

**Office of Aerospace Technology (OAT)  
Resources Management Division  
Technical Services/Products**

**Description of Work**

**10.30 Office of Aerospace Technology Resource and Management Systems  
Technical Services / Products**

**10.30.1 General**

The Contractor shall evaluate, demonstrate, develop, deploy, and maintain information technology, multimedia, electronic commerce and business process solutions in support of the Resource and Management division of the Aerospace Technology Enterprise (OAT) and its Agency, national and international partners. The Contractor shall also provide demonstrations and training on the deployment and operation of advanced Internet applications to program management executives, collaborators, national and international partners, support service providers, and/or other NASA offices as requested. The contractor shall evaluate, design, acquire, and deploy servers to meet the requirements of the Enterprise and perform all related IT operations and maintenance functions, including account administration. The contractor shall provide end-to-end service management and customer support to facilitate end-user IT needs.

**10.30.2 Information Technology Products and Services**

The Contractor shall:

- A. Evaluate emerging technologies to recommend enhancements to the Aerospace Technology Enterprise Resource and Management business applications. Particular emphasis shall be placed on multi-media solutions and other collaborative tools, knowledge management and communication. Training and attendance at new technology demonstrations and trade shows shall be encouraged to identify and conduct research into emerging technologies.
- B. Develop, maintain, and document the OAT Resource and Management Division IT architecture as it relates to the Agency IT architecture and to any locations hosting OAT servers/applications. Consult with OAT, the NASA Chief Information Officer, and designated technical consultant(s) to develop recommendations for improvements to the architecture, including cost and impact as primary elements of proposed solutions. Travel to Centers and national or international partner locations as required to support these activities.
- C. Develop and exploit the latest web and information services and products for OAT Resource and Management; procure necessary hardware and software to support this effort.
- D. Provide research, development, sustaining engineering, and maintenance for the following:
  - Resources Management and Reporting System. (RMRS)

- RB Congressional Database.
  - OAT Center Financial Performance Reports.
- E. Integrate the data resources mentioned above as required to meet One NASA and E-Government objectives.
- F. Devise and implement Resource and Management information architecture.
- G. Support the management of OAT Resource and Management Division advanced technology test environment, including system administration of multiple UNIX and Windows NT systems, and testing, development, and infusion of new technology.

• **10.30.2.1           Anticipating IT Service Capabilities**

The Contractor shall work with the Resource and Management Division of the Aerospace Technology Enterprise to assess the physical and technical infrastructure as it currently exists, and as it might evolve. To best support the dramatic changes in Enterprise program management at HQ, capacity planning assessments will be required to gauge and monitor local area and wide area network throughput, traffic peaks, and server demand, and to anticipate the potential impacts of OAT applications on the OAT-unique and NASA infrastructure. The assessment will examine server architecture with the goal of providing feasible engineering recommendations as to server configuration (UNIX or other) and LAN/WAN configuration.

**10.30.2.2           Infrastructure/Server Implementation and Maintenance**

When applicable, the Contractor shall support existing and needed UNIX and NT activities for the OAT Resource and Management Division, including activities such as:

- A. Obtaining, analyzing and recommending HW/SW in support of system efficiency.
- B. Routine system administration.
- C. Establishing and maintaining HTTP, FTP and other server functions.
- D. Installing and initializing or compiling required software applications.

Also, the Contractor shall work with OAT Resource and Management Division to determine which UNIX or NT services (or individual boxes) can and should be migrated to an operational environment.

**10.30.2.3           Integrated Financial Management Support**

Provide support to Code R users of the Integrated Financial Management System (IFMS). This support will include serving as the Code R Super User for the Integrated Financial Management Program (IFMP) Core Financial (CF) and Budget Formulation (BF) modules. The Super User role, as defined by the IFMP Office, includes the following responsibilities:

- Providing direction and assistance to Code R in integrating CF into existing business processes.

- Providing informal user instruction, help-desk support and overall IFMP troubleshooting.
- Understanding the business process and field “how to” questions.
- Supporting fellow Super Users.
- Attending IFMP/CF workshops to gain practical knowledge and share information within the Super User Community and Code R.
- Maintaining Code R PR release strategies.
- Coordinating Code R change requests for master data.
- Identifying requirements for new Business Warehouse (BW) reports and work with HQ report developers on report creation.
- Assisting in Accounts Management with NF 1700 forms and role approvals
- Serving as the Code R interface with the Business and Administrative Systems Organization (BASO) for desk-side support and transaction processing support.
- Defining the methodology and processes necessary to ensure sustained OAT access to the Code RB Congressional Database once IFMP is fully operational at NASA HQ.

This activity will require a high level of access and availability to all Code R IFMP users.

### **10.30.3 Deliverables**

Deliverables shall include the following:

- a. Investigations and demonstrations of existing and emerging technologies. The result of the research will be delivered in the form of Whitepapers.
- b. Evaluation and recommendations concerning emerging technologies with particular emphasis on collaborative tools, knowledge management, and communicating knowledge.
- c. Documented evaluation and development of prototype solutions, based on the research and incorporation of emerging technologies.
- d. Recommendations concerning OAT Resource and Management Division IT architecture as required.
- e. Continual enhancements to approved prototypes.
- f. Modifications to RMRS application, as required
- g. Support for the compilation of financial reports in support to the OAT Resource Management Division.
- h. Contractor-conducted analysis and recommendations on available COTS products to the OAT Resource Management Division, as deemed necessary.
- i. Analysis on industry trends related to technological innovations that may be of benefit to the OAT Resource Management Division.
- j. Where feasible, the integration of information technology, electronic commerce methods and business/program management processes to enable increased productivity and effectiveness.

### **10.30.5 Metrics**

The performance standards specified in paragraphs 10.3.1, 10.3.2, 10.3.3 and 10.3.4 are applicable to this task order.