name NASA Integrated Service Management (NISM) instead of the current designation of Marshall Integrated Service Management (MISM)		Chewbacca	14.00
20.0	As the System, my system file structure shall be demoted from its current state to put the Agency (NASA) at highest level and Centers (such as Marshall) below it.		Chewbacca	15.00
21.0	As the System, I can meet all 508 compliance requirements.		Han	16.00
22.0	As a Guest or Remedy User, I can access ISRS Service Requests that were in progress when the System roll-out occurred.	A proposal for handling the open requests has been provided. An approved method must be determined before CDR.	Chewbacca	18.00
23.0	ISRS will be retired after roll-out of NISM		Backlog	

SUCCESS CRITERIA

Item #	Success Criteria	Satisfied?	Details
1.	The project utilizes a sound process for the allocation and control of requirements throughout all levels, and a plan has been defined to complete the definition activity within schedule and cost constraints.	✓ Y	
2.	Top-level requirements definition is complete, and interfaces with external entities and between major internal elements have been defined.	✓ Y	
3.	Requirements allocation and flow down of key driving requirements have been defined down to subsystems.	✓ Y	
4.	Preliminary approaches have been determined for how requirements will be verified and validated down to the subsystem level.	✓ Y	
5.	Major risks have been identified, and viable mitigation strategies have been defined.	✓ Y	
6.	IT security, privacy, and records retention requirements are complete and have been incorporated into project requirements documentation.	✓ Y	
7.	The preliminary software development/management plan meets the requirements of NPR 7150.2.	N/A	N/A per the FAD
✓ Y (Yes) ✗ N (No) ΔT (Tailored) N/A (Not Applicable)			

SUMMARY

- Lessons Learned will be captured after each major review and logged in the MITS PWS *Lessons Learned SharePoint Site*.
- *Lessons Learned* applied from other projects
 - Use of sprints and sprint reviews to allow customer to see progress, request minor modifications, etc.
- *Lessons Learned* identified during this phase
 - Allow modification of the standard method of “eliciting requirements without consideration of implementation” when appropriate (such as when the tool being used to implement is already identified)

- All entrance criteria have been met
- All success criteria for the SRR are satisfied
- Key Points
 - Draft RTM is completed including Requirements listing, test scenario identification, and affected system component
 - Draft Test Plan is completed
 - Draft UML models are completed
 - Draft Microsoft Project Schedule is completed

- The project requests authorization to proceed to the next phase; **Phase B/C: Preliminary/Critical Design and Technology Completion**
- **Concurrence:**
 - NEACC Business Process & Applications Operations: Concur/Non-Concur
 - NEACC Information Assurance (Security): Concur/Non-Concur
 - NEACC ICAM Lead: Concur/Non-Concur
 - MSFC Advisor: Concur/Non-Concur
 - NEACC Enterprise Service Bus (ESB) Lead: Concur/Non-Concur
 - NEACC Business Intelligence Lead: Concur/Non-Concur
 - Decision Authority: Approve/Disapprove

Acronym	Definition
APCMS	Application Point Capacity Management System
ARS	Application Request System
AWG	Applications Working Group
AWS	Applications and Web Services
BSMB	Business System Management Board
CDR	Critical Design Review
CIO	Chief Information Officer
COOP	Continuity of Operations
COTS	Commercial Off The Shelf
CR	Change Request
CUI	Controlled Unclassified Information
DA	Decision Authority
DR	Disaster Recovery
EAST	Enterprise Applications Service Technology
ECAB	Enterprise Change Advisory Board
FAD	Formulation Authorization Document
FIPS	Federal Information Processing Standards
GOTS	Government Off The Shelf
I3P	Information Technology Infrastructure Integration Program
ICD	Interface Control Document
ISRS	Integrated Service Request System
IT	Information Technology
ITIL	Information Technology Infrastructure Library
ITPMB	IT Project Management Board
ITSM	Information Technology Service Management
KDP	Key Decision Point
MACS	Marshall and Agency Computing Services
MCS	Marshall Computing Services
MISM	Marshall Integrated Service Management
MISTA	MIT'S Initial Security Threshold Analysis
MIT'S	Marshall IT Services

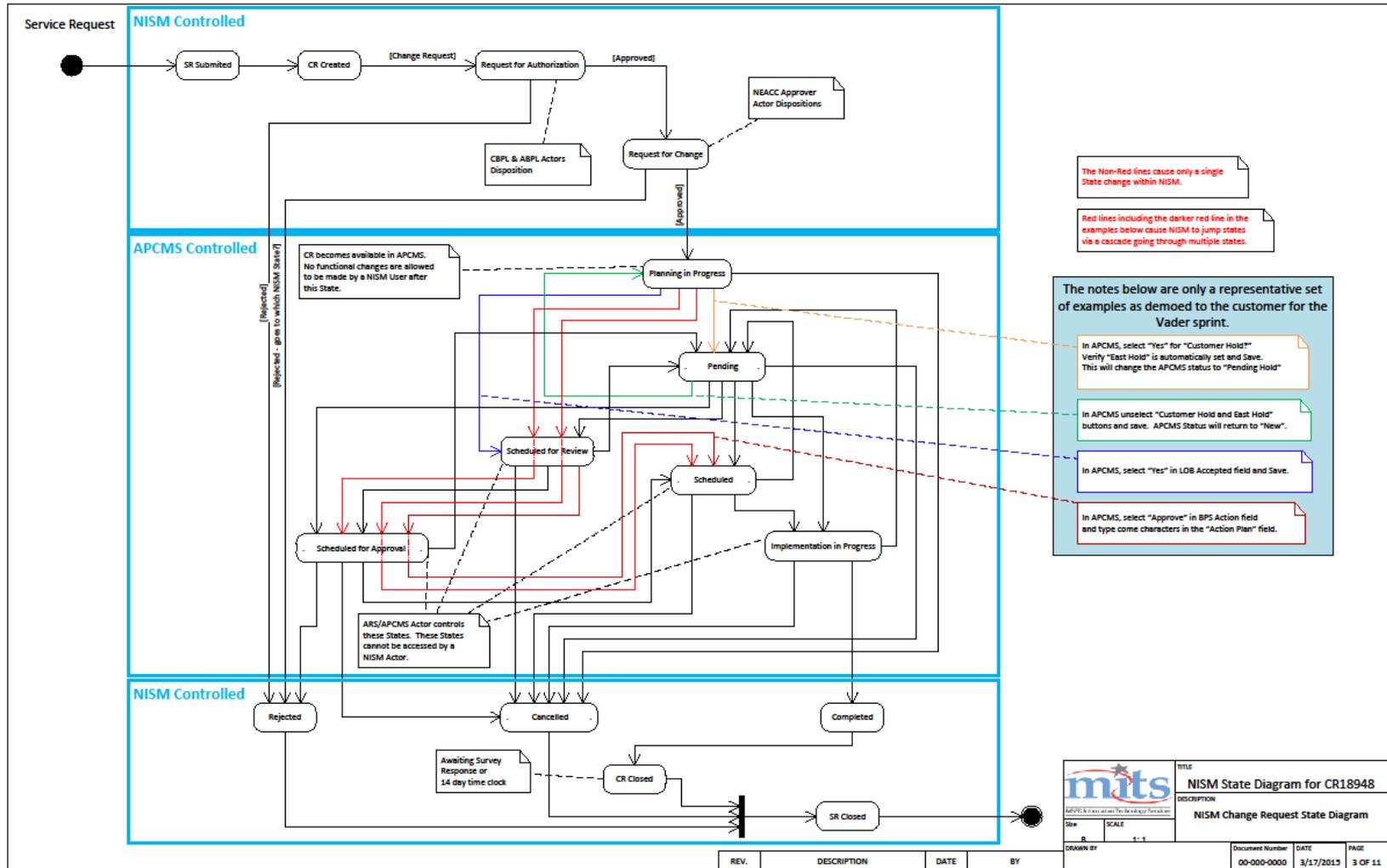
Acronym	Definition
MORR	Marshall Operational Readiness Review
NAMS	NASA Access Management System
NEACC	NASA Enterprise Application Competency Center
NISM	NASA Integrated Service Management
NRRS	NASA Records Retention Schedule
NSSC	NASA Shared Services Center
OCIO	Office of the CIO
OM	Operations and Maintenance
ORR	Operational Readiness Review
PCAT	Privacy and CUI Assessment Tool
PCR	Project Completion Review
PDR	Preliminary Design Review
PMO	Program Management Office
PMP	Project Management Plan
PMPR	PMP Review
RD	Resource Detail
RID	Review Item Discrepancy
ROM	Rough Order of Magnitude
RRT	RID Review Team
RTM	Requirements Traceability Matrix
SaaS	Software as a Service
SEF	Software Engineering Framework
SERT	System Engineering Review Team
SLA	Service Level Agreement
SR	Service Request
SRR	System Requirements Review
SSP	System Security Plan
TRR	Test Readiness Review
WBS	Work Breakdown Structure
WON	Work Order Number

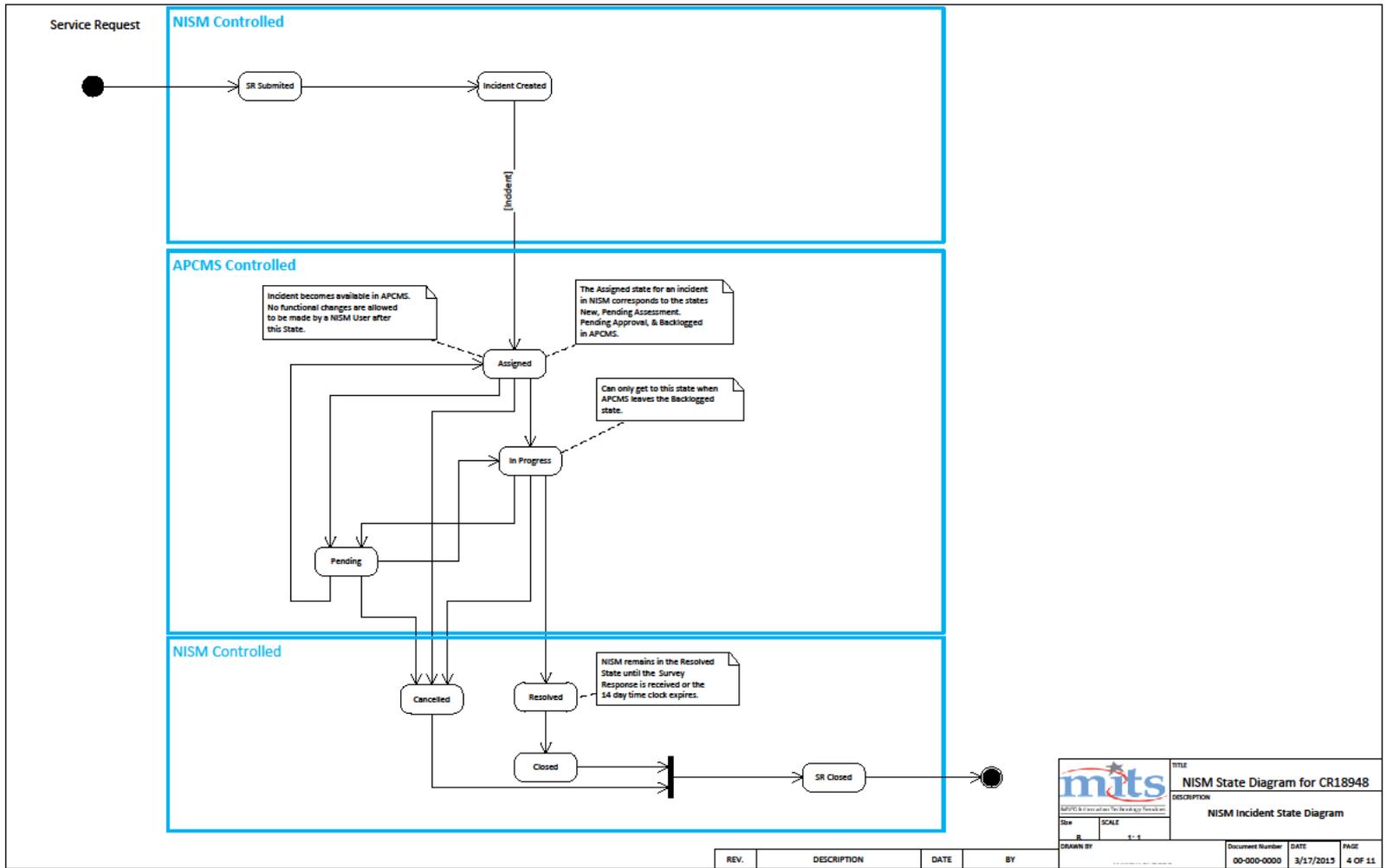


BACKGROUND SLIDES



Sprint #	Sprint Name	Sprint Deliverables	Project Documentation Deliverables
0	Yoda	Demo showing basic functionality with ESB configuration data, Sprint Release Plan	PMP
1	Vader	Demo with ESB configuration data, APCMS initial integration, and SLA functionality.	SRR documentation
2	R2-D2	Demo adding some Financial LOB configuration data, automatic notifications, and NEACC permissions model	SRR documentation and presentation
3	Obi-Wan	Demo with additional LOB configuration data (completed Financial, ICAM, Procurement, and Logistics), completed APCMS integration, and TAG functionality.	CDR documentation
4	Luke	Demo including configuration data from all LOBs, search/query/report capabilities, & Customer Satisfaction Survey.	CDR presentation, KDP C
5	Leia	Demo including NISC incident mgmt. Status of user acceptance testing.	TRR documentation and presentation
6	Han	Demo of conversion mapping and historical SRs access. Status of user acceptance testing.	
7	Chewbacca	User Acceptance Test Results, Final Demo including rebranding to NISM and moving of in-progress ISRS SR's.	MORR documentation and presentation KDP E, PCR documentation and presentation
8	C-3PO	Product Release	

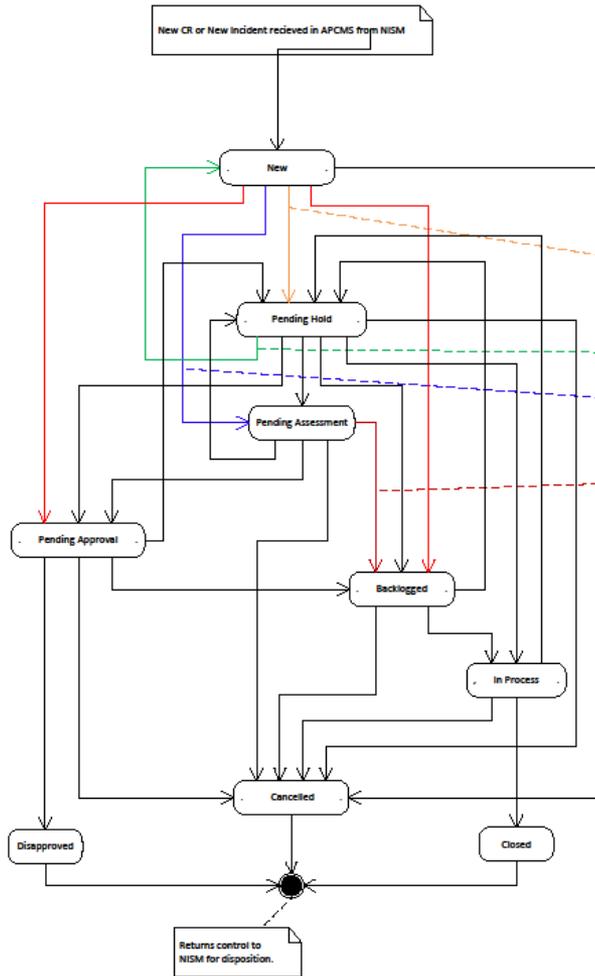




APCMS handles both Incidents and CRs the same.

Once a CR or Incident has transitioned to APCMS, only an APCMS user via APCMS can change information in NISM. The information that can be updated is limited to the fields described on the tabs labeled CR and Incident Field Mappings. NISM fields are set to "read only" for all NISM users.

ISRS Status (as is)	APCMS Status	NISM SR Status (to be) (Change Management)	NISM Incident Status (to be) (Incident Management)
Pending CBPL Approval		Request for Authorization (NEACC Approval Phase/CBPL)	
Pending Agency BPS Approval		Request for Authorization (NEACC Approval Phase/Agency BPS)	
Initial NEACC Review		Request for Change (Initial NEACC Review Phase)	
Assessment	New	Planning In Progress	Assigned
Assessment	Pending Assessment	Scheduled for Review	Assigned
	Pending Approval	Scheduled for Approval	Assigned
Approved	Backlogged	Scheduled	Assigned
In Process	In Process	Implementation In Progress	In Progress
Pending Closure	Closed	Completed	Resolved
Closed	Closed	Closed	Closed
Hold	Pending Hold	Pending	Pending
Disapproved	Disapproved	Rejected	Cancelled
Cancelled	Cancelled	Cancelled	Cancelled



The notes below are only a representative set of examples as demoed to the customer for the Vader sprint.

- In APCMS, select "Yes" for "Customer Hold?" Verify "East Hold" is automatically set and Save. This will change the APCMS status to "Pending Hold"
- In APCMS unselect "Customer Hold and East Hold" buttons and save. APCMS Status will return to "New".
- In APCMS, select "Yes" in LOB Accepted field and Save.
- In APCMS, select "Approve" in BPS Action field and type come characters in the "Action Plan" field.

Red lines including the darker red line in the examples above cause NISM to jump states via a cascade going through multiple states.

The Non-Red lines cause only a single State change within NISM.

		TITLE APCMS State Diagram for CR18948	
APMS: In process when the Backlog app is used to...		DESCRIPTION APCMS State Diagram	
Site R	SCALE 1:1	DRAWN BY 00-000-0000	DATE 3/17/2013
		Document Number 00-000-0000	PAGE 3 OF 11

REV.	DESCRIPTION	DATE	BY

NISM (MISM) Field	ARS (APCMS) Field	Field Type/Length (NISM)	Field Description (NISM)	Directional Flow	ARS Initial Creation	MISM Read-only
Change Number	SR Number	Character (15)	System Generated / Unique Identifier	From NISM to ARS when ARS record is created	x	Always
Description	SR Description	Character (255)	Description of Request	From NISM to ARS when ARS record is created, then only from ARS to NISM	x	Initial
Op Cat 2 and CHG Field 15 (SR Type)	SR Type	Character (40) / Drop Down List	Types of Requests: Change Request, Cross Functional Improvement Request, Discrepancy (Break/Fix), Investigation Request, Job Request, Master Data, Agency BPS in available NISM only and will be converted to another SR Type before being sent to ARS.	From NISM to ARS when ARS record is created, then only from ARS to NISM	x	Initial
Prod Cat 3 and CHG Field 14 (Application)	Application	Character (60) / Drop Down List Character	Applications supported by the NEACC.	From NISM to ARS when ARS record is created, then only from ARS to NISM	x	Initial
Prod Cat 1/Op Cat 1	Line of Business	Character (40) / Drop Down List	Autopopulated based on the Application selected.	From NISM to ARS when ARS record is created, then only from ARS to NISM	x	Initial
Op Cat 3	Service Area	Character (60) / Drop Down List	Type of Service Needed	From NISM to ARS when ARS record is created, then only from ARS to NISM	x	Initial
CHG Field 13 (APCMS Status)	Status	Selection	Status of Request New, Pending Hold, Pending Assessment, Pending Approval, Canceled, Backlogged, In Process, Closed, Disapproved	From NISM to ARS when ARS record is created, then only from ARS to NISM		
Priority	Severity	Character (30) / Drop Down List	Break/Fix selection: 1, 2, 3, 4 / All other requests: Emergency, High, Medium, Low	From NISM to ARS when ARS record is created, then only from ARS to NISM	x	Initial
Target Date	Expected Completion Date	Date	date expected to be complete	From NISM to ARS when ARS record is created, then only from ARS to NISM	x	Initial
Scheduled End Date	Release Date	Date	Date planned for Release	From ARS to NISM		Always
CHG Field 08 (Approval Level/Approval Level)	Approval Level	Selection	Approval Levels selections: 1, 2, 3, 4	From ARS to NISM		Always
CHG Field 10 (FCB/CCB)	FCB/CCB	Character (40)	Autopopulated based on application selected	From ARS to NISM		Always
CHG Field 11 (FCB/CCB Priority)	FCB/CCB Priority	Integer	Assigned manually	From ARS to NISM		Always
CHG Field 07 (Date Approved)	Date Approved	Date/Time	BPS Action Date is set when the BPS approver chooses Approved, Disapproved, Hold or Cancel. The Date/Time is passed to the NISM Date Approved field only when the action is set to Approved.	From ARS to NISM		Always
CHG Field 03 EAST Hold? (Yes or No)	EAST Hold?	Selection	Set when SR is placed on EAST or Customer Hold (EAST metrics clock stops while on hold)	From ARS to NISM		Always
Status = "Pending"	Customer Hold?	Selection	Set when SR is placed on Customer Hold (Customer metrics clock stops while on hold)	Both ways		
Closed Date	Date Completed	Date/Time	Date/Time when SR is Closed, Canceled or Disapproved.	From ARS to NISM		Always
Work Details (Work Info)	Status/Comments	Diary (unlimited)	Includes userid and timestamp with each comment	Both ways		
CHG Field 09 (Total Hours)	Estimated Hours	Integer	Auto-calculated from ARS Resources table	From ARS to NISM		Always
CHG Field 04 (Complexity)	Complexity	Character	Complexity of the request	From ARS to NISM		Always
CHG Field 05 (Resource Types)	Resource Types	Character	Resources needed to complete the request	From ARS to NISM		Always
CHG Field 08 (Approval Level)	Approval Level	Integer	Level of approval needed (1, 2, 3 or 4)	From ARS to NISM		Always
CHG Field 09 (Total Hours)	Plan Estimate	Integer	Auto-calculated from ARS Resources table. Estimate of hours based on Resources defined for the request	From ARS to NISM		Always
CHG Field 2 (Exclude) and CHG Field 03 East Hold (Yes/No)	NASA Only (Yes/No)	Character	When NASA Only is set to "Yes", East Hold is also set to "Yes". (EAST metrics clock stops while on hold.)	From ARS to NISM		Always



INCIDENT: TO-BE FIELD MAPPING



NISM (MISM) Field	ARS (APCMS) Field	Field Type/Length (NISM)	Field Description (NISM)	Directional Flow	ARS Initial Creation	NISM Read-only
Incident Number	SR Number	Character (15)	System Generated / Unique Identifier	From NISM to ARS when ARS record is created	x	
Description	SR Description	Character (255)	Description of Request	From NISM to ARS when ARS record is created, then only from ARS to NISM	x	Initial
Op Cat 2	SR Type	Character (40) / Drop Down List	Types of Requests: Change Request, Cross Functional Improvement Request, Discrepancy (Break/Fix), Investigation Request, Job Request, Master Data. Agency BPS in available ISRS only and will be converted to another SR Type before being sent to ARS.	From NISM to ARS when ARS record is created, then only from ARS to NISM	x	Initial
Prod Cat 3	Application	Character (60) / Drop Down List	Applications supported by the NEACC.	From NISM to ARS when ARS record is created, then only from ARS to NISM	x	Initial
Prod Cat 1/Op Cat 1	Line of Business	Character (40) / Drop Down List	Autopopulated based on the Application selected.	From NISM to ARS when ARS record is created, then only from ARS to NISM	x	Initial
Op Cat 3	Service Area	Character (60) / Drop Down List	Type of Service Needed	From NISM to ARS when ARS record is created, then only from ARS to NISM	x	Initial
HPD 13 (APCMS Status)	Status	Selection	Status of Request New, Pending Hold, Pending Assessment, Pending Approval, Canceled, Backlogged, In Process, Closed, Disapproved	From NISM to ARS when ARS record is created, then only from ARS to NISM		Initial
Priority	Severity	Character (30) / Drop Down List	Break/Fix selection: 1, 2, 3, 4 / All other requests: Emergency, High, Medium, Low	From NISM to ARS when ARS record is created, then only from ARS to NISM	x	Initial
Expected Resolution Date	Expected Completion Date	Date	Date expected to be complete	From NISM to ARS when ARS record is created, then only from ARS to NISM	x	Initial
HPD Field 08 (Approval Level) Approval Level	Approval Level	Selection	Level of approval needed (1, 2, 3 or 4)	From ARS to NISM		Always
HPD Field 10 (FCB/CCB)	FCB/CCB	Character (40)	Autopopulated based on application selected	From ARS to NISM		Always
HPD Field 11 (FCB/CCB Priority)	FCB/CCB Priority	Integer	Assigned manually	From ARS to NISM		Always
HPD Field 03 EAST Hold? (Yes or No)	EAST Hold?	Selection	Set when SR is placed on EAST or Customer Hold (EAST metrics clock stops while on hold)	From ARS to NISM		Always
Status = "Pending"	Customer Hold?	Selection	Set when SR is placed on Customer Hold (Customer metrics clock stops while on hold)	Both ways		
Closed Date	Date Completed	Date/Time	Date/Time when SR is Closed, Canceled or Disapproved	From ARS to NISM		Always
Work Details (Work Info)	Status/Comments	Diary (unlimited)	Includes userid and timestamp with each comment	Both ways		
HPD Field 09 (Total Hours)	Estimated Hours	Integer	Auto-calculated from ARS Resources table. Estimate of hours based on Resources defined for the request	From ARS to NISM		Always
HPD Field 04 (Complexity)	Complexity	Character	Complexity of the request	From ARS to NISM		Always
HPD Field 05 (Resource Types)	Resource Types	Character	Resources needed to complete the request	From ARS to NISM		Always
HPD Field 2 (Exclude) and HPD Field 03 (East Hold)	NASA Only (Yes/No)	Character	When NASA Only is set to "Yes", East Hold is also set to "Yes". (EAST metrics clock stops while on hold)	From ARS to NISM		Always
HPD Field 07 (Date Approved)	Date Approved	Date/Time	BPS Action Date is set when the BPS approver chooses Approved, Disapproved, Hold or Cancel. The Date/Time is passed to the Date Approved field only when the action is set to Approved.	From ARS to NISM		Always