



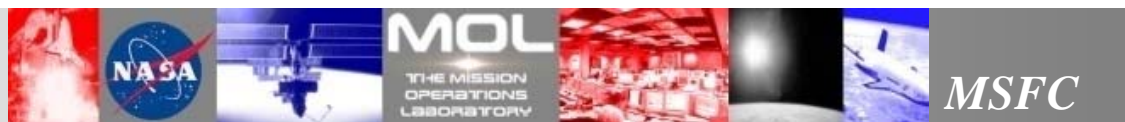
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# Introduction to Ground Data Service Support



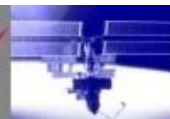
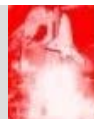
First Contact Package

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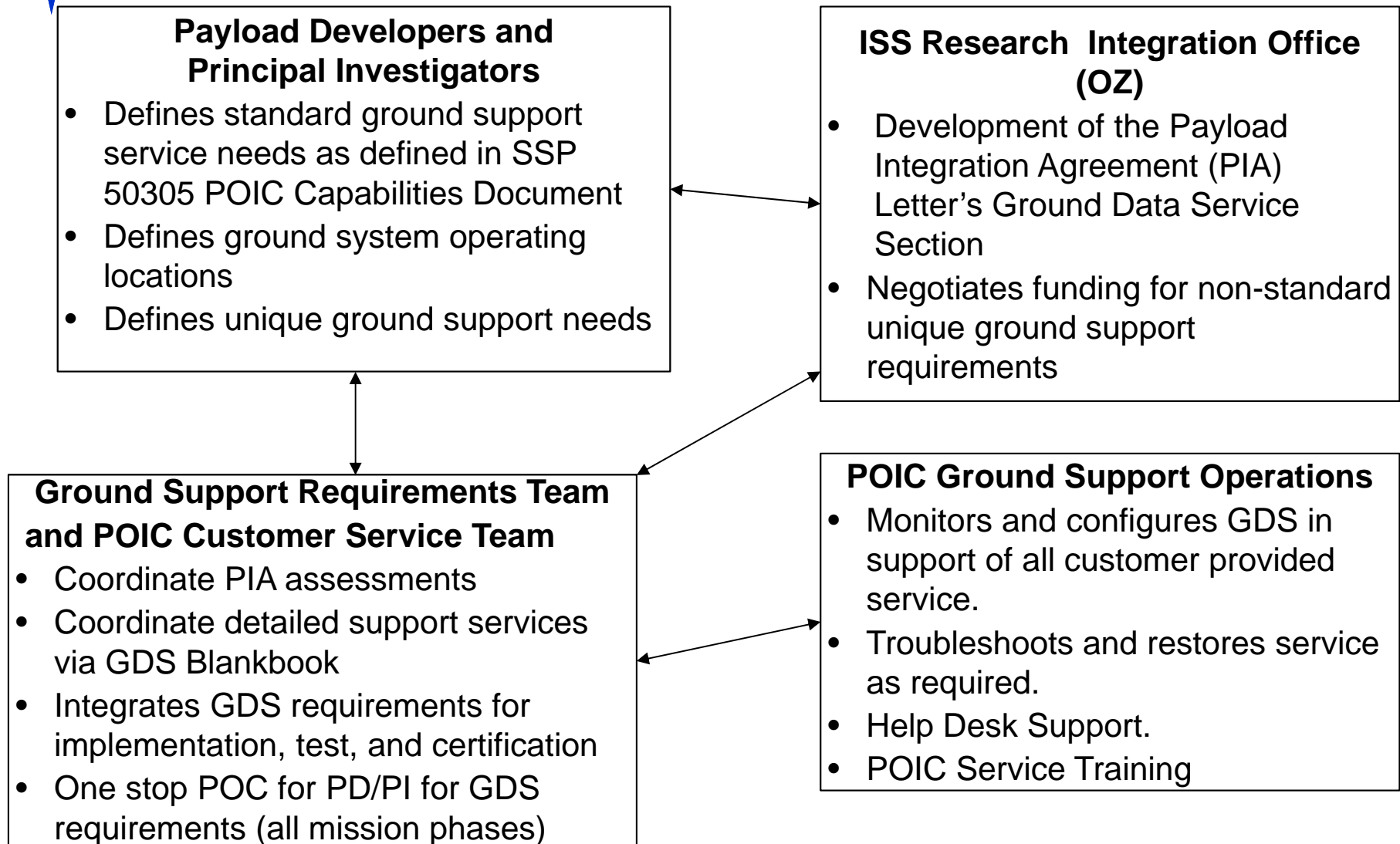


# Contents of this Briefing

- ◆ Where does POIC fit in your picture?
- ◆ What is Ground Data Service Support?
- ◆ What is the Ground Support Requirements Team (GSRT) and does it support me?
- ◆ What is the HOSC Customer Service Team (CST) and how do they support me?
- ◆ What is the POIC Ground Operation Support Team and how does it support me?
- ◆ What is the GDS integration timeline?
- ◆ What is a CoFR Package?
- ◆ What is expected of me?
- ◆ POIC Contact Information
- ◆ Use POIC Website.

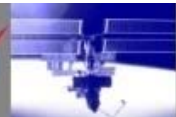
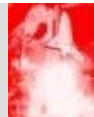


# Where Does POIC Fit?



# ★ Ground Data Service Support

- ◆ Who is involved in the process?
  - ◆ The HOSC Ground Data Services (GDS) Customer Service Team (CST)
  - ◆ The Payload Integration Manager (PIM)
  - ◆ The PD/PI
- ◆ Documentation:
  - ◆ Payload Integration Agreement (PIA) Letter Ground Data Services Section
  - ◆ SSP 50305, POIC Capabilities Document
- ◆ What is required:
  - ◆ Identification of all operating locations
  - ◆ Identification of all operating location points-of-contact
  - ◆ Identification of general GDS needs
    - ▲ Telemetry/Command
    - ▲ Voice
    - ▲ Video
    - ▲ etc.
  - ◆ Unique GDS requirements



# ★ Ground Support Requirements Team (GSRT)

- ◆ Who is involved in the process?
  - ◆ The Payload Integration Manager (PIM)
  - ◆ The PD/PI
- ◆ Documentation:
  - ◆ Payload Integration Agreement (PIA) Letter Ground Data Services Section Letter
- ◆ What is required:
  - ◆ Identification of all operating locations
  - ◆ Identification of video, voice, telemetry, and command services
  - ◆ Identification of unique GDS needs
- ◆ Results:
  - ◆ Concurs with standard GDS requests in PIA Letter.
  - ◆ Provide cost and schedule impacts to OZ for reconciliation of unique requirements.
  - ◆ Documents support commitment in the ISS Program Requirements Document (PRD)

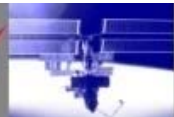
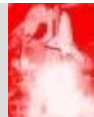
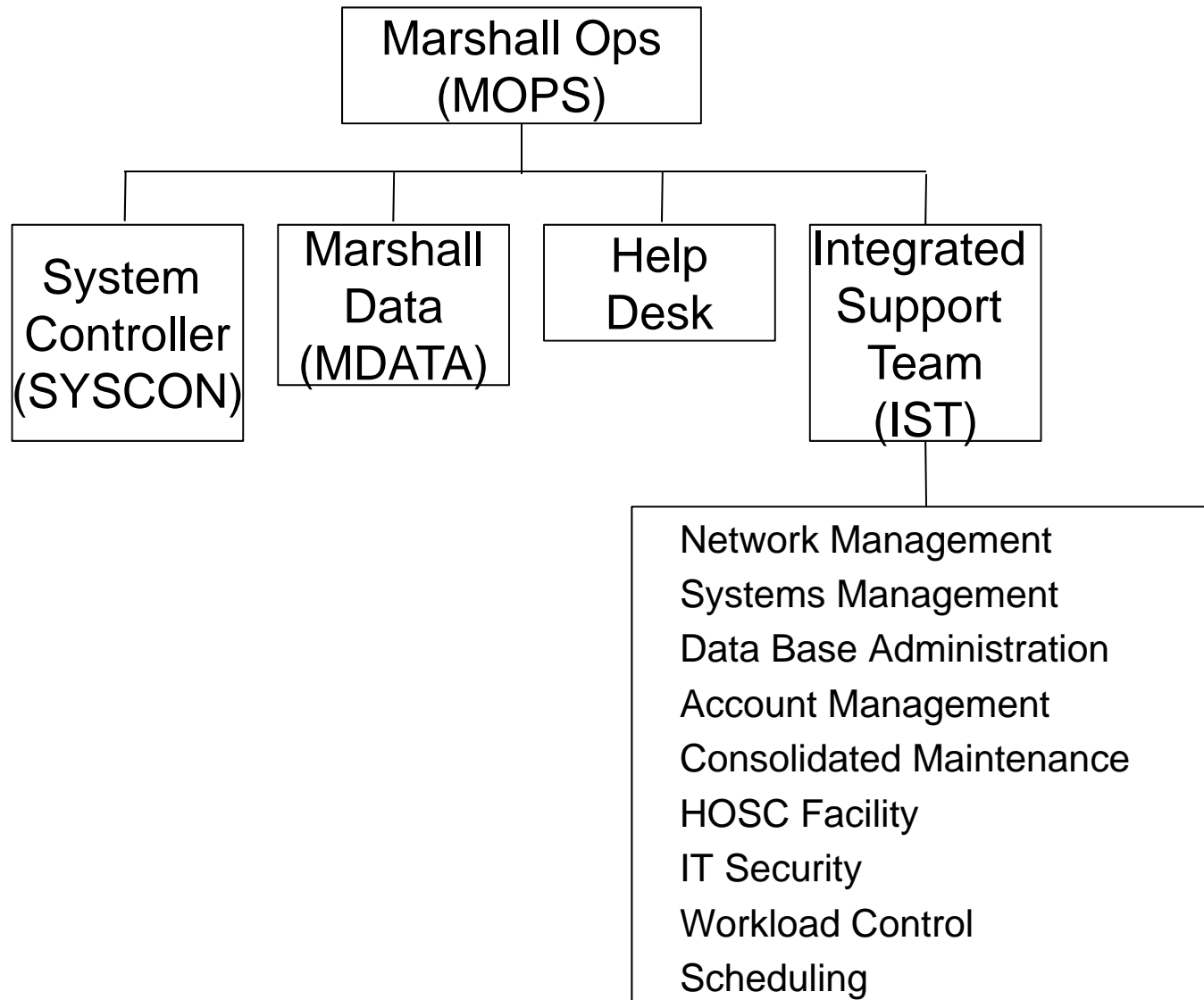
# HOSC Customer Service Team (CST)



- ◆ The HOSC Customer Service Team is responsible for support the development of your ground data service (GDS) needs
  - ◆ Provides detailed explanation of the Payload Operations Integration Center's (POIC) ground services.
    - ▲ Voice
    - ▲ Video
    - ▲ Command
    - ▲ Telemetry
    - ▲ Information Management Services (PIMS/OCRs).
    - ▲ Payload Planning services (User ISS resource requirements, Data flow plans, etc.)
  - ◆ Works with the customer to provide a “best fit” set of POIC ground support services that satisfy the customer’s ground operations concept.
  - ◆ Assist the customer with documenting their GDS needs in the appropriate Program Level and POIC requirement documents.
    - ▲ Payload Integration Agreement (PIA) Letter
    - ▲ Ground Data Service Blank Book
  - ◆ Provides cost impacts to optional services or other unique customer GDS needs.
  - ◆ Coordinates the creation and integration of all the customer GDS needs with customer’s host support facilities.
  - ◆ Ensures Payload Operations team training on POIC GDS.
- ◆ Provides a POIC single point-of-contact for GDS needs for the full life cycle of the experiment’s operations.
  - ◆ Pre-mission (flight readiness)
  - ◆ Mission (GDS need changes)
  - ◆ Post-mission (access to stored data service)

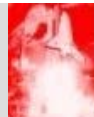


# POIC Ground Operations Support Team



# Ground Operations Support Team

- ◆ Marshall Ops (MOPS)
  - ◆ Management of ground operation support to ensure all services are operating per identified service agreements.
  - ◆ Manages the GDS Call for Flight Readiness (CoFR) activities.
- ◆ Systems Controller (SYSCON)
  - ◆ Real time configuration and control of POIC GDS computer services to include troubleshooting and restoration of services as required for all mission, simulation, and test activities
- ◆ Marshall Data (MDATA)
  - ◆ Real time configuration and control of POIC data, voice, and video distribution services to include troubleshooting and restoration of services as required for all mission, simulation, and test activities.
- ◆ Help Desk
  - ◆ Provides customer support for customer POIC to user systems interface problems.

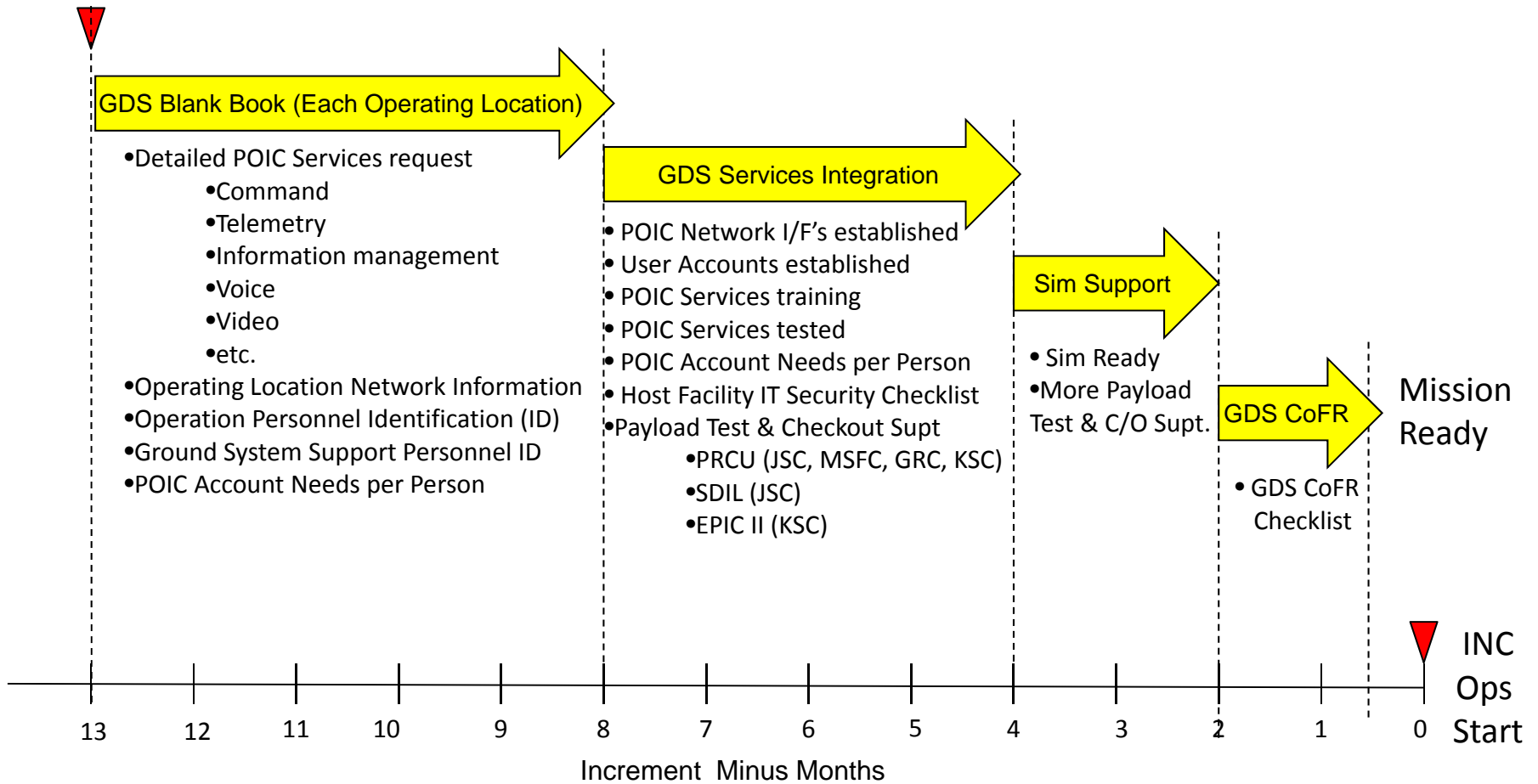




# GDS Integration Timeline

**Signed PIA Letter  
Ground Data Services**

**NOTE:**  
PIA Identified Optional Services support  
template varies based on complexity of need.



# GDS CoFR Package

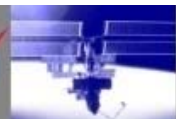
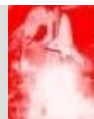
- ◆ GDS CoFR Checklist Package distributed to all payload operating locations by the POIC Increment Operations Lead.
  - ◆ Package identifies services requiring CoFR
  - ◆ Package identified CoFR testing certification methodology
- ◆ POIC provides access to services 24 x 7 to support CoFR activity.
- ◆ Each operating location certifies GDS services by signing CoFR checklist.

# PD Team Responsibilities

- ◆ Support to GDS HOSC Customer Service Team Rep to identify ground support service needs and GDS Blank Book completion for each ground operations location.
- ◆ GDS Support from payload's host operating location(s):
  - ◆ Network management
  - ◆ Systems management
  - ◆ Security
  - ◆ Ground services testing
- ◆ Support GDS CoFR activity from each supported operating locations.
- ◆ Notify POIC of any ground support or payload operations personnel changes

# Contact Information

- ◆ Ground Systems Requirements Team (GSRT)
  - ◆ Philip Cauthen 256-544-4204 [philip.cauthen@nasa.gov](mailto:philip.cauthen@nasa.gov)
- ◆ POIC Customer Service Team
  - ◆ Nick Bornas 256-544-5235 [nick.bornas@nasa.gov](mailto:nick.bornas@nasa.gov)
  - ◆ Dennis Botts 256-544-9363 [dennis.botts@nasa.gov](mailto:dennis.botts@nasa.gov)
  - ◆ Chris Reid 256-544-6880 [christopher.g.reid@nasa.gov](mailto:christopher.g.reid@nasa.gov)
  - ◆ Karl Roth 256-544-3539 [karl.roth@nasa.gov](mailto:karl.roth@nasa.gov)
- ◆ POIC Ground Operations Leads (Marshall Ops)
  - ◆ Hal Greenlee 256.544.6140 [hal.greenlee@nasa.gov](mailto:hal.greenlee@nasa.gov)
  - ◆ Neal Mahone 256-544-2157 [neal.mahone@nasa.gov](mailto:neal.mahone@nasa.gov)
  - ◆ Gary Dempsey 256.544.5113 [gary.l.dempsey@nasa.gov](mailto:gary.l.dempsey@nasa.gov)
- ◆ POIC Help Desk: 256-544-5066





## Useful Website

- ◆ HOSC Administrative Portal
- ◆ <https://mgssp.hadm.msfc.nasa.gov>
  - ◆ Requires HOSC Account to access (standard service to all payload ops and support personnel as requested through the GDS Blank Book.
  - ◆ Access to POIC Services client applications
    - ▲ VPN
    - ▲ Remote IVoDS
    - ▲ EHS Web
    - ▲ TReK
    - ▲ EPC
  - ◆ Network Configuration requirements in support of POIC services
  - ◆ POIC service training materials
  - ◆ GDS Documentation
  - ◆ Integrated Schedules
  - ◆ HOSC Resource Schedules
  - ◆ HOSC Problem Reports.

