



NASA Information Technology

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Montreal, Canada



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www.nasa.gov

Office of the Chief Information Officer



DRAFT NASA IT Strategic Framework FY 2022-2026

NASA IT Vision: To discover and expand knowledge for the benefit of humanity.

NASA IT Mission: We empower NASA's people and partners to achieve mission success through secure, evolving information technology and accessible data.

Benefits to NASA

Share NASA's data and results through open, appropriate access

Increase quality and effectiveness through data and technology

Accelerate results through increased productivity

Increase safety and resilience through proactive and adaptable cybersecurity

Increase cost-effectiveness by driving efficiency and reinvesting the difference

Innovate and enable discoveries as a strategic partner on capabilities like data science

Strategic Goals



Deliver Great Customer Experiences



Achieve Consistent Operational Excellence



Transform NASA with Information and Technology



Ensure Proactive, Resilient Cybersecurity



Develop an Exceptional OCIO Team

Strategic Objectives

1.1 Create and evolve a shared understanding of customer requirements.

1.2 Improve customer satisfaction with OCIO's services.

1.3 Provide customers with a complete and intuitive catalog of OCIO's services.

2.1 Increase the reliability, effectiveness, and efficiency of NASA's IT operations.

2.2 Increase the effectiveness of IT planning, execution, and communications.

2.3 Excel at IT program and project management to deliver results.

3.1 Transform how NASA operates using digital capabilities.

3.2 Enable insights from NASA's data and information.

3.3 Enable flexible work options and environments to achieve mission success.

4.1 Simplify, strengthen, and scale NASA's cybersecurity.

4.2 Reinforce operational resilience through strategic cybersecurity risk management.

4.3 Integrate risk-based cybersecurity into mission development and operations as a shared responsibility.

5.1 Attract, hire, and retain a diverse and strategically-aligned OCIO team.

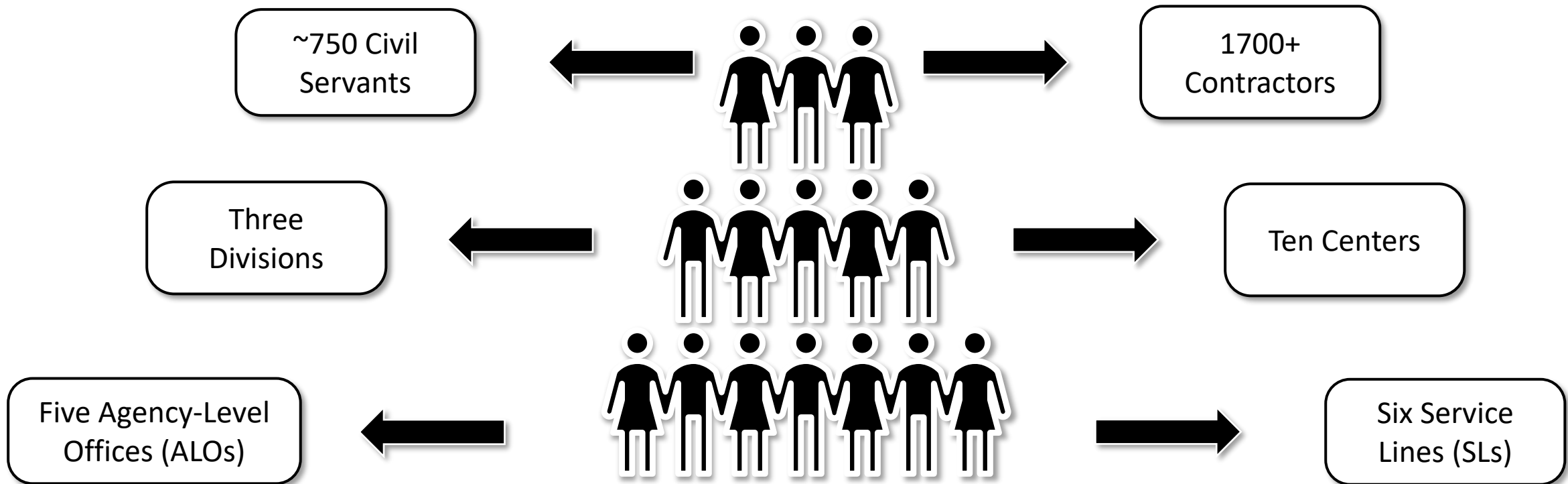
5.2 Enhance employee experience by ensuring OCIO team members feel included, engaged, and valued.

5.3 Develop team members' talents and support career development.



Transforming the OCIO

The scale and scope of the OCIO and its impact on NASA's mission is significant.





OCIO Transformation is Intended to Further Orient the OCIO Towards Success

Outcomes



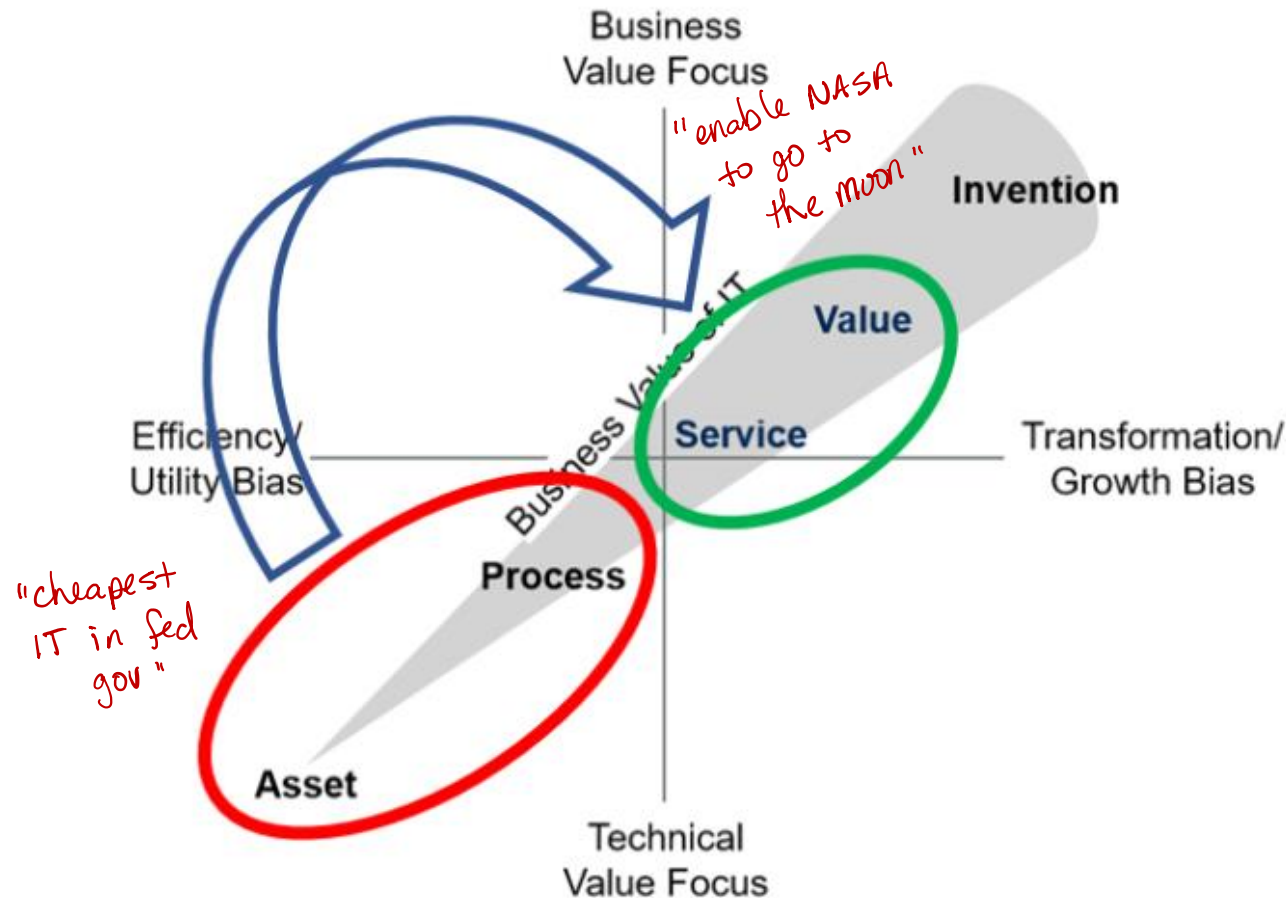
How

The OCIO Transformation is a **redesign of the Agency's IT Operating Model** in order to more directly enable NASA to achieve mission success and ensure that the OCIO is an organization where our people grow, learn, and thrive. Notable changes to the IT Operating Model include, but are not limited to, the OCIO's organizational structure, governance boards and processes, the IT acquisition strategy and contract management, optimizations to resource and budget management, and new approaches to improving customer experiences.



Changing NASA's IT Operating Model Through OCIO Transformation

I&T Operating Models



The OCIO Transformation is repositioning NASA's IT organizations to better enable NASA's mission and create an organization in which our employees grow, learn, and thrive.

Budget pressures, workforce constraints, increasing demands for digital capabilities, rapidly evolving industry technologies and cybersecurity threats have created an environment in which our historical models can no longer sustain and modernize IT services at NASA.

The changes enacted through this transformation position the OCIO to meet NASA mission expectations not to be "the cheapest IT in the federal government" but rather but rather the IT needed and expected by the NASA workforce to enable mission success



Key Aspects of the OCIO Transformation

Customer Experience



- A focus on creating and enabling easy-to-use, 'effortless' experiences for all audiences internal and external
- Deploying a new "Front Door" to IT services for NASA
- Establishing defined relationship management roles and community to improve integration with and responsiveness to our Mission customers

Service Delivery



- Adoption of new organizing principles (Service Lines) integrating and aligning current disparate and duplicative organizations and communications
- Implementing new methods (ITIL4, Agile, and DevOps) to drive business outcomes and enable IT as a strategic partner
- Shift from a focus on systems to platforms and agile, cost-effective methodologies leveraging automation and the cloud

Organizational Change & Workforce Development



- Reorganizing the OCIO organizations and workforce to One OCIO from 10 different, independent IT organizations
- Establishing consistent roles and communities of practice to foster collaboration, integration, and reduce friction
- Intentionally developing workforce management practice inclusive of succession planning, "Complete IT Professional" career path, and more



Run IT Like a Business

- Centralizing budgets for IT services provided as base capabilities to NASA
- Distributing budgets for consumption-driven IT services to the organizations with requirements
- Streamlined financial and budgeting process to accelerate decision making and reduce barriers to service
- Improving business alignment through strategic planning and enterprise architecture
- Transitioning from multiple, geographically distributed IT contracts to flexible, centralized Agency IT contracts
- Simplified and centralized procurement of Commercial IT products and services
- Implementing revised and new Risk Management, Performance Management, and Governance frameworks
- Reducing bureaucracy and constraints through a reduction of disparate policies

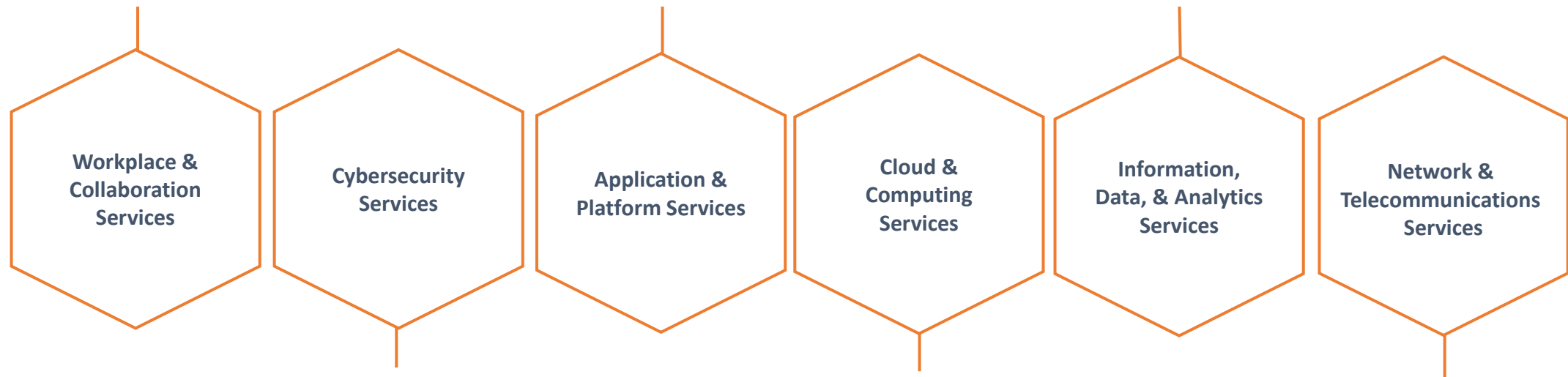


Service Lines Provide Full-Spectrum, Local and Enterprise Service Delivery

- ▶ All the tools necessary for NASA staff to be productive.
- ▶ End-user computing and mobile devices, Email, IM, and other collaboration tools.

- ▶ Develop and provide solutions to optimize NASA business capabilities, including application development, integration, platform management, and support.

- ▶ Higher-quality insights and faster, more accurate decision-making through enterprise data platform development, data asset management, and analytics.



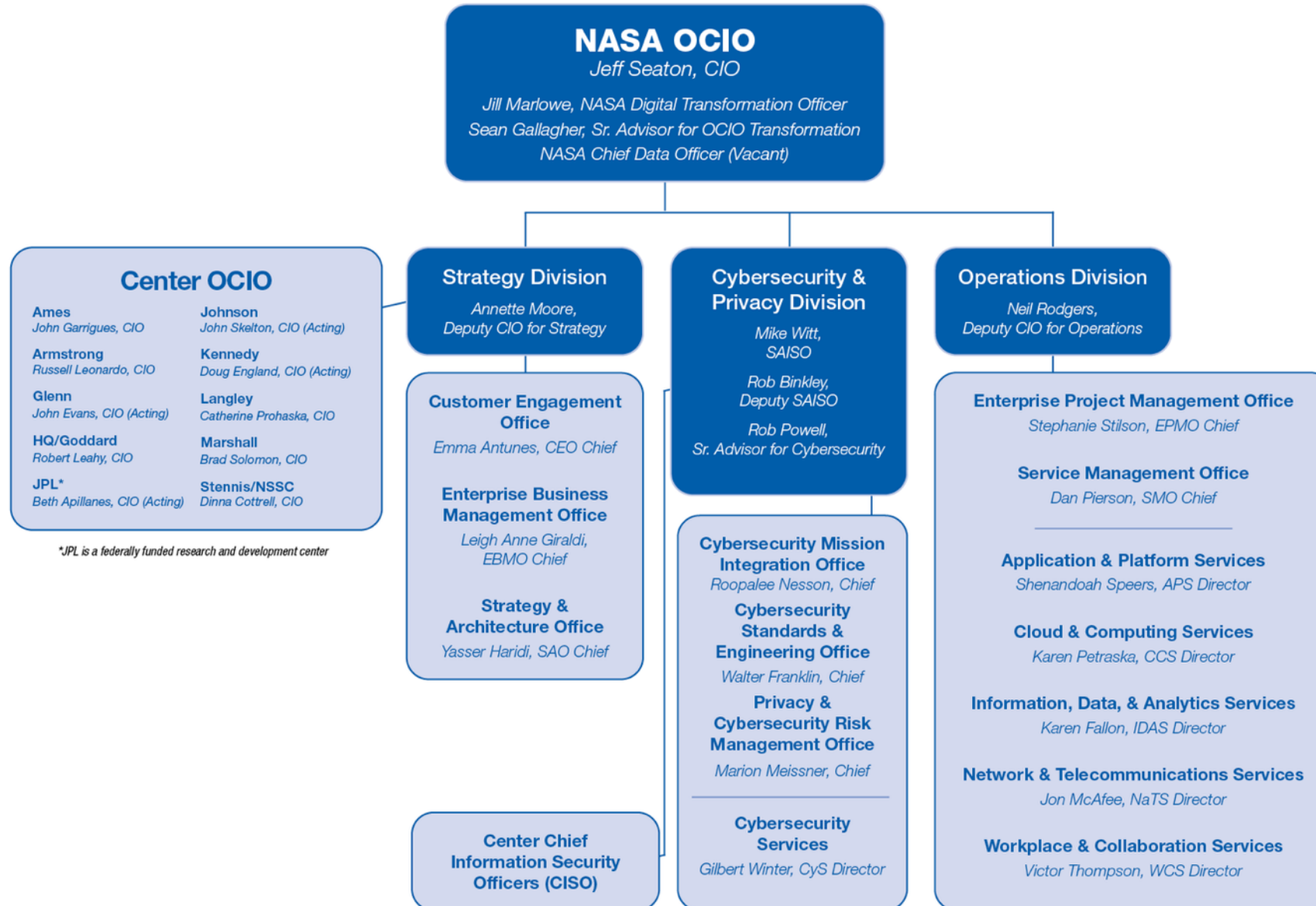
- ▶ Comprehensive Security services to support needs for risk identification, cyber asset protection, threat detection, and incident response.

- ▶ Hosting and cloud brokering services.
- ▶ Optimizes contracts for the greatest value to the company overall.

- ▶ Secure, architected Network and Transport services with lifecycle management.
- ▶ Includes physical infrastructure, cabling, WAN, LAN.



Our OCIO Organization and Leaders





Journey Highlights

- Completed restructuring and reorganization of the OCIO - ~750 federal employees, ~1700 contractors, 10+ geographic locations, and multiple labor unions all aligned under the Agency OCIO
 - Aligned all IT Mission Support budgets under the OCIO for improved insights and investments aligned with strategy.
 - Invested in the underpinnings for sustainable strategic management of NASA's IT with new Strategy & Architecture, IT Service Management, and Customer Engagement Offices
 - Established business-led Technology Roadmaps driving strategic investments and divestments
 - Established 3 of 6 enterprise acquisition contracts while ending 4 of 17 regional IT contracts planned for discontinuation
 - Released a Centralized IT Purchasing process offloading the administrative burdens of purchasing IT from Missions and Centers
- across NASA's 10 locations
 - Integrated OCIO-wide Hiring & Staffing process increased available candidate pools for critical positions and enabled OCIO leadership to strategically address labor constraints and evolving skills needs
 - Integrated Outage and Incident reporting across all operational services; increasing transparency and providing near real-time insights to OCIO leaders at all locations
 - Integrating Corporate and Mission telecommunication teams to improve access to talent and continuity operations in response to increased mission launch tempos
 - Implementing common configurations and tools to address hybrid collaboration and conference room requirements across all NASA centers





Digital Transformation

[**dij-i-tl** trans-fer-**mey**-shuhn] *noun*:

Employing digital technologies to change a process, product, or capability so dramatically that it's unrecognizable compared to its traditional form.

DT ≠ IT
DT = transformation focused
IT = technology focused

TRADITIONAL



DIGITIZED



TRANSFORMED



From Maps to Apps...

Digital Transformation has already changed our world





...Now in a Changing World



- Increasingly bold & complex missions
- Increasingly partnered
- Increasingly fast
- Increasingly affordable
- Increasingly transparent
- Increasingly inclusive



NASA must transform



WHY Digitally Transform NASA?

3 Future State Goals

NASA must transform...

Expanding Partnership Landscape



Sondra's **digital assistant** alerts her to a newly published **partner data set** related to her science research. She kicks off a **bot** to transfer & clean the data and integrate it into her **model**. Using **analytics** to rapidly **cross-check** the results, she discovers a potential breakthrough

Evolving Employee Expectations



Caryn is excited to have joined a 1-day **collaboration** jam session where she **connected** with new teammates from **across NASA** to **quickly learn and apply AI/ML tools** on an elusive space suit **challenge**. She loved **helping the mission** and can't wait to **share her new ideas** with her financial peers.

Increasing Budget Constraints



George pauses **digital manufacturing** of an urgent job after a **critical IoT sensor alert**. He imports the **data history** into the **lab digital twin model** and **rapidly forecasts** the job can safely continue, avoiding delays.



WHERE Must We Focus?

4 Transformation Targets

Enable agile multi-center/partner engineering teams to solve frontier problems

*Executive Sponsor Orgs:
MDs, OCE, OSMA, Centers*

Optimize & synchronize our work environment to increase efficiencies & effectiveness between mission & mission support

*Executive Sponsor Orgs:
MSD, MSEOs, Centers*



Multiply science & technology breakthroughs by leveraging diverse global minds/advances

*Executive Sponsor Orgs:
OCS, OCT, MDs, Centers*

Accelerate risk-informed, evidence-based, self-consistent decision making

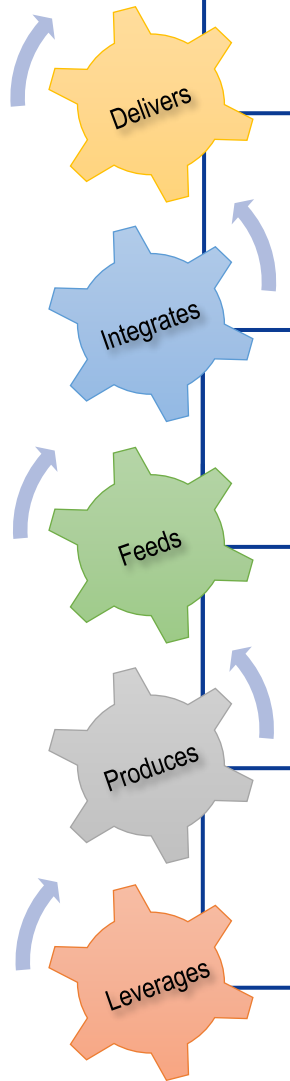
*Executive Sponsor Orgs:
Chief of Staff/OES, CPMO, TAs
Evidence Officer, MDs, Centers*



HOW Will We Get There?

5 Digital Levers

For any/each Transformation Target...



Establish Interoperable Architectures

Define value streams & associated organizational conops within the domain:

- Update policies, standards & guidelines that define domain digital processes & governance
- Define framework for interoperable platforms/systems to integrate domains and processes

Transform Critical Processes

Streamline critical workstreams within the domain:

- Eliminate, Optimize, Automate workflows to address process bottlenecks & redundancies
- Evolve from paper-centric to integrated data/model-centric approaches
- Maximize shared services & role-based access to enable geographically agnostic Future of Work

Maximize the Impact of our Data

Expand data search, access, interoperability, re-use and analysis:

- Baseline data inventory/repositories & name data stewards → integrate into data architecture
- Establish data governance, including data classifications/sensitivities & role-based access
- Enable data fusion as well as data analytics & AI/ML capabilities to mine insights

Adopt Common Tools

Reduce domain tool sprawl / chaos by driving to shared capabilities by tier:

- Tier 1 – agency-wide common tools (w/ deviation by exception)
- Tier 2 – functional interoperable community core shared tools
- Tier 3 – local unique one-off and/or home-grown tools (with justification)

Strengthen Inclusive³ Teaming

Eliminate barriers to strengthen inclusive teaming:

- Digitally-Inclusive: Establish threshold level of digital understanding, literacy & skills
- Geographically-Inclusive: Enable immersive collaboration for on- and off-site team members
- Organizationally-Inclusive: Provide seamless data access across multi-center/partner teams

... we can accelerate change by systematically facilitating & coordinating organizational plans to harness Digital Levers



Which Digital Technologies Will We Use Next?

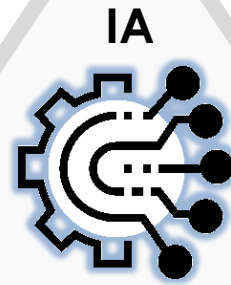
6 Technology Foundations

DT will catalyze investigation and adoption of the next key digital technologies that we can & should leverage to transform our work, workforce & workplace

WORK

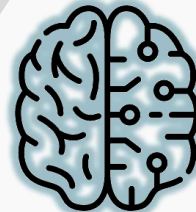
Intelligent Automation (IA):

Eliminate, optimize & automate processes into synchronized workflows across enterprise platforms to maximize our efficiency and effectiveness to enable bolder missions faster

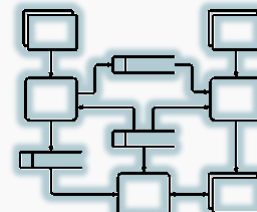


Artificial Intelligence / Machine Learning (AI/ML):

Harness machine capabilities to augment human intelligence in an era of big data



AI/ML



MBx

Model-Based Anything (MBx):

Employ digital models including digital twins across any/all functional domains to enable our people to address increasing complexity, scope, speed, uncertainty & changes

Zero Trust Architecture:

Enable dynamic internal/external collaboration wherever teams need to work, leveraging secure infrastructure, identity, network & data architecture



ZTA

IoT



XR

Extended Reality:

Enhance agile internal/external teaming via seamless, immersive, secure visualization & collaboration

WORKPLACE

Internet of Things:

Integrate wireless, networked sensors & controls at scale to enable real-time hindsight, insight & foresight of smart assets

WORKFORCE



What Does a Digitally Transformed NASA Look Like?

7+ Mission Outcomes

Continuously improve technical, programmatic and operational hindsight, insight and foresight to enable complex decision making and increase reliability and consistency.

Harmonize NASA work products & processes with our partners' diverse and continually changing processes, expectations and business models



One Future NASA

Seamless Partner Teaming

Modern Future of Work

Bolder, More Complex Missions

Attract & Retain Workforce



Faster, More Agile Processes

Affordable Sustainable Operations

Optimize investments, readiness, access and utilization of best-in-class capabilities (facilities and tools) at the right time

Affordable Sustainable Operations

Work at the modern "speed of business" by maximizing productivity and minimizing error/ rework.

Continuously enhance NASA's ability to recruit, retain and motivate top talent in a competitive, dynamic marketplace... accelerating their growth, agility and productivity to enable all of our people to thrive in the digital age

Enable geographically & organizationally agnostic teams to work efficiently and effectively anytime, anywhere.

Inspired & Engaged Citizens



Rapidly, repeatedly create customized inspirational engagements based on stakeholder individual needs and interests.



NASA's DT Strategic Framework

3 FUTURE STATE GOALS

4 TRANSFORMATION TARGETS

5 DIGITAL LEVERS

6 TECHNOLOGY FOUNDATIONS

7⁺ MISSION OUTCOMES

Transform the way we **Work**

Transform the experience of our **Workforce**

Transform the agility of our **Workplace**



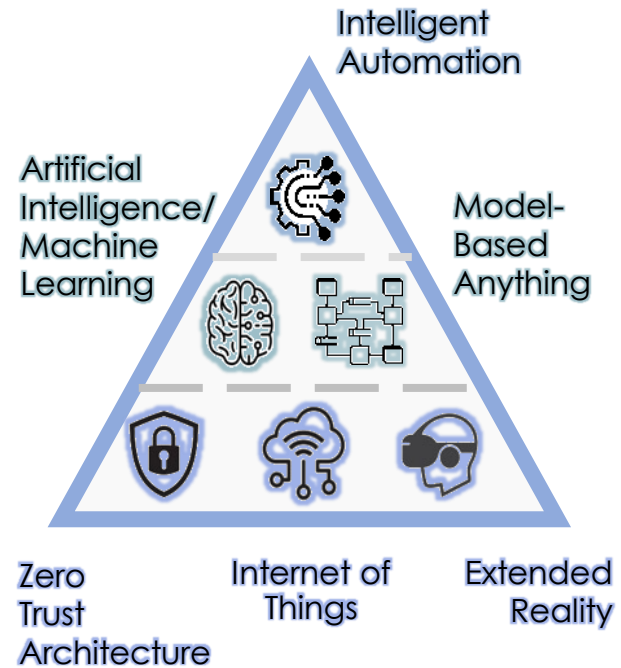
Establish Interoperable **Architectures**

Transform Critical **Processes**

Maximize the Impact of our **Data**

Adopt Common **Tools**

Strengthen Inclusive³ **Teaming**



One Future NASA



Implementation Approach



Ignite Transformation

Facilitate **Tx Target Community-owned Roadmaps** & priority actions to align DT goals/interests

Connect Plans

Coordinate & align **Organizational DT Plans** that respond to the DT Strategic Framework to synchronize DT intents

Integrate Solutions

Assess **DT Forecast** of proposed Org DT Plans vs. Roadmaps / priorities to identify gaps & opportunities and inform PPBE decisions on DT investments

Facilitate Adoption

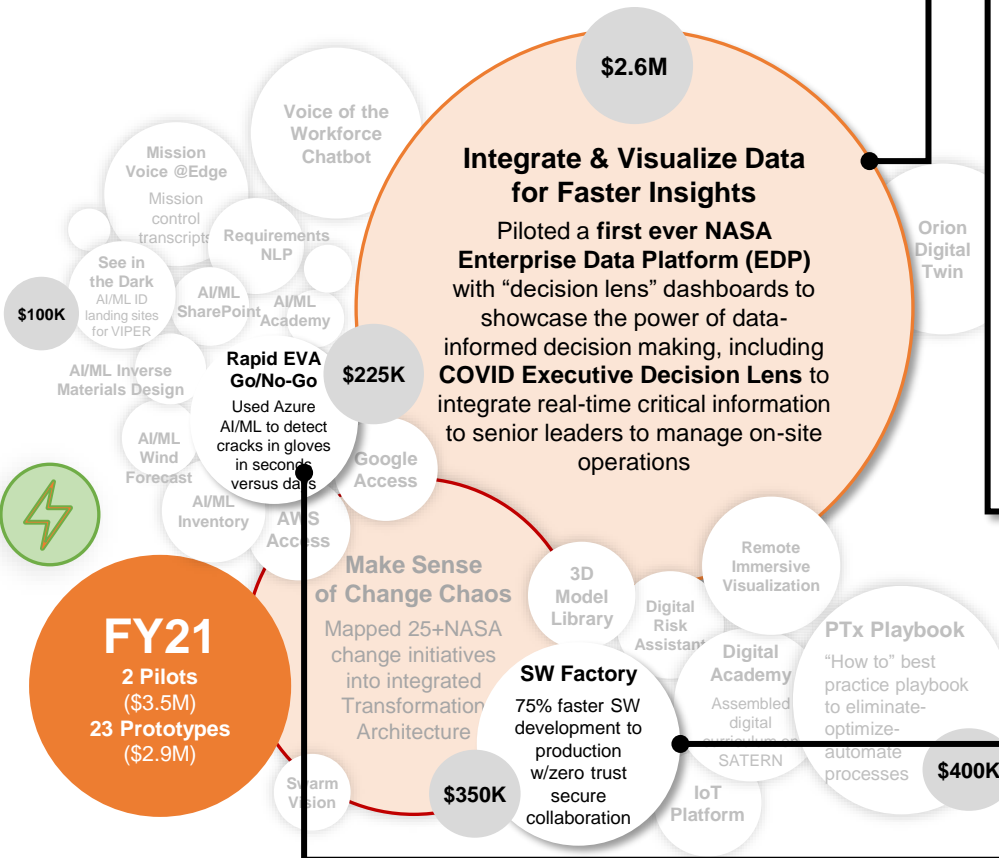
Measure **DT Progress** on Org DT Plans vs. Roadmaps; celebrate & share wins and elevate & address cross-cutting barriers via **DT Catalyst Projects**



Enterprise DT Portfolio – FY21

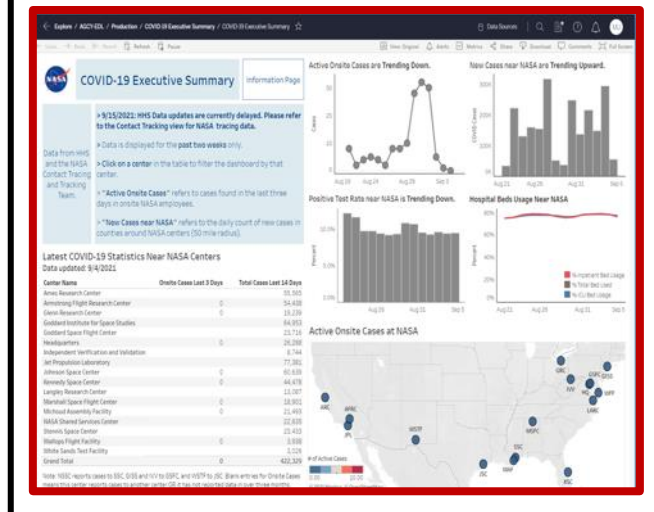
Mostly bottoms-up. "early win" demos within single organizations

DT's role has evolved from **Igniter** to Connector, and now to Integrator and Facilitator to enable NASA's Transformation Journey.



(June 2022) Utilizing the advanced capabilities of **APPDAT cloud computing platform** coupled with **Zero Trust** approach, enabled Partnership with Google, cloud AI models and the JSC Mission Control Center, developed a machine learning model that **predicts the loss of KU Band signal on the ISS with a 4 orbit lead time**, providing rapid ops insights

(Dec. 2020) Using pilot **Enterprise Data Platform (EDP)**, created **COVID Executive Decision Lens dashboard** to dynamically integrate & visualize real-time national & regional HHS COVID case rate and hospitalization data coupled with NASA Center case rates to **improve insights and speed decisions for on-site operations** /protocols across Centers



(Dec. 2021) ISS demo of an **AI/ML prototype Astronaut glove inspection model** that performed diagnostics & generated a **GO/NO-GO recommendation in 45 seconds** on the glove condition, a process that normally is performed by a group of people taking multiple days.

GETTING STARTED →

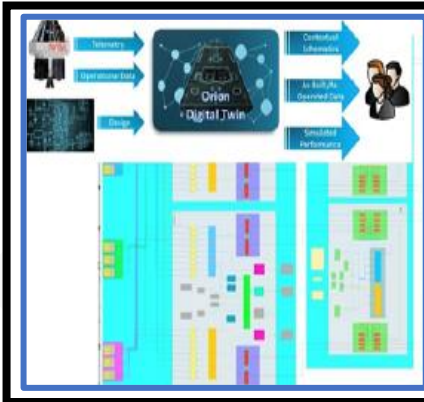
Where We Seeded Early Wins and Sparked Change



Enterprise DT Portfolio – FY22

Mostly multi-org coalitions teaming to pursue shared solutions to common challenges

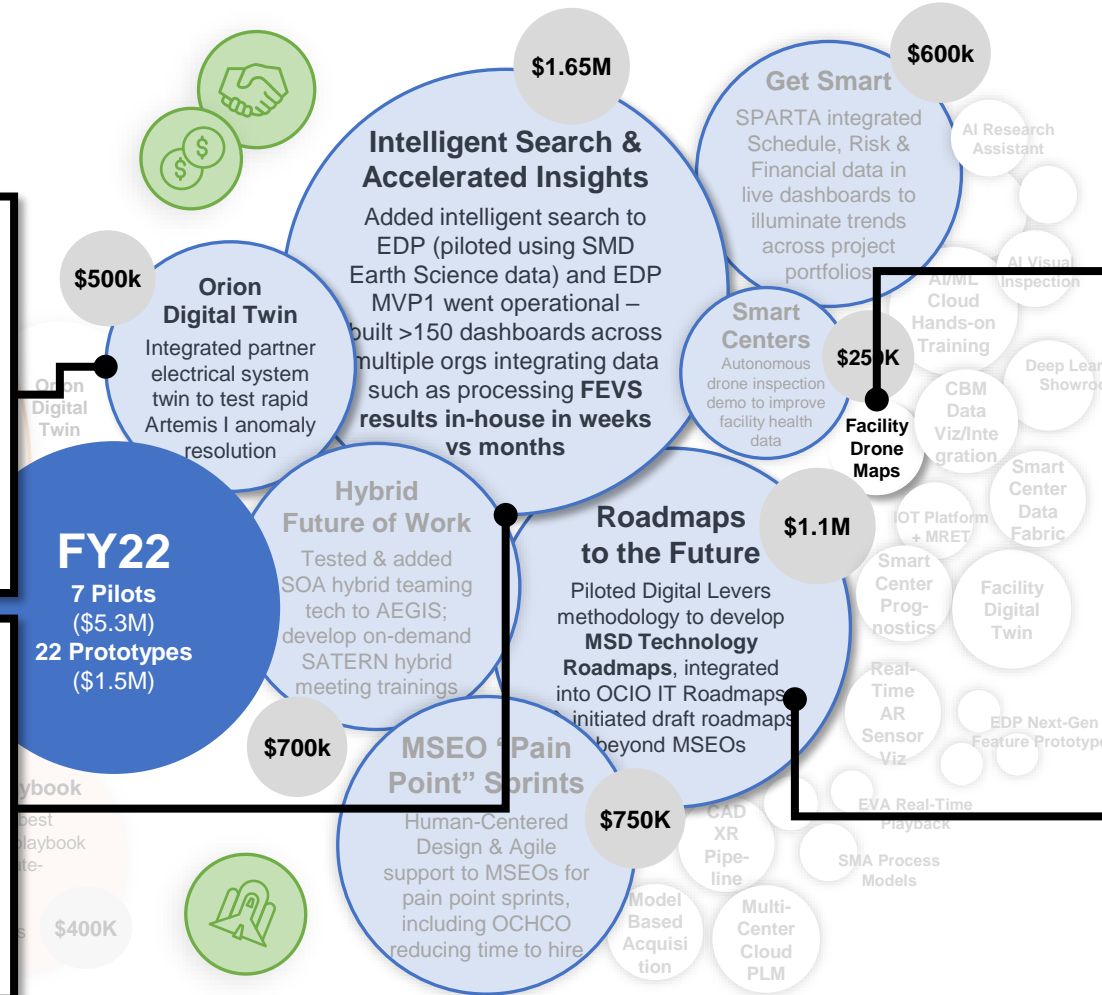
DT's role has evolved from Igniter to **Connector**, and now to Integrator and Facilitator to enable NASA's Transformation Journey.



(Dec. 2022) Created **Orion Electrical Power system Digital Twin** that integrated NASA/partner models from requirements to as-deployed design, enabling **faster than real-time prognostics** with ability to ingest Artemis I telemetry flight data for validation & anomaly resolution.



(Aug. 2022) Delivered **Federal Employee Viewpoint Survey graphical reports & trend analyses** using EDP in **2 weeks vs. several months** analytics, providing better, more accurate insights and intuitive tools to explore results and improve org action plans.



(Oct. 2022) Demonstrated multiple **autonomous drone facility inspections** that would have been **difficult, dangerous & expensive with people**; IR/ image data integrated into Smart Center data fabric for IoT sensor fusion.

Control Plan	Goals
<ul style="list-style-type: none"> Application Special / Distribution capabilities Lack of process identification across organizations 	<ul style="list-style-type: none"> Manual, routine or transaction based work Low of time for creative work
<ul style="list-style-type: none"> Approved Capabilities / Platforms & Services Intelligent Application / Response Process Integrated Application / Response Process Physical/Electronic Application / Redundancy Access capabilities to their 	<ul style="list-style-type: none"> Safe and standardized, one accessible for use across MSEDs Data safe and better interactive Skills not standardized, one accessible for use across MSEDs Skills safe and better interactive Data Standards Check standards for consistency across and understand data Intelligent Automation / Check standards for consistency across and understand data Intelligent Automation / Check standards for consistency across and understand data Intelligent Automation / Check standards for consistency across and understand data Intelligent Automation / Check standards for consistency across and understand data

(Nov. 2022) Advised on **MSD Technology Plans** using Digital Levers methodology; provided Agile support to **rapidly synthesize MSEO needs** to inform OCIO Technology Roadmaps for service lines.

GETTING STARTED

JOINING FORCES

Where We Seeded Early Wins and Sparked Change

Where We Built Coalitions to Attack Select Challenges



Enterprise DT Portfolio – FY23

Fewer top-down strategic investments focused on immediate benefits

DT's role has evolved from Igniter to Connector, and now to **Integrator** and **Facilitator** to enable NASA's Transformation Journey.

Concept of Operations

From Center CEO & SI orgs

Customer w/ Pain Points

Human Centered UX/UI GSFC

Human Centered SL SME WCS/NATS/CCS

Human Centered App & Cloud APS

Human Centered Data & Analysis IDAS

Human Centered Cyber Security

Human Centered Practice Director CEO

MVP Design

Provision products (e.g. EDP, Mural, etc.)

Provision tools for citizen programmers (e.g. Power Aps, Power BI, low code platforms)

Pilots, app functional changes, new product dev projects in assoc. w/ EPMD

Service Line Organizations

(March 2023) Assemble a cross-functional **Digital Solutions “SWAT Team”** to pilot Agile and Human-Centered Design approaches to rapidly dissect key pain points across NASA organizations, focus on and “attack” identify critical user/customer experience challenges, then integrate expertise and services from across the OCIO and partner organizations to accelerate prototyping and scaling operational digital solutions

(Nov. 2023) Build out data literacy offerings on **SATERN Digital Academy** by leveraging existing digital literacy curricula from other Agencies to provide in-depth trainings to develop job-based digital competences as well as common enterprise-wide digital literacy practices.

(Feb. 2023) Demonstrate a scalable **SPARTA multi-center portfolio management analytics dashboard** that integrates real-time mission profile, schedule, risk and financial data using GSFC and LaRC science projects to assess potential for increased speed, better insights and earlier risk detection from real-time evidence-based decision making using common data structures across projects.

Risk Matrix	Risk Count by Likelihood (Rows) by Consequence (Cols)	Risks by Likelihood (Rows) by Consequence (Cols), based on Averages by Project bucketted by Criticality																																																
<p>Risks: 4299</p> <p>Risk Criticality: High, Moderate, Low</p> <p>Risk Status: Select all, Accepted/Residual, Closed, Open</p> <p>Risk Affinity: Select all, Cost, Schedule</p> <p>Risk Approach/Ac: Select all</p>	<table border="1"> <tr><th>LxC</th><th>1</th><th>2</th><th>3</th><th>4</th><th>5</th></tr> <tr><th>5</th><td>1</td><td>41</td><td>34</td><td></td><td></td></tr> <tr><th>4</th><td>49</td><td>73</td><td>60</td><td></td><td></td></tr> <tr><th>3</th><td>706</td><td>795</td><td>237</td><td>105</td><td></td></tr> <tr><th>2</th><td>2</td><td>110</td><td>437</td><td>310</td><td>173</td></tr> <tr><th>1</th><td>316</td><td>408</td><td>631</td><td>319</td><td></td></tr> <tr><th>Total</th><td>269</td><td>1</td><td>9</td><td>9</td><td>1</td></tr> <tr><th>Total</th><td>272</td><td>625</td><td>1158</td><td>1271</td><td>654</td></tr> </table>	LxC	1	2	3	4	5	5	1	41	34			4	49	73	60			3	706	795	237	105		2	2	110	437	310	173	1	316	408	631	319		Total	269	1	9	9	1	Total	272	625	1158	1271	654	
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Center	Project	Risk Score	Consequence Avg	Likelihood Avg	Risk Count
GSFC	MSR-CCRS	9.32	2.83	2.15	178
GSFC	PACE	6.94	2.42	1.80	220
GSFC	RST	6.22	2.35	1.66	311
GSFC	SETH	3.90	2.69	1.00	1
GSFC	SMAP	4.41	1.93	1.37	54
GSFC	SSMO	8.51	2.89	1.84	416
GSFC	SWFO	9.18	2.63	2.22	90



GETTING STARTED

JOINING FORCES

BUILDING MOMENTUM

Where We Seeded Early Wins and Sparked Change

Where We Built Coalitions to Attack Select Challenges

Where We Must Focus for Key Results

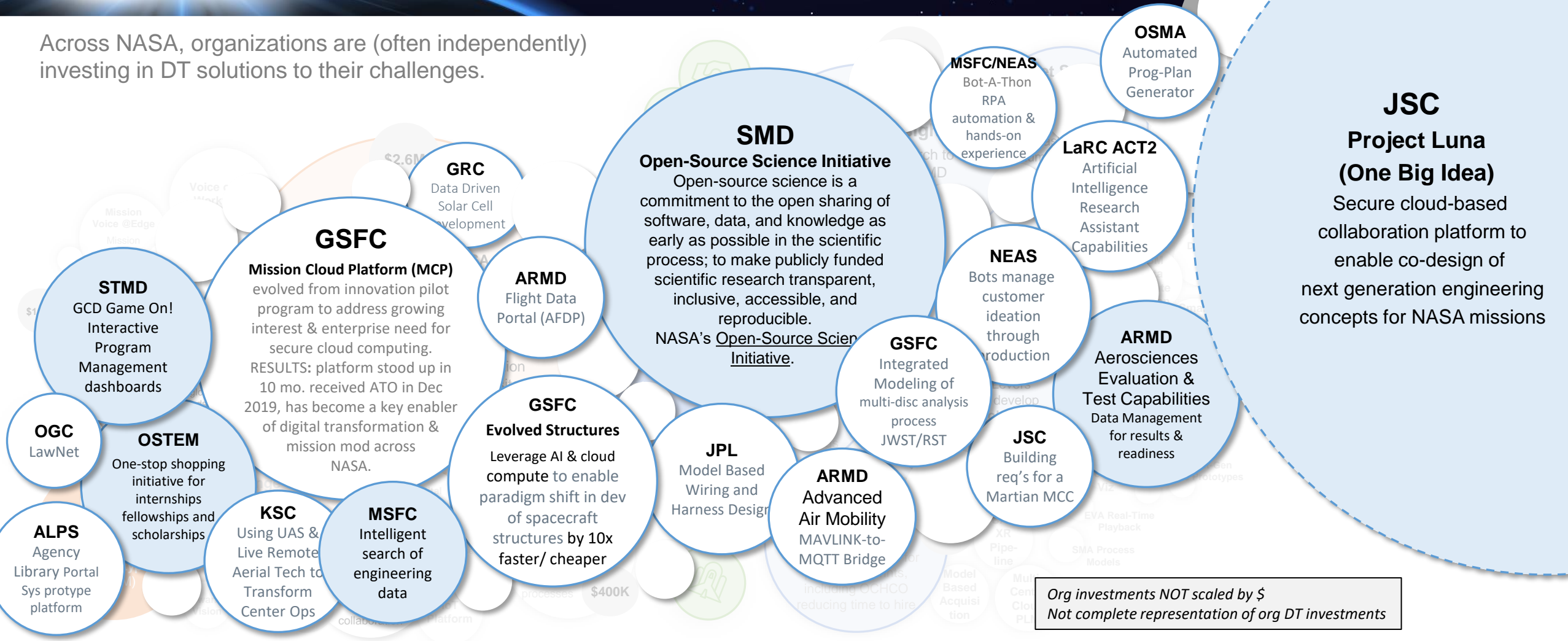


But Wait, There's More... Org DT Investments

Unknown # of additional discrete transformation & modernization activities

TBD

Across NASA, organizations are (often independently) investing in DT solutions to their challenges.



GETTING STARTED

JOINING FORCES

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Where We Seeded Early Wins and Sparked Change

Where We Built Coalitions to Attack Select Challenges

Where We Must Focus for Key Results



Overview of the Executive Order (1/2)

“Executive Order on Improving the Nation’s Cybersecurity”

- Signed May 12, 2021

Purpose:

- Remove Barriers to Threat Information Sharing Between Government and the Private Sector.
- Modernize and Implement Stronger Cybersecurity Standards in the Federal Government.
- Improve Software Supply Chain Security.
- Establish a Cybersecurity Safety Review Board.
- Create a Standard Playbook for Responding to Cyber Incidents.
- Improve Detection of Cybersecurity Incidents on Federal Government Networks.
- Improve Investigative and Remediation Capabilities.



Overview of the Executive Order (2/2)

The Executive Order includes direct tasking to NASA and all other Agencies.

- The tasks are scoped to include all of NASA, including NASA Missions and JPL.
- The Executive Order requires a single Agency POC to provide status and deliverables.
- Deadlines are specified at varying intervals, from 30 to 360 days after signing.

The Executive Order includes actions to other Federal Agencies that will likely result in follow-on actions issued to NASA by those Agencies.

The Executive Order calls for periodic unified progress reporting.



Cybersecurity EO Objectives

Executive Order directs a fundamental shift in Federal priority and strategy for cybersecurity and will require multi-year changes in the way **NASA** conducts its missions

Cyber Hygiene

1

Protect our data, our intellectual property, and our digital identities

**Zero Trust
Architecture**

2

Consolidate and transform our IT architectures with a data-centric “**zero trust**” cybersecurity model

**Software Supply
Chain Security**

3

Secure the critical software in our infrastructure and supply chain

Event Logging

4

Enhance real-time cybersecurity event data and threat detection

Contracts

5

Standardize cybersecurity requirements in agency contracts



Questions and Answers

