

**Please follow these steps to gain access to the CP Mission Dashboard (MDB):**

- (1) **Submit a NAMS request for “AGCY CP Mission Dashboard”.**
  - a. To request access to the MDB, go to <https://idmax.nasa.gov/nams/asset/254474> to submit your request.
    - i. **Users please select your role based on the following updated criteria:**
      - **Members of CP Service and Management Team** – Internal CP use only to include Mission Service Managers (MSMs), Operations personnel and Service Managers (SMs)
      - **Mission Network Project Support Personnel and customers** - Mission support staff to include members of center organizations that support mission customers and customers of the Mission Network Services
      - **NICS Staff**- Members of the NICS Contract including Service Managers (SM’s), Customer Service Representatives (CSR’s) and Operations Personnel
      - **NICS Tableau Admin User** - Members of the Dashboard Development Team
  - b. Mission Customers are also encouraged to review their existing CSONS subscriptions in NAMS. The Dashboard is setup to filter information about Incidents and CRQs based on the projects related to them. To ensure you will have access to data to the proper Mission External Services (Projects), review your CSONS subscriptions found here: <https://idmax.nasa.gov/nams/asset/233171>
- (2) **Log into the dashboard web site:**
  - a. Once your dashboard account has been provisioned, you will receive a notification of this fact along with the following URL address of the MBD web site (<https://cpdashboard.nasa.gov/mission>). Point your web browser to this URL address. You will see the login page.
  - b. Please click the blue button labelled “Sign in to CP Dashboards”. If necessary, you will be redirected to Launchpad for authentication.
  - c. Once authenticated, you will see the Mission Customer Dashboard.
- (3) **Use the MBD Dashboard to access event and ticket information:**
  - a. *Mission Events Calendar:* The calendar shows Planned Activities (in blue) and Mission Freezes (in orange) scheduled for the next 14 days. In addition, unplanned outages are displayed in red. The vertical red dotted line represents the current time. Blocks shown to the left of the vertical line represent events that have started or completed from the last 24 hours.



- b. **Searching for Ticket information:** Users may search by ticket number for open or recently completed Incidents (INC) and Change Requests (CRQ) to see the latest status. Simply enter your INC or CRQ to filter the results to a specific ticket.
  - i. **Incidents** – Details for unplanned outages or troubles reported by users. Records will show the latest status as updated by the Mission Operations team.
  - ii. **Change Request:** Details for the current status of requested changes. Additional enhancements to provide more detailed status will be added in coming enhancements.
  - iii. **Program or Project** – This column allows a user to view tickets linked to their particular project’s name (as listed in the CSONS Mission External Services list). If you have a CRQ or INC number but it does not appear on your dashboard view, please contact your Customer Service Representative.

Record Type: [All] Search Box: [ ]

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**Ticket Number Lookup**

ID	Status	Summary	Project_Program
CRQ00000334081	Implementation In Pr.	DC3 & await ATP for 2-dedicated layer-2 ded data sock, Alaska GFC for EOS low and high-rate traffic	EOS
CRQ00000330100	Pending	Provide EBNET connections to the iNet Exchange network and connectivity to iNet resources.	EOS
CRQ00000378707	Implementation In Pr.	Provide two diverse layer-2 dedicated data from WFF to GFC to support EOS low rate and high-rate.	EOS
CRQ000004796071	Planning In Progress	Create Diversity at Alaska side	EOS

  

ID	Status	Summary	Customer Status	Project_Program	Outage Summary
INC000000171060	Resolved	JPL/GAZ Link-238/Link-836 via EB3AS Down	At 03:17 On-Center's reason for outage = Cleared prior to investigation.	ICE Sat-2	No
INC000000171040	Assigned	JPL/WSC Link-12001	Null	HSF	No
		WFF/WSC Link-12002		OS	No
				Russia	No

**(4) Additional Enhancements and User Tips**

- a. As previously noted, as we continue to improve the dashboard you may see minor changes to the appearance or additional information added to the ticket status section. We will do our best to communicate changes to you as they are initiated and implemented.
- b. For details regarding the any of the dashboard’s visualizations, move your mouse over the “i” circles on the page for info about a specific visualization. Users may also click the “Help” link at the top of the page to open a job aide detailing additional user guidance.

To ensure you are receiving the proper notifications without overloading your inbox, when filling out your request for the NAMS CSONS request for Mission, there are 3 dropdown fields to choose from. To only receive potential emails from the notification system for activities or statuses, please select “no” for the Daily and Mission Event reports. For the “Notices” dropdown select Outage, as indicated in the screenshot below. Please note you may still receive notification in the event of an outage, which occurs on a less frequent basis.

**(Daily Report contains Mission, Corporate and Russia Activity)**

\* Daily Report: [No] v

\* Mission Event Report: [No] v

\* Notice: [Outage] v