National Aeronautics and Space Administration
Section 1: Highlights of Agency E-Government Activities

A. Enhanced Delivery of Information and Services to the Public - Sec. 202(g)

Section 202(g) of the E-Gov Act requires agencies to provide information on how electronic Government is used to improve performance in delivering programs to constituencies. In no more than 250 words, describe one IT agency activity or initiative that enhances the delivery of information and services to the public and others, or makes improvements in government operations. This example should highlight how electronic government improved the effectiveness, efficiency, and quality of services provided by your agency.

In 2015, NASA redesigned Open NASA.gov as a gateway to NASA's open government activities, as well as direct links to companion sites: data.NASA.gov, code.NASA.gov, api.NASA.gov, GitHub.com, NASA Solve, SpaceAppsChallenge.org and others. This site provides interactivity for users inside and outside NASA who want to engage with NASA's data.code, application program interfaces (APIs) and tools. Users have easy access to timely update information about federal mandates and directives, metadata schemas, Digital Strategy, and our biennial Open Gov report. The site features data user stories, visualizations, blogposts and social media interaction: as well as an innovation space, populated with NASA-curated citizen-generated projects created from NASA innovation challenge programs. Additionally, open.NASA.gov serves as the authoritative source for citizen engagement for all Open Data related programs, activities and communications. In addition, NASA updated data.NASA.gov the home for NASA's Open Data movement, which is federated with the cross-agency data.gov system. The data.NASA.gov website and services offer capabilities to enable users to discover, collaborate, interact and share around NASA open data. At the heart of the site is the main NASA data registry that allows users to search metadata records of NASA data that exist on NASA authoritative sources, view and interact with hosted data through APIs, gain insight and developer details on NASA API's, and collaborate and create visualizations with NASA data. The site allows users to maintain profiles, which enables creation of data communities. The site is integrated with the open.NASA.gov web platform as well as NASA's API management System on API.NASA.gov

B. Public Access to Electronic Information - Sec. 207(f)(1)(B)

Section 207(f)(1)(B) of the E-Gov Act requires that agency websites assist public users to navigate agency websites, including the speed of retrieval of search results and the relevance of the results. Provide the updated URL(s) that contains your agency's customer service goals and describes activities that assist public users in providing improved access to agency websites and information, aid in the speed of retrieval and relevance of search results, and uses innovative technologies to improve customer service at lower costs. For example, include the URL to your agency's Customer Service Plan.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://open.nasa.gov/open-gov/	The NASA Open Government Plan

Public Facing Agency URL(s)	Brief Explanation (if necessary)
	provides a strong multi-dimensional framework of technology, policy, and culture, creating platforms for transparency, participation, and collaboration to better support the Agency*s mission to pioneer the future.
http://www.nasa.gov	The NASA Web Portal is NASA's primary means of communicating online to the agency's public audiences. It focuses on providing information for general audiences, including students, educators, children, the news media and the general public. As such, the p
http://www.nasa.gov/about/contact/information_inventories_schedules.html	NASA Information-Dissemination Product Inventories, Priorities and Schedules
http://science.nasa.gov/	NASA's primary science presence on the web
http://www.nasa.gov/pdf/598263main_NASA%20Customer%20Service%20Plan.pdf	Link to NASA Customer Service Plan

Section 2: Compliance with Goals and Provisions of the E-Gov Act

A. Performance Integration - Sec. 202(b)

The E-Gov Act requires agencies to develop performance metrics that demonstrate how electronic government supports agency objectives, strategic goals, and statutory mandates. In no more than 250 words, describe what performance metrics are used and tracked for IT investments and how these metrics support agency strategic goals and statutory mandates. Please discuss performance metrics that focus on customer service, agency productivity, innovative technology adoption and best practices. If applicable, include a description of your agency's evaluation model and how it is used. Provide applicable URL(s) for performance goals related to IT.

NASA uses a three-tier approach for Agent-level requirements planning and performance management. Activities related to these three tiers include planning and performance toward NASA's Strategic Plan and Information Resources Management (IRM) Strategic Plan (requirements), NASA's Annual Performance Plan (performance objectives), and organizational tactical plans (execution plans). NASA's IRM Strategic Plan and supporting tactical plans are at http://www.nasa.gov/offices/ocio/home/index.html under "strategic Plans". NASA's performance measures and progress toward these measures, including IT performance, are located at http://www.nasa.gov/news/budget/index.html. Enterprise Service Desk (ESD) supported the I3P initiative and NASA customers 24 hours/day, 7 days/week, 365 days/year. ESD provides a central service desk, service request system, a self-service, Tier 0 Web portal, knowledge sharing capability, ability to centrally capture and provide notifications, and system status capabilities. Since ESD began operating in November 2011, metrics show the progress and success of the project whereby customer satisfaction is at 98.9 percent; calls answered within 60 seconds is at 80.5 percent; abandonment rate at 3.4 percent; and first call resolution on Tier 1 related items at 98percent. Overall, 294,821 incidents and over 115,000 service requests have been processed and represents an increase of approximately 5% incident volume year over year. Recently re-competed and awarded the Next Generation contract providing technical support services along with business and administrative services. The contract is administered at the NSSC, located at Stennis Space Center in Mississippi. The contract is an indefinite delivery/indefinite quantity with a period of performance of eight years, consisting of a two-year base, three one-year options, and three one-year award term options.

B. Accessibility - Sec. 202(c) and (d)

The E-Gov Act requires agencies to consider the impact of implementing policies on persons without access to the internet, and ensure accessibility to people with disabilities. Provide the URL(s) for your agency's website which describes actions taken by your agency in accordance with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://www.nasa.gov/content/website-accessibility/index.html	This is the link to our website accessibility statement. This page also provides a link to a list of Center Coordinators that can answer specific questions.

C. Government-Public Collaboration - Sec. 202(e)

The E-Gov Act requires agencies to sponsor activities that use information technology to engage the public in the development and implementation of policies and programs. In no more than 250 words, describe one example of how your agency utilized technology to initiate government-public collaboration in the development and implementation of policies and programs.

NASA's International Space Apps Challenge is a two-day innovation incubator where teams of technologists, scientists, designers, artists, educators, entrepreneurs, developers, and students across the globe collaborate and engage with NASA's publicly available data, models, and tools to design innovative open source solutions to global challenges. A challenge-based approach allows the global community of solvers to focus on real NASA problems, and offers NASA innovative solutions to consider adopting in our mission portfolios. In 2015, nearly 14,000 citizens in 133 cities from 62 countries engaged with NASA's open data to create 949 innovative projects. As an outgrowth of lessons learned through the International Space Apps Challenge, NASA kicked off a Women in Data study to lower the barrier to entry for newcomers to the data space. The study led to development of a Data Bootcamp model, and a Datanaut program. The Data Bootcamp introduces entry-level content on coding, making, dataset retrieval and manipulation, problem solving, and storytelling through panel discussions and hands-on workshops. The Datanaut program engages newcomers and enthusiasts with NASA's open data through monthly virtual web-based data challenges, community data engagements, and data innovation vehicles for sharing novel ways to engage with NASA data. Datanauts can be coding experts or beginners. The intent is to provide opportunities for girls and women to add or refine their data science skill set to increase the percentage of women in data fields.

D. Credentialing - Sec. 203

The E-Gov Act seeks to achieve interoperable implementation of electronic signatures for appropriately secure electronic transactions with Government. In no more than 250 words, describe current activities your agency is undertaking to achieve the interoperable implementation of electronic credential authentication for transactions within the Federal Government and/or with the public (e.g. agency implementation of HSPD-12 and/or digital signatures).

Per OMB Memoranda, NASA has begun leveraging externally-issued credentials in an effort to minimize costs and user impacts associated with cross-organizational access to information. Recognizing the business need for identity federation and also the potential gaps in current policy/process, NASA's Identity, Credential, and Access Management (ICAM) team completed the Active Directory Federation Services (ADFS) effort. The implementation for ADFS with the Orion/Integrated Collaboration Environment (ICE) is on hold due to customer constraints. Work has begun to implement Federal Identity Access solution for the International Space Station (ISS). ISS has several use cases that are ideal for a Federated solution. The first use case involves the ISS international Partners to provide access to ISS video. The other is to allow access to low applications for partner's Orbital, SpaceX, Lockheed Martin, Booz Allen Hamilton, and other contractor's. Although this effort is in the beginning stages, ICAM feels strongly that the ISS requirements and use cases will be a federation driver for NASA to bring

this work to completion.

E. USA.gov activities - Sec. 204 and Sec. 207(f)

In accordance with Section 204 of the E-Gov Act, www.USA.gov serves as an integrated internet-based system for providing the public with access to government information and services. In accordance with Section 207(f)(3), provide the URL(s) your agency's activities on www.USA.gov.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://www.usa.gov/directory/federal/national-aeronautics-and-space-administration.shtml	

F. eRulemaking - Sec. 206

The E-Gov Act seeks to assist the public, including the regulated community, in electronically submitting information to agencies under Federal requirements, by reducing the burden of duplicate collection and ensuring the accuracy of submitted information. In no more than 250 words, provide a description of your agency's use of online electronic regulatory submission capabilities, specifically the usage of www.Regulations.gov and the Federal Docket Management System (FMDS).

NASA's benefits for the E-Rulemaking initiative are largely focused on public benefits. One-stop access to NASA and other Federal agency information on rulemakings and non-rulemaking activities is included in the more than 2 million documents posted on Regulations.gov. Direct budget cost savings and cost avoidance result from NASA's transition to FDMS and Regulations.gov, enabling the Agency to discontinue efforts to develop, deploy, and operate specific individual online docket and public comment systems. The usage in FDMS for all NASA's regulations are: 1) create dockets to receive any comments from the public, 2) retrieve comments that are placed in the FDMS, and 3) download comments received and forward to the originator for consideration. The usage in www.regulations.gov is minimum.

G. National Archives Records Administration (NARA) Recordkeeping - Sec. 207(d-e)

The E-Gov Act requires agencies to adopt policies and procedures to ensure that chapters 21, 25, 27, 29, and 31 of title 44, United States Code, are applied effectively and comprehensively to Government information on the Internet and to other electronic records. In no more than 250 words, describe your agency's adherence to NARA recordkeeping policies and procedures for electronic information online and other electronic records. Additionally, please indicate the number of electronic records that have been scheduled with NARA and any pending scheduling for electronic systems at your agency.

NASA has newly revised its records management policy documents with enhanced emphasis on aspects of compliance requirements in the area of electronic records management. The Agency continues to aggressively working toward accomplishment of all the goals of OMB M-12-18, Managing Government Records, that has such a strong emphasis on management of digital records. NARA approved one new media neutral records retention schedule for NASA in

FY2013 and two more are pending Archivist approval.

H. Freedom of Information Act (FOIA) - Sec. 207(f)(A)(ii)

The E-Gov Act requires agency websites to include direct links to information made available to the public under the Freedom of Information Act. Provide the updated URL for your agency's primary FOIA website.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://www.hq.nasa.gov/office/pao/FOIA/agency/	

I. Information Resources Management (IRM) Strategic Plan - Sec. 207(f)(A)(iv)

The E-Gov Act requires agency websites to include the strategic plan of the agency developed under section 306 of title 5, US Code. Provide the updated URL to your agency's IRM Strategic Plan. This plan should encompass activities in FY14. If your agency does not have an updated plan, please provide the URL to the most recent plan and indicate when an updated plan will be available.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://www.nasa.gov/offices/ocio/IRM_Plan.html	NASA.s updated IRM Strategic Plan was published in March 2014. NASA.s 2014 IRM Strategic Plan identifies our IT vision, mission, principles and three IT strategic goals and their underlying objectives for the next three to five years to support advanceme
http://www.nasa.gov/offices/ocio/Tactical_Plan.html	The annual OCIO Tactical Plan defines the execution activities and supporting processes for the NASA Office of the Chief Information Officer (OCIO) during each fiscal year.

J. Research and Development (R&D) - Sec. 207(g)

If your agency funds R&D activities, provide the updated URL(s) for publicly accessible information related to those activities, and specify whether or not each website provides the public information about Federally funded R&D activities and/or the results of the Federal research.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://ntrs.nasa.gov/	The NTRS is a valuable resource for researchers, students, educators,

Public Facing Agency URL(s)	Brief Explanation (if necessary)
	and the public to access NASA's current and historical technical literature and engineering results. Over 500,000 aerospace-related citations, over 200,000 full-text online documents, a
http://www.sti.nasa.gov/	STI (scientific and technical information) is the collected set of facts, analyses, and conclusions resulting from scientific, technical, and related engineering research and development efforts, both basic and applied.

K. Privacy Policy and Privacy Impact Assessments - Sec. 208(b)

The E-Gov Act requires agencies to conduct a privacy impact assessment; ensure the review of the privacy impact assessment by the Chief Information Officer, or equivalent official, as determined by the head of the agency; and if practicable, after completion of the review under clause, make the privacy impact assessment publicly available through the website of the agency, publication in the Federal Register, or other means. In no more than 250 words, describe your agency's adherence to this provision, including adherence to OMB's guidance pertaining to the use of IT to collect, maintain, or disseminate identifiable information, or when new systems are procured for this purpose. In addition, describe your agency's process for performing and updating privacy impact assessments for IT.

NASA's policy is to protect all privacy information collected, maintained and disseminated by or on behalf of the Agency strictly in accordance with all relevant privacy laws, regulations and Government-wide policy. Agency policy mandates the restriction on disclosure of records containing privacy information, provides for the granting of individual rights of access, requesting amendments to agency records pertaining to themselves, and overall full compliance for any collection, maintenance, and dissemination of records containing privacy information whether electronic or non-electronic. Adherence and compliance is managed and ensured through NASA Procedural Requirements (NPR 1382.1). This NPR requires an Information Privacy Threshold Analysis (IPTA) on each application, system, Web site and information collection. These analysis are conducted through the use of the NASA enterprise-wide automated Privacy and CUI Assessment Tool (PCAT). Upon completion of the initial assessment, if assessed as required, PCAT provides for the completion of a full Privacy Impact Assessment (PIA) in accordance with the eGov Act.

K2. Privacy Policy and Privacy Impact Assessment Links - Sec. 208(b)

In addition to the narrative provided above in section K., provide the updated URL(s) for your agency's privacy policy and the website where your agency's privacy impact assessments are available.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://www.nasa.gov/about/highlights/HP_Privacy.html	Website containing NASA's privacy policy.
http://www.nasa.gov/privacy/PIA.html	Website providing links to privacy impact assessments.
http://nodis3.gsfc.nasa.gov/displayDir.cfm?t=NPD&c=1382&s=17H	Link to NASA PIA Policy

M. Agency IT Training Programs - Sec. 209(b)(2)

The E-Gov Act calls for agencies to establish and operate information technology training programs. The act states that such programs shall have curricula covering a broad range of information technology disciplines corresponding to the specific information technology and information resource management needs of the agency involved; be developed and applied according to rigorous standards; and be designed to maximize efficiency, through the use of self-paced courses, online courses, on-the-job training, and the use of remote instructors, wherever such features can be applied without reducing the effectiveness of the training or negatively impacting academic standards. In no more than 250 words, describe your agency's IT training program, privacy training program, cross-agency development programs, and competencies reviews for IT workforce.

NASA utilizes an online training system called SATERN to provide IT technical, IT security and privacy training to the NASA community. Specifically, in accordance with the Federal Information Security Management Act, Information Technology (IT) security awareness training is mandatory for all NASA employees and contractors involved with Agency information or information systems. Per OMB Memorandum M-07-16, NASA employees and contractors are provided annual privacy and sensitive information training with recurring training also provided for IT Security and Privacy related topics. Additionally, Centers conduct Incident Response and Privacy Breach Response exercises to ensure employees are prepared in advance of an incident or breach of sensitive privacy information. Finally, monthly video conferences are conducted with the Center Chief Information Security Officers and the Center Privacy Managers during which there is policy and program updates, and discussions/ collaboration on issues facing the community. NASA provides training opportunities and cross-agency development through programs such as career development details, NASA FIRST, NASA Mid-Level Leaders, and participates in several industry developmental programs. NASA provides external and internal training programs for civil servants for career advancement where appropriate, and to ensure awareness and compliance of the latest OMB requirements. Competencies are managed through the Competency Management System (CMS) and reviewed semi-annually by the Supervisor via SPACE, NASA's Standard Performance Appraisal Communication Environment and implementation of NASA's IT Workforce Development Plan