Program Analysis and Control IV (PAAC IV)  
NNG15VN01C

Statement of Work

Task: Flight Programs and Projects Resource Office  
Task Order: 2  
Task Modification: 5  
Period of Performance: 3/1/17 – 2/28/18

I. Summary of Changes in this Task Modification – Adding Task 115 duties to this Task and extending POP

II. Summary of Work – General business support, data management, configuration management, planning and scheduling, management information systems, and award support

III. Task Description –

Overall Support

• Provide Subject Matter Experts (SMEs) in the Areas of Project management, General Business, Configuration Management, Planning & Scheduling/Earned Value Management, Library/Document Management, Risk Management, and Data Management. Provide to develop documentation templates and identify representative documents that meet designated requirement. Provide expert advice and guidance in the areas of to assist in identifying, developing, refining, and monitoring policies, processes, requirements, work products, training, and tools/job aids.

• Support business process improvements including the Code 400 Business Change Initiative. Provide associated resources and business training as needed.

General Business/Data Management

• Provide project control to the GSFC Flight Projects Resources Office (Code 403), including general business and presentations, in the following areas:
  - Provide formatting and editing services for the Critical Path newsletter. Deliver services in accordance with the schedules for printing of the Critical Path.
  - Provide space documentation. Complete documentation within 2 days from request.
  - Provide troubleshooting for software programs such as Quarterly Evaluation Dialogue packages, excel spreadsheets, and other packages. Respond to requests within 24 hours.
- Provide special directorate reports and presentations. Due to the intermittent nature of this activity, specific delivery instructions will be determined on a case-by-case basis.
- Assist in maintaining and validating data repository for the Flight Projects and related mission documents.

- Facilitate the gathering of documents for the website.
- Assist SMEs in obtaining representative documents and templates for documents outside PAAC personnel’s expertise (i.e. technical evaluations, instrument statements of work).

Configuration Management

- Provide configuration management support sufficient to conduct two training programs in configuration management geared toward future NASA project managers.
- Undergo training for and perform testing on the new system to better characterize the usability of the system.
- Assist in the development of requirements for the Project Lifecycle Management system
- Assist in the verification and validation of the requirements

Planning & Scheduling

- Provide planning and scheduling support sufficient to conduct three training programs in scheduling and planning geared toward future NASA project managers.
- Provide planning and scheduling support to projects in formulation.
- Provide planning and scheduling support for out-of-house type and in-house type schedules.
- Provide planning and scheduling activities for website committee.
- Provide scheduling support for Mission Formulation Studies.
- Develop schedule risk analyses and other independent schedule assessments for projects in formulation and development.
- Develop a continuous improvement process for strengthening program, planning, and control within the Flight Projects.
- Develop standard templates and tools to be used across the Flight Projects. Develop training to broaden the knowledge base.
- Maintain a Community of Practice that will provide latest techniques and best practices.
- Provide document management and office correspondence for the Flight Projects Directorate.
- Provide guidance and support for managing multiple shared calendars on a daily basis to maintain smooth operations of the office.
• Provide technical writing support to accurately capture critical project data during meeting and present them in the most useful format for analysis. The notes should be prepared within 48 hours of the meeting and presented to the designated team member for review.

• Coordinate with Flight Project managers and points of contacts to obtain materials and information relevant to critical events occurring within the Flight Projects that require senior management attention.

• Monitor inputs for accuracy and timeliness to ensure processes are being followed as documented.

• Assist users of computer systems for entering project information.

• Coordinate with FPD IT personnel to tailor system to meet current and future business needs.

• Provide library support to FPD as required.

• Assist the Knowledge Management Officer for Goddard Space Flight Center (GSFC) with developing a Center-wide Knowledge Management program that provides the user community with timely access to critical information and knowledge-based assets that support strategic decision making.
  o Review and comment on Agency directives relating to Knowledge Management
  o Facilitate and coordinate Lessons Learned sessions, knowledge sharing activities and events
  o Strategize, design and facilitate GSFC knowledge programs and forums in a learning environment
  o Collaborate with directors, PMs, scientists and engineers to identify existing knowledge management systems, gather requirement, develop solution and assess program success through the analysis of identified metrics
  o Organize a structured method for easy and timely retrieval of information relevant to the current situation
  o Assist in estimating program costs and budgets

Management Information Systems

• Using the Cicero and NGIN systems, the contractor shall demonstrate concepts for being able to search multiple databases from varying GSFC organizations from a single web-based search tool. The contractor shall return the data found in those searches in various formats (i.e. lists, graphical, multiple sorts). The contractor shall deliver a presentation to the Code 400 audience and demonstrate capabilities of search engines based on the Cicero and NGIN tools.

Awards
Provide editorial assistance in preparing NASA Award nominations. This includes being responsible for developing and maintaining an online tool that will assist the nominators in providing useful information that can be used to better prepare their nominations. Infrequent travel may be required.

IV. Deliverable Items and Schedules – deliverables vary with each area of support

V. Government Furnished Facilities, Equipment, Software and Other Resources – government furnished computers, office space, etc.

VI. Travel – not generally required

VII. Security Requirements – normal security requirements

Task 115 Duties:

Overall Support
☑ Provide Subject Matter Experts (SMEs) in the areas of Management System, Configuration Management and Records Management. Provide expert advice and guidance in the areas of to assist in identifying, developing, refining, and monitoring policies, processes, requirements, work products, training, and tools/job aids.
☑ Support business process improvements including the Code 400 Business Change Initiative. Provide associated resources and business training as needed.

Provide general Management System support to Code 400 by:
☑ General Management System Support
  o Evaluating Division offices and projects for compliance to ISO 9001 and AS-9100, identifying corrective actions and process improvements.
  o Ensuring that all Code 400 organizations are meeting current ISO requirements
  o Serving as the Code 400 Directives Manager and Alternate Management System Implementation Manager
  o Serving as the Nonconformance Lead for Code 400 and supporting the Code 400 organization in addressing assigned NCRs
  o Maintaining Code 400 directives and other documentation
  o Coordinating Code 400 review of Headquarters and Center directives
  o Ensuring that Code 400 project directives comply with Directives Management requirements
Supporting other GSFC organizations regarding Code 400 relevant directives as requested by Code 400 management

Support the Internal Audit program by
- Leading audits or aiding the lead auditor for all Code 400 audits
- Assisting projects in preparing for audits
- Ensuring that nonconformances are dispositioned and closed appropriately

Support the Code 400 MS Council Representative in all Council-related matters, e.g., action responses, process evaluations, document changes, audit activities, etc.

Provide MS training to division and project ISO leads as requested by Code 400 management for the following:
- MS Implementation Managers
- Directives Managers
- Configuration Managers
- Records Managers
- Non-Conformance Leads and Administrators
- Audit readiness training
- General MS training for Code 400 organizations as requested by Code 400 management

Configuration Management
- Serve as the Center lead for configuration management practices
- Serve as the Code 400 configuration management officer, as defined in GPR 1410.2
- Support development and maintenance of configuration management requirements (GPR 1410.2) as requested by Code 400 management
- Assist projects to establish sound configuration management processes and to ensure compliance with configuration management requirements

Records Management
- Serve as the Code 400 Records Liaison Officer
- Provide assistance to projects in defining records requirements
- Coordinate the annual organization file plan call for Code 400 organization
- Process records transfer, withdrawal, and disposal requests for Code 400 organizations

IV. Deliverable Items and Schedules – deliverables vary with each area of support

V. Government Furnished Facilities, Equipment, Software and Other Resources – government furnished computers, office space, etc.

VI. Travel – as required