

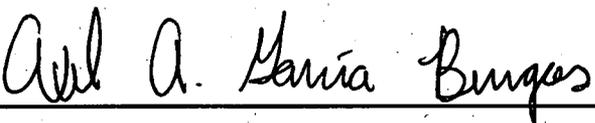
Residential Internship
John F. Kennedy Space Center
Q46 Technology Refreshment Assessment
García-Burgos, Axel A.
June 9, 2010 – July 31, 2010

Reviewed by:

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When someone thinks about NASA, they usually imagine the space shuttle and astronauts. What isn't usually considered is the amount of work that goes into achieving every countdown and lift off, every docking, every space walk. The End User Services Office (IT-E) is one of many offices that work hard to satisfy the needs of their customers.

The End User Services Office coordinates and oversees a wide selection of information technologies to enhance the productivity of the KSC workforce and enable mission success. Our products and initiatives include personal computers, servers, cell phones, smart phones and pagers, multifunction devices (i.e. copy, fax, scan), and much more.

Most of these services are provided via the Outsourcing Desktop Initiative for NASA (ODIN) contract. It is NASA's innovative approach to desktop computing and communications support. Through ODIN, NASA has embraced a new

paradigm in information technology management, one which focuses civil service workforce on mission-related activities, leverages the experience and flexibility of the commercial sector to simplify desktop services, reduce costs, and keeps you abreast of the latest technology.

During my internship, I supported the End-User Services Office within the Information Technology (IT) and Communications Directorate at the Kennedy Space Center (KSC). I supported with the contract surveillance to provide an assessment of the contractor's overall contract performance. The strategy I used to complete my task was the sampling and customer feedback. I performed hardware and software verification in support of ODIN surveillance to ensure delivery of state-of-the-art computing equipment. The ODIN service provider is required to provide hardware according to a set of minimum technical requirements defined in Attachment R: Technology Refreshment of the ODIN contract. Furthermore, ODIN is required to provide software according to the Standard load baseline. These technical requirements are reviewed and updated quarterly by NASA to ensure new computing seats stay current with the latest technologies. Samplings of new ODIN computing seats were intended to be taken to perform the verification. If the computer did not meet the requirements, it was reported back to the ODIN Contracting Officer Technical Representative for resolution.

During the last 2 months, I have developed and documented a process that will be used on quarterly basis to efficiently assess hardware and software compliance on new ODIN systems. I also attended numerous meetings with IT-E and ODIN to understand all daily operational activities relating to end-user services. In summary, I have been working to ensure that ODIN delivers new computer systems configured according to the Q46 Attachment R and the Standard load baseline requirements.

As a result, this internship has been an amazing experience. I had the opportunity to carry out a real work experience and be able to learn about it. I met many NASA staff members and asked questions about their fields. Having ended my assessment, I feel more inspired to learn even more about STEM fields and NASA. This knowledge and experience wouldn't be possible without the hard work of a number of people: Jimmy Gonzalez, Dan Tran and the INSPIRE Team. I'd like to thank all of you for letting me be part of this incredible organization in supporting the U.S: Space Program. Because of this experience, I am more excited to begin work on my degree in Aerospace Engineering and perhaps even work at NASA one day.