



NASA Headquarters
Washington, DC 20546

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HQOWI2500 - M015
REVISION C
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Code M Customer/Space Communications Requirements Service Process

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**Code M
Customer/Space Communications Requirements Service Process**

Approved and signed by

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DOCUMENT HISTORY LOG

Status (Draft/ Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		12-14-1998	
Revision	A	04-16-1999	Revised as a result of DNV Pre-Registration audit. Section 7 Records has been modified to agree with NPG 1441.1B
Revision	B	05-03-1999	Modified Section 5, steps 5 & 9 to show 'Response to Customer' quality record.
Revision	C	01-12-2001	Modified organizational responsibility to account for the creation of element M-3. Modified Section 5 to clarify steps 9 and 10. Amended Section 7 to correspond with NPG 1441.1

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1.0 PURPOSE

The purpose of this OWI is to document the process for reaching an agreement with customers who have space communications requirements to be fulfilled by NASA.

2.0 SCOPE

This OWI covers the process activities that are required to evaluate NASA capability and capacity to respond to customer requirements for space communications services and to reach an agreement whereby those requirements can be met. The process applies to the Office of Space Flight, NASA Headquarters.

The Associate Administrator (AA) for the Office of Space Flight (OSF) is responsible for maintaining this document. The controlled version of the manual is available on the world wide web (WWW) via the HQ ISO 9000 Document Library for the ISO 9000 QMS at <http://hqiso9000.hq.nasa.gov>. By definition, any printed version of this OWI is uncontrolled. Any proposed revision to this manual is submitted by the AA (or designee) for OSF. The AA (or designee) for OSF authorizes approval of the revision after an internal review by the Document Control Board.

3.0 DEFINITIONS

The following definitions are offered to assist the user in understanding the process documented in this OWI:

3.1 Customer Requester of space communications services.

3.2 SOMO - Space Operations Management Office - NASA program office for space communications (Code M-3).

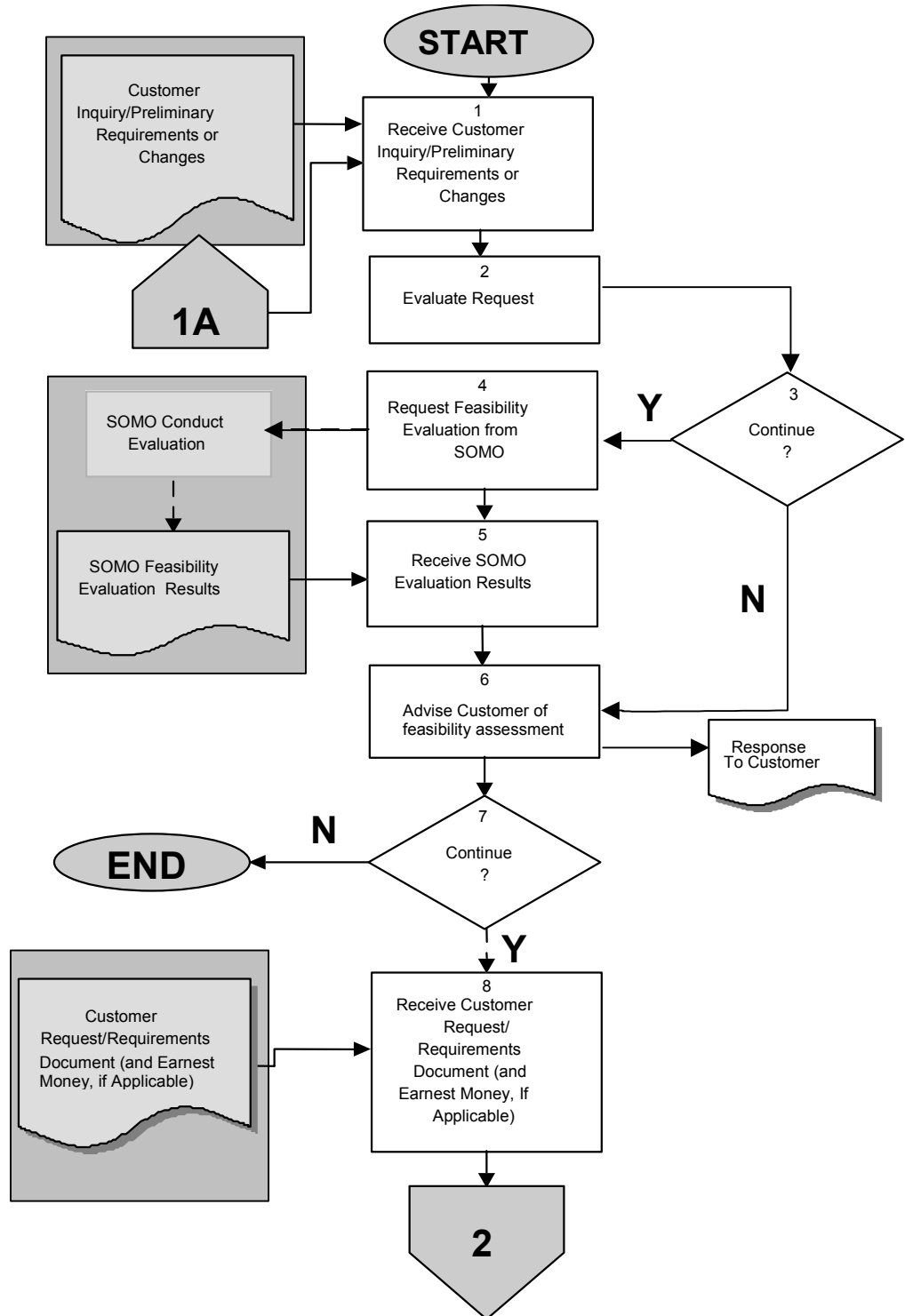
4.0 REFERENCES

The following documents contain provisions that, through reference in this OWI or in policy or procedure documents, constitute the basis for the documented procedure:

HQSM 1200.A.1
NPD 8430

Headquarters Quality System Manual
Request for NASA Space Operations Services

5.0 FLOWCHART



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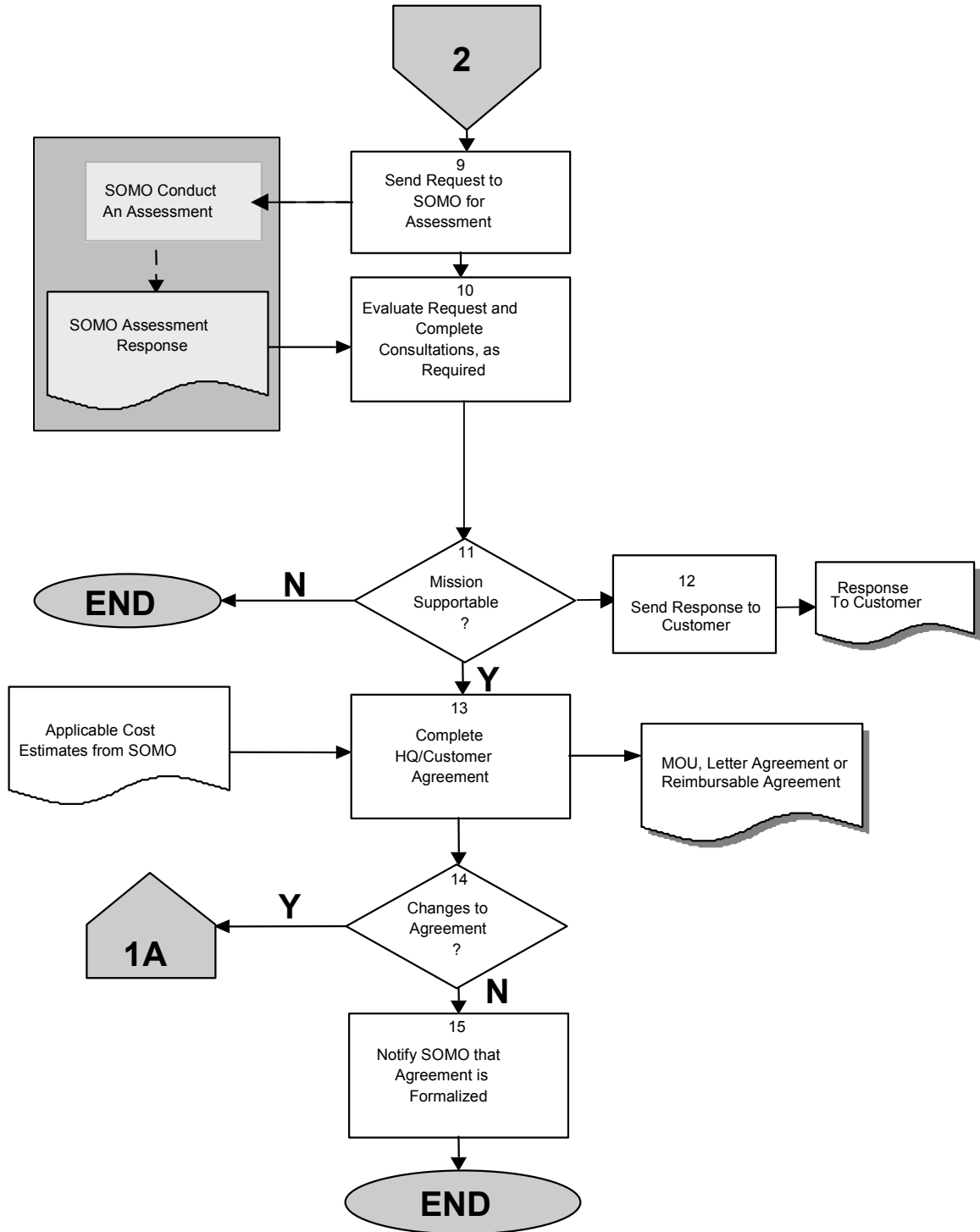
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6.0 CUSTOMER/SPACE COMMUNICATIONS REQUIREMENTS SERVICE PROCESS STEPS

<u>Actionee</u>	<u>Flowchart Reference</u>	<u>Action</u>
Director, Space Communications Office of Space Flight	1	Receive customer inquiry/preliminary requirements document
M-3	2	Evaluate the request at a high level for technical/administrative/policy considerations
M-3	3	If it is determined not to continue, proceed to Activity Step 6
M-3	4	Request feasibility evaluations from SOMO that will evaluate and report NASA capability and capacity to meet the customer requirements
M-3	5	Receive SOMO study results containing advise relating to the customer request.
M-3	6	Advise customer of the findings from the high level feasibility assessment to meet the request for space communications services.
M-3	7	If NASA determines that the request cannot be accommodated, the customer is notified and the process terminates. If the customer request is viable, processing continues.
M-3	8	Receive customer request, requirements document and earnest money, when requested services are reimbursable. This is the customer's formal request.
M-3	9	Send request to SOMO for an assessment of

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the customer request.

M-3	10	Evaluate request and consult with SOMO, Codes B, I and G as well as other enterprises, as appropriate.
M-3	11	If the mission is not supportable, the process terminates. If the mission is supportable, processing continues.
M-3	12	Respond to the customer detailing the decision and actions.
M-3	13	Complete the agreement between NASA and the customer for space communications services. The form and format of the agreement is dependent upon the service and the customer.
M-3	14	If changes to the Formal Agreement are needed, the process proceeds to Activity Step 1.
M-3	15	Notify SOMO that an agreement is in place with the customer for NASA to provide space communications services. SOMO will continue with the process

7.0 RECORDS

RECORD IDENTIFICATION	OWNER	LOCATION	RECORD MEDIA: ELECTRONIC OR HARD COPY	SCHEDULE NUMBER AND ITEM NUMBER	RETENTION/DISPOSITION

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Customer Request for Services	M-3	M-3	Hardcopy	Schedule 8 Item 4	Retire to FRC 1 year after completion, cancellation or termination of the related program/project. Destroy when 5 years old.
Response to Customer	M-3	M-3	Hardcopy	Schedule 8 Item 4	Retire to FRC 1 year after completion, cancellation or termination of the related program/project. Destroy when 5 years old.
MOU's, letter agreement, and reimbursable arrangement	M-3	M-3	Hardcopy	Schedule 1 Item 6,A	Permanent. Retire to the custody of NASA archivist or historian when no longer needed.