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**Appendix 9**  
**Communication Demarcation Points**  
**For**  
**Information Management and**  
**Communications Services (IMCS)**

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<b>PWS</b>	<b>System</b>	<b>Location</b>	<b>Customer</b>
3.2	Cable Plant Services	ASVC Banana River Repeater Station (BRRS) Beach tip shack CD&SC Gate 2 Gate 3 KSCVC MILA Observation Tower Press Site Research Park SLF ACTC SLF Midfield Site SLSL Space Florida Hangar SR 3 / US 1 TPQ-18	DNPS  multiple CCAFS multiple CCAFS NISN multiple commercial multiple commercial DNPS NASA DNPS multiple commercial multiple tenants FAA multiple commercial multiple tenants multiple tenants multiple commercial USAF
3.3	Transmission Services	CD&SC Hangar AE MILA X/Y	NISN multiple multiple multiple
3.3.2	Shuttle Forward Return Link	CD&SC LCC	NISN LPS/RPS
3.4.2	Network Security Perimeter Ops	CD&SC	multiple
3.4.3	Telephone Services	CD&SC	Time Warner / NISN / CCAFS
3.5.2	Media Production and Distribution	CD&SC Press Site	commercial uplink multiple
3.5.3	Spacecraft Processing, Launch, and Landing Imaging	Instrumentation Sites	CSR
3.8	Timing Services	BRRS	multiple CCAFS
3.9.2	Radio	BRRS	multiple CCAFS
3.9.4	Audio Distribution	BRRS	multiple CCAFS

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**Appendix 10**  
**IT Security Implementation Guide**  
**For**  
**Information Management and**  
**Communication Support (IMCS)**

**10.1 Security Awareness Training**

As defined in NPR 2810.1A, all contractor personnel with access to Government data, including off-site personnel supporting the contract shall complete security training annually as required to meet Agency IT security training and awareness requirements. The Contractor shall use the Government provided training systems to meet this annual security requirement.

**10.2 Security Training**

All contractor individuals who perform tasks as a system administrator, or have authority to perform tasks normally performed by system administrator, shall be required to demonstrate knowledge appropriate to those tasks. This demonstration is referred to as the NASA System Administrator Security Certification using the Agency provided tools.

**10.3 System and Application Life Cycle Requirements**

The contractor shall comply with NPR 2810.1A, Chapter 5 System Development Life Cycle requirements during all phases of the Systems and Applications Life Cycle.

**10.4 Security Risk Assessments and Design Reviews**

The contractor shall follow the NIST SP 800-26, Security Self-Assessment Guide for Information Technology Systems; NIST SP 800-30, Risk Management Guide for Information Technology Systems; and submit a completed security risk assessment on a design prior to the design being provided to NASA. Before or during official design reviews, the contractor shall provide design security risks, including possible mitigations, to the system owner or data owner and OCSO. If the risks are accepted the life cycle may continue; otherwise, the life cycle shall halt or the design and/or mitigations shall be modified until the risks and possible mitigations are acceptable.

**10.5 Security Reviews for New or Modified Hardware, Software, and Configurations**

The contractor shall provide a written risk assessment and security review for new or significantly modified hardware, software, or configurations, prior to deployment. The products reviewed shall be used as a basis to update IT Security Plans, as applicable. Prior to deployment, all risks shall be presented to the system owner, AO, and OCSO, separate from the security plan. If the hardware or software connects to other systems the risks shall be presented to the system owner or equivalents and OCSO of the interconnected systems for their information.

**10.6 Minimum System Security Requirements**

Prior to connecting any new non-Government provided computer system or equipment to the KSC Institutional Networks, the contractor shall comply with KDP-P-3348, KSC Temporary Authority to Operate (ATO) process.

**10.7 System Security Requirements for ATO**

Upon approval of the Temporary ATO, the contractor shall work with OCSO to determine a mutually agreed upon date to complete the IT Security Plan, including C&A.

For any computer system that is not managed by ODIN or its successor, the contractor shall:

- a. Meet the current and future requirements in the NASA-STD-2804, Minimum Interoperability Software Suite, and NASA-STD-2805, Minimum Hardware Configurations, for all computer systems, unless otherwise approved by the COTR.
- b. Configure non-NASA managed services desktop systems with the required standard application software suite, if applicable, to stay consistent across the Agency to ensure that interoperability issues do not arise. The Government has defined a core standard application software suite that is loaded on all NASA managed services computers.
- c. Provide and maintain software that is defined in the current and future versions of NASA-STD-2804.
- d. Update the computer with new software versions, upgrades, modifications, and non-security and non-bug related patches associated with the operation system and application software within 1 year of the latest release by the software vendor or by the date specified in the current and future versions of NASA-STD-2804.
- e. Once the contractor has tested the new release, present the test results and any impacts to associated applications then submit to the CCB in sufficient time to ensure roll out within 1 year of release or by the date specified in NASA-STD-2804, unless otherwise specified by the COTR or designee.
- f. Configure regular virus scans on all computer systems which the contractor is responsible.
- g. Enable real-time file protection and schedule full virus scans no less frequently than weekly, unless otherwise defined in Center policies or directed by the COTR or designee.

- 1 h. Configure automatic updates of virus signatures no less frequently than daily for  
2 desktops, unless otherwise defined in Center policies or directed by the COTR or  
3 designee.  
4
- 5 i. Configure, in addition to NASA-STD-2804, regular adware, spyware, and malware  
6 scans on all systems for which they are responsible, but not including servers. The  
7 contractor shall enable real-time system protection and schedule full adware and  
8 spyware scans no less frequently than weekly for any desktops, unless otherwise  
9 defined in Center policies.

## 10 **10.8 Management and Operations**

### 11 **Vulnerability Assessment and Remediation**

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15 The contractor shall provide management control services to implement IT security at  
16 KSC.

17  
18 In performance of these services, the contractor shall:

- 19
- 20 a. Participate in the Center-wide vulnerability scanning activity. The contractor shall  
21 mitigate vulnerabilities identified, track vulnerabilities and fixes, and report the  
22 statistics to the system owner, OCSO, and COTR or designee.  
23
- 24 b. Obtain approval from the system owner, OCSO, and COTR for a temporary  
25 mitigation. For a medium or low vulnerability, the contractor may mitigate the  
26 vulnerability or present a researched recommendation that justifies accepting the  
27 risk.  
28
- 29 c. Evaluate, test, and implement mitigation of these services; depending on the  
30 assessed severity (critical, high, medium, or low) of a vulnerability and system  
31 owner, OCSO, and COTR concurrence with the severity.  
32
- 33 d. Comply with the standard and expedited requirements in the Vulnerability  
34 Mitigation Requirements Table below.  
35
- 36 e. Notify the system owner, OCSO, and COTR when the vulnerability is mitigated  
37 and steps taken to mitigate the vulnerability.  
38
- 39 f. Obtain approval by the system owner, OCSO, and COTR for any deviation from the  
40 requirements.  
41
- 42 g. Submit a statistics report on a monthly basis for all vulnerabilities mitigated with  
43 their associated severity. A permanent mitigation is required for a critical or a high  
44 vulnerability; though in some cases a temporary mitigation may be necessary.  
45

1 **For High Categorization Systems:**  
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<b>STANDARD REQUIREMENT</b>	<b>CRITICAL</b>	<b>HIGH</b>	<b>MEDIUM</b>	<b>LOW</b>
Time to initial mitigation after severity concurrence	4 Hours	2 working days	5 working days	10 working days
Time to create a plan for permanent mitigation	5 working days	10 working days	20 working days	30 working days
Occurrences expected per contract year	<b>2</b>	<b>20</b>	<b>25</b>	<b>25</b>

3

<b>EXPEDITED REQUIREMENT</b>	<b>CRITICAL</b>	<b>HIGH</b>	<b>MEDIUM</b>	<b>LOW</b>
Time to initial mitigation after severity concurrence	2 hours	8 hours	10 working days	N/A
Time to create a plan for permanent mitigation	8 working hours	2 working days	N/A	N/A
Occurrences expected per contract year	1	3	N/A	N/A

4 **For Moderate Categorization Systems:**  
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 6

<b>STANDARD REQUIREMENT</b>	<b>CRITICAL</b>	<b>HIGH</b>	<b>MEDIUM</b>	<b>LOW</b>
Time to initial mitigation after severity concurrence	1 working days	5 working days	15 working days	30 working days
Time to create a plan for permanent mitigation	10 working days	20 working days	30 working days	40 working days
Occurrences expected per contract year	<b>2</b>	<b>20</b>	<b>25</b>	<b>25</b>

1 **For Moderate Categorization Systems:**

<b>EXPEDITED REQUIREMENT</b>	<b>CRITICAL</b>	<b>HIGH</b>	<b>MEDIUM</b>	<b>LOW</b>
Time to initial mitigation after severity concurrence	4 working hours	16 working hours	5 working days	N/A
Time to create a plan for permanent mitigation	2 working days	5 working days	10 working days	N/A
Occurrences expected per contract year	1	3	N/A	N/A

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**For Low Categorization Systems:**

4

<b>STANDARD REQUIREMENT</b>	<b>CRITICAL</b>	<b>HIGH</b>	<b>MEDIUM</b>	<b>LOW</b>
Time to initial mitigation after severity concurrence	5 working days	10 working days	20 working days	30 working days
Time to create a plan for permanent mitigation	10 working days	20 working days	40 working days	60 working days
Occurrences expected per contract year	<b>2</b>	<b>20</b>	<b>25</b>	<b>25</b>
<b>EXPEDITED REQUIREMENT</b>	<b>CRITICAL</b>	<b>HIGH</b>	<b>MEDIUM</b>	<b>LOW</b>
Time to initial mitigation after severity concurrence	1 working day	3 working days	5 working days	N/A
Time to create a plan for permanent mitigation	5 working days	10 working days	20 working days	N/A
Occurrences expected per contract year	1	3	N/A	N/A

5

## 1 **System Contingency Planning and Emergency Preparedness**

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3 In addition to what is stated in NPR 2810.1A, the contractor shall participate in  
4 contingency and Disaster Recovery (DR) planning, training, and testing in accordance  
5 with the current Center Contingency Plan, COOP, and system DR plan.  
6

7 In performance of these services, the contractor shall:

- 8  
9 a. At least annually train contingency teams in plan procedures and operations.  
10  
11 b. At least annually develop, plan, and implement a contingency scenario test designed  
12 to validate the effectiveness of the assigned plan(s) to quickly restore IT operations  
13 and functionality in the event of a disaster.  
14  
15 c. Deliver a lessons learned report from each test and use the results to update the IT  
16 Contingency Plan.  
17  
18 d. Participate in Center DR operations, in the event the Center's plan is invoked, in  
19 accordance with the Center Contingency and DR Plan.  
20

## 21 **System Monitoring**

22  
23 In performance of these services, the contractor shall:

- 24  
25 a. Ensure equipment or device logging is enabled, review logs, and report anomalies  
26 to the KSC OCSO.  
27  
28 b. Retain electronic archival copies of all logs and retain for one year with the  
29 exception of activity logs that shall be retained for three years.  
30  
31 c. Perform all necessary support in the event of a Government-initiated investigation,  
32 Assessment, or Certification involving the contractor's team or the contractor's  
33 customers.  
34  
35 d. Perform all services necessary to properly respond to NASA IT security bulletins or  
36 notices from the NASA Incident Response Center (NASIRC), or the NASA CIO  
37 that apply to any contractor-supported system or environment.  
38  
39 e. Take necessary and/or immediate corrective actions on any system in response to  
40 these bulletins and notices, and notify the system owner, COTR, and OCSO of any  
41 suspicious activities per Center security procedures.  
42

## 43 **10.9 IT Security Reporting Requirements**

44  
45 The contractor shall comply with reporting requirements set by the Federal Information  
46 Security Management Act (FISMA), the Office of Management and Budget (OMB), the

1 Office of the Inspector General (OIG), and the Center and Agency CIO as baselined and  
2 agreed to at the start of the contract period of performance.

3  
4 In performance of these services, the contractor shall:

- 5  
6 a. Report IT security incidents to the ITSM or designee(s) within one hour and shall  
7 follow the Center's documented IT security incident response procedures.  
8  
9 b. Report using the format and content set forth in each Center's incident response  
10 report (Institutional Security Status).  
11  
12 c. Report unexplained system anomalies that, in the judgment of the system  
13 administrator, may affect confidentiality of data or integrity of a system/data to the  
14 ITSM or designee within one hour. Such anomalies include, but are not limited to,  
15 unexplained change of directory or file permissions, unexplained installation,  
16 removal or starting/stopping of software, unexplained network traffic, unexplained  
17 unavailability of a production service, or any malicious activity.  
18  
19 d. Provide all necessary assistance to the investigating team.  
20

#### 21 **10.10 Distribution of Risks, Threats and Vulnerabilities**

22  
23 The contractor shall encrypt all electronic transmissions and storage of sensitive but  
24 unclassified (SBU) information with the Agency approved encryption software and  
25 solutions.  
26

#### 27 **10.11 Storage of System Documentation and Backup Media**

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29 The contractor shall store duplicate copies of system documentation with the backup  
30 media, including updates at an off-site location secure from threats, in accordance the  
31 approved security plan.  
32

#### 33 **10.12 Prohibition of Government Data**

34  
35 The contractor shall not store, copy, or transfer NASA SBU data to any non-C&A  
36 system, in accordance with NPR 2810.1A or for non-NASA system in accordance with  
37 NIST 800-37. The contractor shall comply with OMB Memorandum M-06-15,  
38 Safeguarding Personally Identifiable Information, OMB Memorandum M-06-16,  
39 Protection of Sensitive Agency Information, and OMB Memorandum M-07-16,  
40 Safeguarding Against and Responding to the Breach of Personally Identifiable  
41 Information.