

Corporate Enterprise Services	Corporate Enterprise Services	CSONS Description
Cable Plant	Cable Plant (Haig Arakelian CSO, Ted Dean NICS)	Includes activities and unplanned outages on the operation, maintenance, engineering, design installation, and sustaining engineering of copper and fiber optic cable plants; cable management and support for end-to-end configuration/validation tests to meet operational and institutional requirements.
Cable Television	Cable Television (Center Communications SME/NICS CSDM)	Includes activities and unplanned outages on the cable television distribution system (includes all cable TV services).
CDM Devices	CDM Devices (Joseph Pirani CSO, Scott Hyatt NICS)	Includes activities and outages on CDM Devices. CNOC is providing monitoring for the CDM devices. CDM will notify the CNOC of required activities to these devices that may affect connectivity.
Center Telephone/PBX	Center Telephone/PBX (Center Communications SME, NICS CSDM)	Includes activities and outages on the Center telephone system
Corporate Voice Services	Corporate Voice Services (Chris Hines CSO, Kerry Webb, NICS)	Includes activities and unplanned outages on the switched voice services that support long distance services between NASA locations.
CSO Enterprise Tools	CSO's Enterprise Tools (Elizabeth Sudderth CSO, Bryan Pennington NICS)	Includes activities and unplanned outages associated with Enterprise tools (e.g. applications or related systems). Applications to include NITSM, CENMS, iTMS, NRS, and the CSO Dashboard.
CSO related Security Operations Center (SOC)	CSO related Security Operations Center (SOC) (Joseph Pirani CSO, Scott Hyatt NICS)	Includes activities and unplanned outages on all CSO SOC related/requested equipment. Includes the security monitoring systems that are strategically deployed within CSO to provide NASA a monitoring capability to detect and respond to network intrusions, or unauthorized access/use of NASA networking resources.
CSO/NICS WAN/LAN Management - Out of Band Access (OOBA)	CSO/NICS WAN/LAN Management - Out of Band Access (OOBA) (Jose Nunez-Zapata CSO, Arkan (DJ) Al-Dijaili NICS)	Includes activities and unplanned outages on CSO NICS Device Management network.
DCNSS - Data Center Network and Security Services	DCNSS - Data Center Network and Security Services (DCNSS) (Jim Lane CSO, Brad Harris NICS)	Includes activities and unplanned outages on the Data Center Networks that are managed by CSO such as MSFC NDC, JSC NDC, KSC RRA, JSC, MSFC, ARC, and LARC ASDC.
DDI - Application Server	DDI - DDI Application Server (Carol Stephens CSO, Les Chafin NICS)	Includes activities and unplanned outages on the DDI Service. CSO provides Domain Name Service (DNS), Dynamic Host Configuration Protocol (DHCP), Autonomous System Number (ASN) management and IP address management (IPAM), for all IP resources assigned to NASA. CSO serves as the Agency's authorized interface with the Regional Internet Registries, DOTGOV, and other registration authorities for management of IP address space and domain names, and delegates authority to local network management organizations for day-to-day management and monitoring of local IP resources, using the DDI system (application and data repository). DDI problem disrupting DNS and DHCP for a Center or project.
DDI - DHCP	DDI - DHCP (Carol Stephens CSO, Les Chafin NICS)	Includes activities and unplanned outages on the management and monitoring of local DHCP services.
DDI - Domain Name Service (DNS)	DDI - Domain Name Service (DNS) (Carol Stephens CSO, Les Chafin NICS)	Includes activities and unplanned outages on CSO registered NASA.GOV and other second-level domain names and administers NASA's Internet domain naming policies and conventions. Sub-domain management is conducted by the appropriate NASA centers/organizations. DNS activities supported include additions, removals, and changes to the DNS database, and coordination with registration authorities such as ARIN and DOTGOV. Web service policy is set by the Web Services Office (WSO) of the Agency Office of the Chief Information Officer (OCIO), and administered as applicable, by the CSO through the DDI service.
Desktop Mobile VITS	Desktop Mobile VITS (Andrew Bush CSO, Pat O'Neill NICS)	Includes activities and unplanned outages on encrypted multiparty videoconferencing and content sharing across a wide range of devices (e.g. Video Conferencing).
Digital Television (DTV)	Digital Television (DTV) (Andrew Bush CSO, Walt Lindblom/Sandy George NICS)	Includes activities and unplanned outages for the multiplexed video from HQ via the PIP network to a contractor operated teleport for C-band uplink and broadcast to all 50 states. Also includes Live Interview Media Services (LIMS) signal from one of 11 NASA centers via the PIP network to a contractor operated teleport for Ku band uplink and broadcast to CONUS.
Emergency Warning System (EWS)	Emergency Warning System (Center Communications SME, NICS CSDM)	Includes activities and unplanned outages on Center's Emergency Warning System
Enterprise Physical Access Control System (EPACS)	Enterprise Physical Access Control System (EPACS) (Center Communications SME, NICS CSDM)	Includes activities and unplanned outages for center EPACS enclaves.
Enterprise Video Services	Enterprise Video Services (IPTV/EVCDN) (Andrew Bush CSO, Lee Erickson NICS)	Includes activities and unplanned outages for Enterprise Video Services
Instant Meeting	Instant Meeting (Kathy Hatley CSO, Pat O'Neill NICS)	Includes activities and unplanned outages for Provider and Carrier driven events for NASA specific circuits. Also includes all nationwide activities and outages as required (e.g. Audio Conferencing).
International/Custom Circuits	International/Custom Circuits (Kathy Hatley/Carol Stephens CSO, Chris Knoell NICS)	Includes activities and unplanned outages for the International/Custom Circuits to provided to many of NASA's International Partners and agencies through cooperative arrangements. Includes the economical infrastructure that provides the basic connectivity for programmatic requirements for the transport of data.
LAN - Local Area Network	LAN - Local Area Network (LAN) (Jose Nunez-Zapata CSO, Steve Foshee NICS)	Includes activities and unplanned outages on all wired services at each of the centers (e.g. LAN Routed Data (Wired)). Includes the wired LAN/Guest network access service.
LAN - Synergy Achieving Consolidated Operations and Maintenance (SACOM)	LAN - Synergy Achieving Consolidated Operations & Maintenance (SACOM) (Jose Nunez-Zapata CSO, Steve Foshee NICS)	Includes activities and unplanned outages on the SACOM and ISE (e.g. NAC) environments. Will include network access upon completion of EIB NAC project.
LAN - Wireless	LAN - LAN Wireless (Jose Nunez-Zapata CSO, Steve Foshee NICS)	Includes activities and unplanned outages for NASA, NASA Guest, and NASA BYOD wireless services at each at each Center.
Perimeter - Firewall	Perimeter - Firewall (Kevin Boswell CSO, Vince Moyers, NICS)	Includes activities and unplanned outages for the firewall services and network security services.
Perimeter - Remote Access Services	Perimeter - Remote Access Services (Kevin Boswell CSO, Vince Moyers, NICS)	Includes activities and unplanned outages on all VPN, dial-up, or other remote access installations services.
Perimeter - Web Content Filter	Perimeter - Web Content Filter (Kevin Boswell CSO, Vince Moyers, NICS )	Includes activities and unplanned outages for the Proxy and Web Content services.
Public Address System	Public Address System (Center Communications SME, NICS CSDM)	Includes activities and unplanned outages on Center's Public Address System.
Service Design and Development Lab (SDDL)	Service Design and Development lab (SDDL) (Carol Stephens CSO, Jim Good NICS)	Includes activities and unplanned outages on the CSO Prototyping Networking (CPN) lab, Internetworking Lab (INL), and Network Operations Support Lab (NOSL).
Skype	Skype Services (Chris Hines CSO, Pat O'Neill NICS)	Includes activities and unplanned outages on Skype services
Video Conferencing Support Systems	Video Conferencing Support Systems (Andrew Bush CSO, Pat O'Neill NICS)	Includes activities and unplanned outages on the Video and Voice Conferencing rooms and systems associated with those rooms.
Voice Conferencing Support Systems	Voice Conferencing Support Systems (Kathy Hatley CSO, Pat O'Neill NICS)	Includes activities and unplanned outages on bridging and support systems of the voice conferencing network systems.
Voice Over Internet Protocol (VOIP)	Voice Over Internet Protocol (VOIP) (Chris Hines CSO, Tim Hudson NICS)	Includes activities and unplanned outages on the voice services at each of the centers (e.g. Unified Communications (UC) / Voice over IP (VoIP)).
WAN - CSO Backbone	WAN - CSO Backbone (Chris Spinolo/Carol Stephens CSO, Chris West NICS)	Includes activities and unplanned outages on the CSO Backbone. CSO backbone includes WAN backbone routers, backbone circuits, gateways facilities, CIEFs, and L2VPN services.
WAN - L2VPN	WAN - WAN Routed Data (Jim Lane CSO, Greg Steele NICS)	Includes activities and unplanned outages on the WAN L2VPN
WAN - Routed Data	WAN - WAN Routed Data (Jim Lane CSO, Arkan (DJ) Al-Dijaili NICS)	Includes activities and unplanned outages for the WAN Routed Data. This service includes all Center to Center logical network connections and related hardware (peering, DMZ, WAN Corporate routers, tail routers/circuits, and WAN connected host switches). Includes NTP service.
WebEx	WebEx Services (Chris Hines CSO, Pat O'Neill NICS)	Includes activities and unplanned outages on WebEx services