IT Talk

Jan - Mar 2024   Volume 14 • Issue 1

JPL IT Partners with Missions to Get Off the Ground

IT Talk

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Message from the NASA CIO

NASA makes the impossible…possible! And to do that, every day NASA leverages technology to keep its missions moving forward. Information technology (IT) and the people behind it are an essential part of NASA's mission success.

In this issue, we'll explore how IT is enabling the Psyche and NASA-ISRO SAR (NISAR) missions. The Psyche spacecraft is traveling to a unique, metal-rich asteroid with the same name, orbiting the Sun between Mars and Jupiter. And the NISAR mission will measure Earth's changing ecosystems and bring valuable climate data back that can help people worldwide better manage natural resources and hazards.

We'll also look at how the Office of the Chief Information Officer's NASA Enterprise Automation Service team is using new services that enhance and streamline the way we work. One of the key offerings is support for Microsoft Power Platform (MPP), which includes Power Apps, Power Automate, and Power BI. Utilizing these tools can automate mundane, manual tasks and processes, allowing employees to focus on higher-value cognitive tasks.

And a project focusing on a new Information Technology Service Management tool is transforming the way NASA's IT products and services are ordered and managed. This will help us work with our internal customers better.

The upcoming year is filled with a lot of promise in the world of IT. I look forward to another year of working with all our dedicated team members. I wish each of you a happy, healthy, and successful new year.

With gratitude,

Jeff Seaton
NASA Chief Information Officer

Workplace and Collaboration Services (WCS) News and Updates

Check out the latest news from WCS (all links are internal to NASA):

- *Migrations to Intune for Mobile Device Management Coming in 2024*
- *Stay up to Date on the Rollout of Follow Me Print*
- *Wiki Retirement and the Future of Note Taking in Teams*
- *Completing Your Computer and Mobile Device Refresh*

- *New Teams Features: Enhancements to Teams on Mobile Devices and Apple CarPlay, New Channels Experience, Access Stream Videos Directly, Using Tags in Teams, and More*
- *See What's New with ICAM*

ITSM Tool Transition Project— Looking Forward to Change

By Bonnie May, Jacke James, John Sprague, and Penny Hubbard, OCIO Service Management Office

Information Technology Service Management (ITSM) is all about ensuring that NASA's Office of the CIO (OCIO) provides high-quality, secure, and timely IT services to meet the expectations of the agency's missions and support workforces. ITSM is managed by IT service providers in agency level offices (ALOs), service lines (SLs), and center CIO offices, through an appropriate mix of people, processes, and technologies.

It is built on the premise that IT must act as a service-delivery organization, but it cannot optimize what it does not manage. The ITSM Tool Transition project will provide accountability for end-to-end coordination and visibility across the delivery of IT services and will be measured to track improvements in quality of service, efficiency, and risk reduction. The ITSM Tool Transition also standardizes the processes used to provide IT services, thus improving the relationship with NASA end-users and their IT.

The ITSM Tool Transition project also directly addresses the maturation of IT processes, including NASA's IT Strategic Plan Objective 2.3: Increase the reliability, effectiveness, and efficiency of NASA's IT operations, while ensuring that *NASA's OCIO Transformation* [links internal to NASA] continues to move forward with new approaches to improving customer experiences.

The OCIO Service Management Office (*SMO*) is working with other OCIO organizations, including the Enterprise Project Management Office (*EPMO*) and the Applications and Platform Services (*APS*) Service Line, developing initial stages of the future ITSM tool to transform the way NASA's IT products and services are ordered and managed. To achieve this transformation, SMO is focused on several core processes, including IT Incident Management, IT Service Catalog Management, IT Change Management, and IT Service Request Management. These processes are being optimized to provide desired business outcomes that include the following:

- Improved operational efficiency and responsiveness
- Enhanced customer experience
- Improved enablement of the mission
- Increased service delivery consistency and quality
- Reduced risk
- Reduced sustainability costs

The SMO Strategy and Roadmap, approved in July 2023, is the blueprint for efficient IT Operations moving the agency forward on this multi-year effort. We look forward to providing the agency's missions and support workforces high-quality, secure, and timely IT services via the ITSM Tool Transition project.

Visit the *Service Management Office (SMO) website* for more details about SMO and how we support the NASA and OCIO missions.

The ITSM Strategy takes a holistic approach to enabling OCIO goals and objectives around operational excellence

Effective and efficient IT Service Management (ITSM) is critical to meeting OCIO Transformation and IT Strategic Plan goals and objectives for achieving consistent operational excellence, improving value to our customers, and enabling the NASA mission. To achieve these goals OCIO's ITSM Strategy and Roadmap outlines a multi-swim lane roadmap approach:

ITSM Governance, Roles, and Organizational Change Management (OCM): Establishing mechanisms, roles and responsibilities (e.g., Process Owners) for driving consistent service management and delivery practices, and OCM activities to drive home the importance and value of these practices being critical for continued ITSM maturation.

Services & Processes: Defining and adopting key enterprise process characteristics and standards across Service Lines will drive more efficient and effective service delivery execution.

ITSM Benefits Realization: Baselining and tracking of key metrics and outcomes enables OCIO's continual improvement and captures the value and benefit of ITSM improvements for OCIO and the Mission.

Tools: Consolidating on a single "greenfield"* ServiceNow ITSM suite will reduce service delivery siloes and collaboration challenges, improve service delivery efficiency, and enable a single source of truth for ITSM data.

* The greenfield ITSM tool solution will be a new installed version of the ServiceNow ITSM suite to ensure alignment to out-of-box capabilities and the need to configure process modules to meet the OCIO defined target state processes (e.g., IT Incident Management, IT Change Management). The greenfield ITSM suite will be established on the APS ServiceNow instance to save time and money by leveraging the established identity integrations (e.g., Active Directory), ATO, and necessary infrastructure (e.g., MID servers).

ITSM Tool Transition Project— By the Numbers

Lydia M. Ferguson, ITSM Tool Transition Project Manager and Rachel Campbell, Cross-cutting Business Solutions (CBS) Portfolio Communications Lead, OCIO Enterprise Program/Project Management Office, NASA Headquarters

The Information Technology Service Management (ITSM) Tool Transition project is being managed by the Cross-cutting Business Solutions Portfolio, out of NASA's Office of the Chief Information Officer (OCIO) Enterprise Program/Project Management Office. The ITSM Tool Transition project is funded by the IT Modernization Working Capital Fund, with an expected duration of up to 7 years. To provide processes and a tool to enable and support the delivery of IT services across the agency, it is critical that the ITSM Tool Transition project leverage representation from across the agency. The project's Core and Extended teams are composed of approximately 90 members, including IT service providers from across the agency serving in a part-time capacity, providing representation from all six services lines and eight agency level offices. All center CIO offices are providing requirements except the Jet Propulsion Laboratory's. Additionally, five enterprise contracts are contributing to the project. The continuous participation and collaboration of these team members will be key to the success of the ITSM Tool Transition project.

Plan	ITSM Team	Team Composition
☐ **5-7** Year Duration	☐ **90** Members (approx.)	☐ **6** Service Lines
	Continuous participation is critical to the success of this project.	☐ **8** ALOs
		☐ **11** Centers
		☐ **5** Enterprise Contracts

ServiceNow's Information Technology Service Management Product

By Kimberlee Daugherty, Enterprise ServiceNow Product Manager, and Dom Gattuso, Enterprise ServiceNow Systems Architect, OCIO Application and Platform Services

Establishing standardized processes, entrenched in Information Technology Infrastructure Library (ITIL) best practices, stands as an imperative for maintaining service continuity, boosting operational efficiencies, and ensuring consistent reporting. By harnessing technological elements, we inject automation, transparency, and an enriched customer experience into the services we provide. Introducing ServiceNow's ITSM Product, a nine-time consecutive leader in Information Technology Service Management (ITSM) tools within the industry, which empowers NASA to automate these processes with a best-in-class solution. Rendering automated processes within Employee Center, a multi-departmental service portal, provides self-service capabilities within a modern, sleek interface. It marks a historic milestone for NASA, central-izing our services, harnessing automation, and expediting issue resolution.

Here are a just a few of the processes the ServiceNow's ITSM modules will automate:

- **IT Incident Management:** Automation helps the quick identification, categorization, and resolution of incidents, leading to faster response times and improved service quality.

- **IT Change Management:** The system documents modifications within an environment, leveraging built-in approvals to reduce errors and increase visibility.

- **IT Service Request Management:** Automating request fulfillment streamlines service delivery, ensuring that tickets are processed and fulfilled in a timely manner.

NASA's strategic investment in ServiceNow's ITSM Product will yield significant benefits down the line as we begin to reap the advantages of automating standard processes!
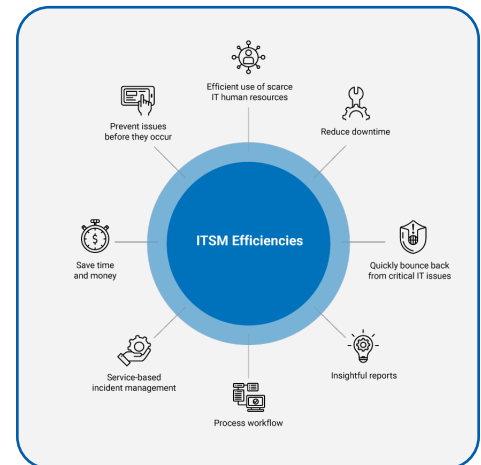

Image Credit: ServiceNow

JPL IT Partners with Missions to Get Off the Ground

By Whitney Haggins, IT Communication Strategist, and Emily Tjaden, Communication Specialist, Jet Propulsion Laboratory, California Institute of Technology

Jet Propulsion Laboratory (JPL) IT provides significant, measurable, value-added contributions to mission success through its ability to deliver customized technologies and cost-competitive service alternatives. JPL IT works to partner throughout the entire project life cycle to plan for future needs, offer timely responses, identify potential cost savings and risk reductions, and share successful IT implementations with other mission teams. For Mars 2020, the mission launched and deployed the Perseverance rover and Ingenuity helicopter during the pandemic. Because the Entry, Descent, and Landing (EDL) team were unable to fully assemble in the Mission Control room, JPL IT utilized cameras to enable team members to view, monitor, and communicate critical information during EDL safely from multiple locations, a first for JPL.

Two new missions, Psyche and the NASA–Indian Space Research Organisation (ISRO) Synthetic Aperture Radar (NISAR), have provided new opportunities for JPL IT to innovate while supporting the mission community. For Psyche, launched in October 2023 to explore a unique metal-rich asteroid, JPL IT has been a support and close collaborator since its early mission development stage in 2019. In addition to delivering all essential day-to-day information technology, JPL IT

- provided hardware for compute and network connectivity from the mission's test bed to both their compute site and a key contractor site;

- offered dedicated Assembly Test Launch Operations (ATLO) support at JPL and Kennedy Space Center, with setup for the latter requiring personnel to travel during the pandemic; ATLO infrastructure support remained through early cruise operations; and

- created a dedicated cyber overview and threat analysis dashboards for Psyche; the JPL IT team also partnered with the mission through the Assessment & Authorization/ Authorization to Operate process, a dedicated service to verify all JPL IT deliverables completed for the mission.

During the buildup to launch through early cruise operations, the IT-mission partnership continued via regular biweekly tag-ups and other meetings. JPL IT conducted a prelaunch Operational Readiness Review (ORR) following a format familiar to flight projects, and the Psyche IT ORR results were reported at the Psyche Project ORR/ Mission Readiness Review.

At launch, JPL IT was on hand for dedicated and after-hours support for networks, compute, cybersecurity, identity, and conference room audiovisual functions during the critical events for the Psyche Launch. Shifts were established to cover 24 hours for the days up to five days prior to the event and for up to two days after post the event. This was critical to providing cover for unforeseen issues.

JPL IT's ongoing support of NISAR—the joint Earth-observing mission between NASA and ISRO—has helped facilitate the unique partnership and collaboration between mission teams on opposite sides of the world.

Essential infrastructure services are provided by JPL IT to all of NISAR's mission ground systems, which include areas in Identity, Credentials and Access Management (ICAM); network, hardware, and software; and cybersecurity. Part of ICAM's role is to help ensure that if a connection fails or is temporarily offline, the mission's ground data systems will remain secure, with local authentication services. The Network team ensures that all the systems are properly connected in each location. This requires moving equipment, installing network cable, and deploying an additional firewall to secure the NISAR environment.

Much of the support these teams provide to NISAR is not unique—missions across JPL need the assistance of ICAM, Network, and other services—however, planning for key network and access connections that must remain uninterrupted to India requires special levels of project engagement. The 12.5-hour time difference between JPL and India means that meetings were often held in the wee hours of the morning or late at night. Numerous members of JPL IT have even traveled across the globe to provide in-person coordination and support to ISRO.

Different JPL IT system administration teams added to the well-rounded support by setting up the IT infrastructure (i.e., compute and storage) that handles the authorization and authentication, and name service resolution for the System Integration Testbed (SIT). Typically, all of the SIT process is held in the United States, but there needed to be special setups for ISRO-specific considerations and resource constraints.

With an early 2024 launch date, JPL IT is working closely with ISRO to identify the extent of support provided by JPL as the entire launch operations will be handled by the team in India. A few areas of focus include the move of the spacecraft and its instruments from the test facility to the launch site, possibly transporting JPL IT personnel to India for launch, and also JPL IT's support during the 90-day commissioning phase, when instruments are coming online postlaunch.

"Generally speaking, there's a lot of hard work that's being done in IT," said Mark Nastri, System Architect for ICAM, "and understanding the vital role we play here at JPL, and for our mission partners specifically, really connects everybody across the organization with the primary goal of the Laboratory—exploring space on behalf of humanity."

Enabling Missions with Cloud Technical Environments at Johnson Space Center

By Claire Little, CCS Service Management SME, Cloud and Computing Services, NASA Headquarters

OCIO Cloud and Computing Services (CCS) cloud infrastructure is doing exciting, critical work supporting mission goals and success across the agency. The CCS presence at Johnson Space Center (JSC) in particular has made considerable use of NASA Cloud Technical Environments (CTEs), built within commercial cloud services platforms, for hosting, storage, and other functions, both for developing new tools/processes and for migrating existing infrastructure from on-premises to cloud solutions.

The JSC Image Science and Analysis Group's Orion Imagery Information Management System (OIIMS) tool, hosted within a CTE, allows easy dissemination of imagery and other observational data on Orion vehicle performance to engineering and flight operations stakeholders, helping to ensure Artemis mission safety and success. Hosting OIIMS within the cloud frees up storage, computing cycles, and maintenance on local servers and allows smooth integration with MSFC's Imagery Reporting Database for incorporation into cross-program reporting.

Business and Information Systems Services within the Human Health and Performance Directorate (HH&P) completed a migration of approximately 100 legacy machines from an on-prem data center to the Amazon Web Services (AWS) commercial Infrastructure-as-a-Service cloud platform. Shifting from on-prem hosting to the cloud reduces the amount of power load on aging data center infrastructure, as well as the cost of managing hardware obsolescence. Lessons learned from this migration will positively impact future migrations, improving understanding and assessment of which workloads can be virtualized, consolidated, or collapsed and which should remain on-premises.

HH&P is also working a proof-of-concept Very Large Data Transfer capability to support the movement of terabyte-size Omics data files for Life Sciences. CCS worked with JSC to develop a low-cost process that is able to ingest data, perform checks, and archive those data in the NASA Life Sciences Portal or transfer them to other environments, such as the NASA Space Radiation Group's own cloud platform. Creating something custom to NASA's needs that utilizes AWS but can integrate with other providers, such as Google Cloud Platform or Microsoft Azure, provides a higher-speed, less cumbersome data transfer experience than AWS's off-the-shelf service.

Want to find out more about CCS's cloud services and what they can do for you? Visit our *About Us page* [link internal to NASA] for a list of available services and ways to contact us.

NaTS Supports NASA Missions Enabled by Innovative Solutions

By Sylvester Placid, AEGIS Communications Team Lead, Marshall Space Flight Center

From the agency's new streaming service to a historic asteroid sample return, Network and Telecommunications Services (NaTS) is supporting NASA missions enabled by the following innovations from Advanced Enterprise Global IT Solutions (AEGIS).

Eight New IVoDS for Lunar Utilization Control Area

The Internet Voice Distribution System (IVoDS) enables closed mission support "loops" for voice conferencing among crew, operations personnel, and researchers. At the Huntsville Operations Support Center (HOSC) at Marshall Space Flight Center (MSFC), our team operates IVoDS for voice communication with the International Space Station and supported 327 concurrent IVoDS users for the Artemis I mission.

The team installed IVoDS for eight flight controller consoles in the Lunar Utilization Control Area (LUCA), a state-of-the-art, configurable control room designed to support future lunar utilization operations, deep space exploration missions, and small satellite missions. LUCA, along with other HOSC capabilities, will leverage IVoDS to help flight controllers develop the blueprint and concept of operations for future lunar science operations and missions, including Gateway and Lunar Lander.

Enterprise Video Content Delivery Network Plays Pivotal Role in Historic OSIRIS-REx Mission

The Origins, Spectral Interpretation, Resource Identification, Security, Regolith Explorer (OSIRIS-REx) spacecraft launched in September 2016 to collect samples from the asteroid Bennu. A capsule containing the samples returned successfully in September 2023, completing the first U.S. mission to return samples from an asteroid to Earth. The Enterprise Video Content Delivery Network (EVCDN) played a pivotal role in supporting the OSIRIS-REx mission, providing critical video services that were not possible during previous high-visibility missions.

The team provided eight remote video connections enabling NASA to broadcast real-time mission events from the spacecraft's arrival at Bennu, the descent to collect a sample, and sample capsule's return to Earth. The team helped place video encoders in mobile backpacks connected to helicopters, drones, and the NASA WB-57 aircraft to broadcast stunning live coverage of sample capsule recovery efforts in the Utah desert. The EVCDN team enabled new live video feeds for the mission at Johnson Space Center mission control and support rooms that could not receive them before, and powered field voice support circuits that connected remote OSIRIS-REx mission teams during the mission.

Coverage of the mission to NASA internal and external audiences, carried completely over Internet Protocol (IP) infrastructure, saved the agency from deploying costly, traditional satellite uplinks for video distribution. Mission coverage was broadcast in 4K Ultra High Definition for NASA TV and NASA social media sites – the video of the sample capsule return on the NASA YouTube channel has been viewed more than three million times.

Experts Supporting Handheld Universal Lunar Camera Imagery Initiative for Artemis Missions

The Handheld Universal Lunar Camera (HULC) initiative aims to provide stunning imagery broadcast to Earth from the Moon during upcoming Artemis missions. The project has representation from every program within Artemis – Gateway, Human Lander System, Orion, Pressurized Rover, Extravehicular Activity, and Human Surface Mobility Program – to ensure full integration of HULC.

Imagery and video experts from NaTS and AEGIS represent HULC at Gateway Imagery planning meetings, providing the concept of operations for the camera and recommendations based on our combined expertise. The team, working closely with HULC, were able to identify specific integrations for power connections and adapters for the camera with each vehicle supporting Artemis missions.


Huntsville Operations Support Center Team Configure Amazon Echo for Axiom-3 Mission to ISS

Firewall engineers at the HOSC at MSFC enable access to customer

payloads to the International Space Station (ISS), utilizing HOSC Trek custom software and resources. To support a requirement to fly an Amazon Echo device onboard an upcoming Axiom Space mission to the ISS in January 2024, the engineers designed and implemented a VPN-to-VPN gateway between the HOSC and a NASA cloud instance hosted by Amazon Web Services (AWS).

The Axiom team established an Amazon Elastic Compute Cloud (EC2) client in the NASA AWS environment that houses HOSC Trek software that communicates with the Amazon Echo to be flown onboard the Axiom-3 mission, which will enable Amazon Alexa voice services for mission operations. The team supported several tests with Amazon, Axiom, and the Joint Station Local Area Network (JSL), which replicates ISS on-board connectivity, with the engineers simulating the delays in connectivity expected in real-time operations.
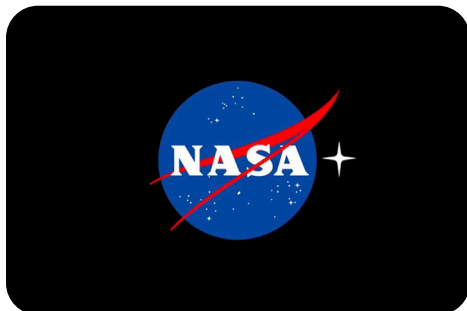
NASA+ On-Demand Streaming Service Now Available

In November 2023, NASA released an all-new on-demand streaming platform, NASA+. The new service is ad-free, no cost, family-friendly, and grants viewers access to the agency's Emmy Award-winning live coverage and views into NASA missions through collections of original video series, and a few new series launching with the service. The team collaborated with the NASA Web Services Office (WSO) to create the NASA+ app.

Utilizing our Media Asset Management system (MAMs) to send video files to WSO, the team is enabling organization of NASA video assets as well as upload, record, edit, manage, meta-

data, and publishing capabilities for NASA media. MAMs is the backbone for video within NASA+, creating a seamless solution for the NASA Office of Communications to manage NASA+ content. NASA+ is now available via the NASA app on iOS and Android mobile and tablet devices; streaming media players such as, Roku, Apple TV, and Fire TV; and on the web across desktop and mobile devices.


Network Services Support NASA Partners and Robotic Dog at GRC

The team implemented network and Wireless Access Point (WAP) enhancements across Glenn Research Center (GRC), including support for a robotic dog named Astro at the GRC Central Air Facility. Astro relies on wireless coverage to autonomously inspect air handlers in the Central Air Facility that generate noise harmful to human ears.

Our team at GRC completed the wireless deployment within the Test Services Building and supported multiple wireless deployments within seven buildings across GRC and the GRC Neil A. Armstrong Test Facility (GRC-ATF), including cable plant and WAP planning and deployment in the Shop Building, the Small-Scale Multi-Purpose Research Facility, the Instrument Research Laboratory, the Research Analysis Center, the

10x10 Supersonic Wind Tunnel Office and Control Building, the GRC-ATF Space Environments Complex, and the Central Air Equipment Building.

The team also supported construction of the deployment of an additional data circuit between GRC Lewis Field and the GRC GRC-ATF, plus a Point of Presence (POP) at both locations. Construction support included completion of cable plant on Lewis Field for a new link to add further redundancy to support testing at GRC-ATF for NASA industry partners Blue Origin, Lockheed Martin, Sierra Space, and SpaceX.
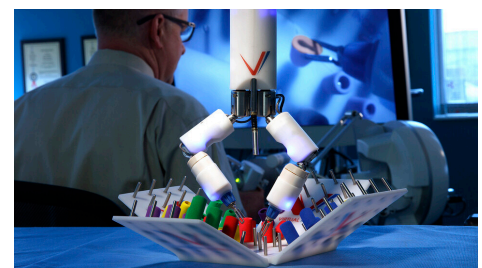
HOSC Team Enables Robotic Surgery Experiment on International Space Station

Our network engineering team built a HOSC Remote Applications Payload Test Router Gateway for an ISS payload supporting a robotic surgery experiment scheduled for later this year.

The payload utilizes a new miniature surgical robot to complete simulated surgical tasks on orbit, both autonomously and while remotely controlled by an Earth-based user. The experiment investigates the effects of microgravity and latency on robotic surgery. The surgical tasks are first performed on Earth under normal gravity and eventually on the ISS in microgravity. Robot precision and dexterity in both environments can then be compared. These capabilities contribute to successful robotic surgeries on Earth and will be essential in space.

The router gateway created by the team was shipped to the customer at the University of Nebraska for testing before being included in the ISS Express Rack Locker for its 2024 expedition.

Elevating the H4H Flight Campaign with Dedicated IT Support

By Robert Baysinger, COMSEC/IT Security Lead, Wallops Flight Facility

As part of the Navy Strategic Systems Programs and the Army Hypersonic Project Office High Operational Tempo for Hypersonics (H4H) flight campaign, Wallops Flight Facility successfully launched two sounding rocket experiments this past November. This flight campaign supports research for the Navy's Conventional Prompt Strike and the Army's Long Range Hypersonic Weapon offensive programs.

From the perspective of the Headquarters/Goddard Space Flight Center Office of Chief Information Officer's Regional IT Services and Solutions Division at Wallops, supporting the H4H flight campaign demanded extensive planning, preparation, and implementation efforts, totaling several hundred work hours. Successful execution of this mission required contributions from multiple service areas and teams, including network, cable plant, voice, and Facility Unique Specialized Engineers, as well as communications security (COMSEC) personnel and IT Mission Services Managers. The groundwork began months in advance, involving the collection of detailed customer requirements and a comprehensive understanding of the mission's technical environment. This process included numerous meetings and discussions to translate a broad list of general statements and "nice to haves" into specific needs.

From there, the team initiated the creation of tailored solutions to address the comprehensive data and voice communication requirements of the entire mission. This involved provisioning network connections to ensure seamless access to the customer's corporate networks. The task extended to linking the Operations Control Center to the launch pad across an 8-mile separation, necessitating the allocation, installation, and patching of extensive lengths of fiber-optic and copper cables. This meticulous process established a robust network infrastructure capable of efficiently managing the substantial volume of data generated throughout the mission. Using approved encrypted devices over this infrastructure, the team facilitated the routing of classified data for launch support, data acquisition, and decision-making processes.

For this mission, a classified video teleconference capability and access to classified networks were provided to ensure secure encrypted communications. In addition, support of our Mission Operational Voice Enhancement system was provided to ensure smooth, uninterrupted communication between the various mission critical operational departments spread between the mainland, island, and main base at Wallops.

As the launch window approached, the mission tempo increased, requiring additional support to manage issues that arose, address failures, and fulfill new requirements from the customer. The culmination of months of hard work and dedication came to a successful conclusion on the 1-day event, with less than 30 minutes of actual flight time.

Following the mission's conclusion, the test team diligently undertook the task of packing up and securely transporting every piece of equipment and classified material. As the mission wrapped up, the team compiled a comprehensive list of lessons learned, highlighting successes and areas ripe for improvement. This commitment to continuous process review and meticulous documentation propels an unwavering pursuit of excellence in all forthcoming missions. What's up next? Time to start preparing for the next mission.

Empowering NASA's Digital Transformation with Microsoft Power Platform

By Lilyan Parker, Intelligent Automation Program Manager, Application and Platform Services, NASA Headquarters and DeAsha Campbell, Program Analyst, Application and Platform Services, Marshall Space Flight Center

The OCIO's Application & Platform Services' NASA Enterprise Automation Service (NEAS) team is excited to announce a range of new services and activities aimed at enhancing and streamlining the way we work. One of the key offerings is support for Microsoft Power Platform (MPP), which includes Power Apps, Power Automate, and Power BI. Utilizing these tools can automate mundane, manual tasks and processes, allowing employees to focus on higher-value, cognitive tasks. In addition to MPP support, NEAS also offers a Community of Practice (CoP) and a friendly competition known as the Microsoft Power Platform Palooza, providing learning opportunities, collaboration, and innovation.

1. **Microsoft Power Platform (MPP) support.** You're overly familiar with Microsoft Office—Word, PowerPoint, and Excel. But have you tried your hand yet at Microsoft's Power Apps, Power Automate, or Power BI?

To help you get started with MPP, NEAS offers MPP support services such as software training and automation development to help NASA personnel leverage the capabilities of Power Apps, Power Automate, and Power BI. Can you think of some tasks that your team currently performs that are time-consuming and repetitive? *Let NEAS assist you* [links internal to NASA] by delivering quick solutions and low-cost automations. Your team will thank you!

2. **NEAS Community of Practice (CoP).** If you're someone who enjoys learning new things and problem-solving with fellow smarties, then this collaborative CoP is for you! The NEAS facilitates a monthly CoP, providing a collaborative platform for NASA personnel to learn, problem-solve, and share knowledge. The CoP covers a wide range of topics, including training sessions, success stories, lessons learned, issue troubleshooting, and vendor demos. By

participating, employees can stay up to date with the latest developments and engage with like-minded individuals who are passionate about automation. *Check out the CoP* for more information.

3. **Microsoft Power Platform Palooza.** This competition is open to all NASA personnel regardless of technical background. The goal of the competition is to learn and utilize one of the MPP applications to create an innovative low-code/no-code solution. Participants can work individually or as a small team to develop their solutions. The competition runs until mid-January, providing ample time for interested individuals to join or showcase their creativity and problem-solving skills. Sign up for *"Ready, Set, Launch: NASA's Microsoft Power Platform Palooza."*

Would you like more information on any of these services or activities? Do you have general questions for the NEAS? *Please submit a request.*

NASA OCIO Holiday Party at Headquarters on November 29, 2023.

National Aeronautics and Space Administration

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