

<b>NASA Johnson Space Center Information Technology &amp; Multimedia Services (ITAMS) Contract</b>	
<b>Employing Agency/Company:</b> DB Consulting Group	
<b>Points of Contact:</b>	
Glenn Wright, Contractual Lead 8403 Colesville Rd, Silver Spring, MD 20910 Phone: 301-589-4020/Fax: 301-589-1678 gwright@dbconsultinggoup.com	
<b>Contract Description:</b> This contract provides information technology and multimedia services to the NASA JSC through the Information Resources Directorate (IRD) and the NASA JSC External Relations Office (ERO). Products and services surrounding information technology, information management, multimedia services, and external relations are provided.	
<b>Place of Performance:</b> NASA JSC and DB Consulting Group, Houston, TX	<b>Period of Performance:</b> 01/18/2011-4/30/2016

### 3.5 - System Design Documentation and Technical Data Support

JES Tech provided governance and Configuration Management (CM) support for Information Resources Directorate (IRD). We proposed, developed and implemented the IRD Document Control Procedure and collaborate with the Office Chiefs to establish an IRD baseline document requirements structure. We developed the governing documentation, including the IRD CM Plan, in accordance with NASA STD -0005. Our management was directly accountable to the Management Integration Office Chief for the implementation of the policy/documentation processes, CM processes, and waiver processes on ITAMS. We provided executive secretariat support for the IRD Control Board and IT Governance Council. We gave guidance to the chair and the board members to ensure CM requirements are adhered to. Our staff assessed CM control products (plans, procedures, work instructions, standard operating procedures, policies, document repositories, and CM tools) to ensure CM requirements that support the governance processes are accomplished.

We provided the IRD Document Coordinator, responsible for writing the IRD Document Control Procedure that states requirements to assign document numbers and distribute published documents. JES Tech personnel wrote the ITAMs Document Control SOP that ensures compliance to document control procedures and standards. We maintained objective evidence of document approval by the proper authority, in addition to managing and maintaining the centralized repository for documents. We served as the primary point-of-contact for quality systems Master List matters, administer the Master List, and conduct training classes for IRD organizations. The Document Coordinator worked with the IRD process owners to ensure document reviews are completed every two years.