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Washington, DC 20546

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HOWI2500 - M015
REVISION A
APRIL 16, 1999

Code M Customer/Space Communications Requirements Service Process

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**Code M
Customer/Space Communications Requirements Service Process**

Approved and signed by

**Joseph H. Rothenberg
Associate Administrator,
Office of Space Flight**

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1.0 PURPOSE

The purpose of this OWI is to document the process for reaching an agreement with customers who have space communications requirements to be fulfilled by NASA.

2.0 SCOPE

This OWI covers the process activities that are required to evaluate NASA capability and capacity to respond to customer requirements for space communications services and to reach an agreement whereby those requirements can be met. The process applies to the Office of Space Flight, NASA Headquarters.

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3.0 DEFINITIONS

The following definitions are offered to assist the user in understanding the process documented in this OWI:

3.1 Customer Requester of space communications services.

3.2 SOMO - Space Operations Management Office - NASA program office for space communications

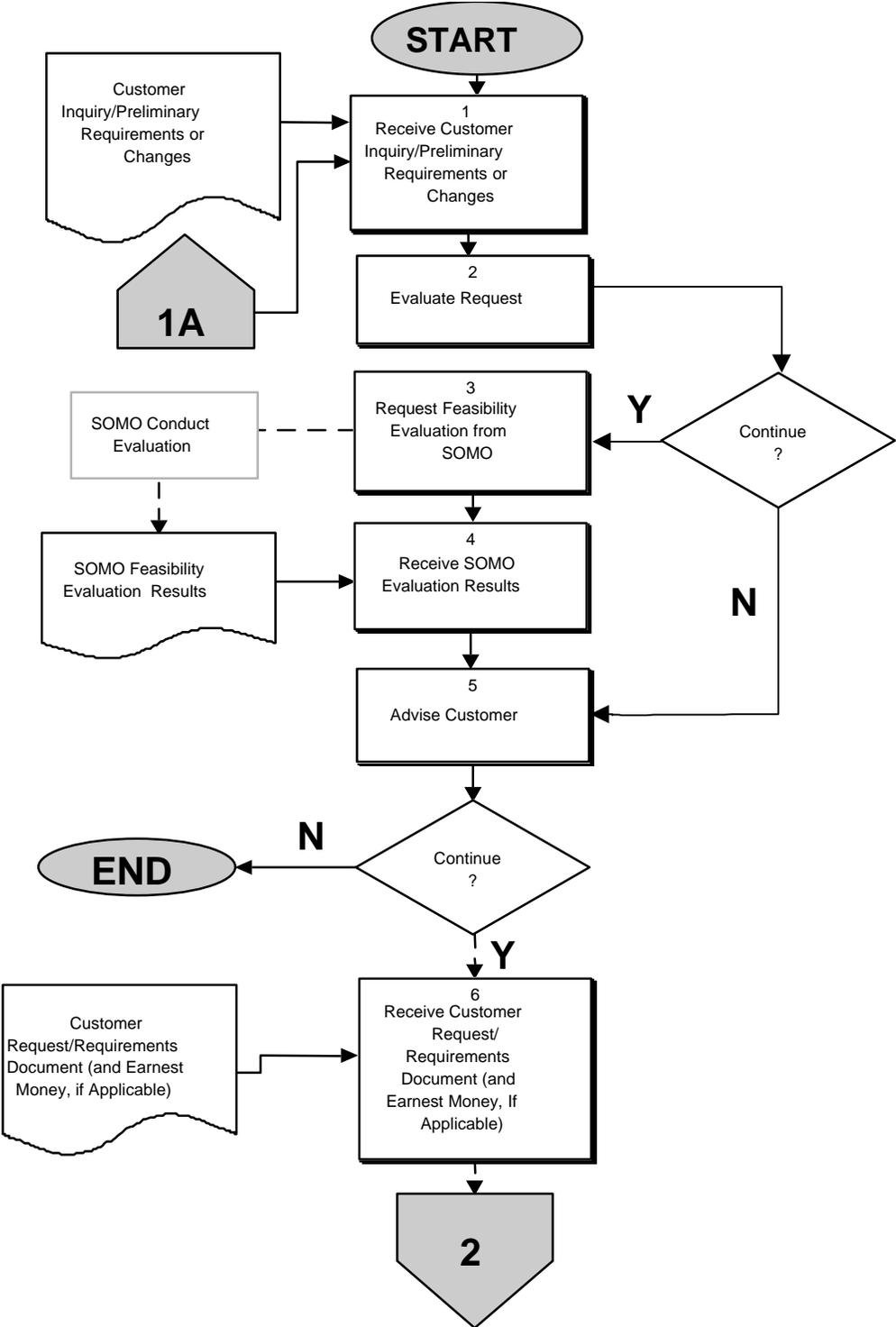
4.0 REFERENCES

The following documents contain provisions that, through reference in this OWI or in policy or procedure documents, constitute the basis for the documented procedure:

HQSM 1200.A.1
NPD 8430

Headquarters Quality System Manual
Request for NASA Space Operations Services

5.0 FLOWCHART



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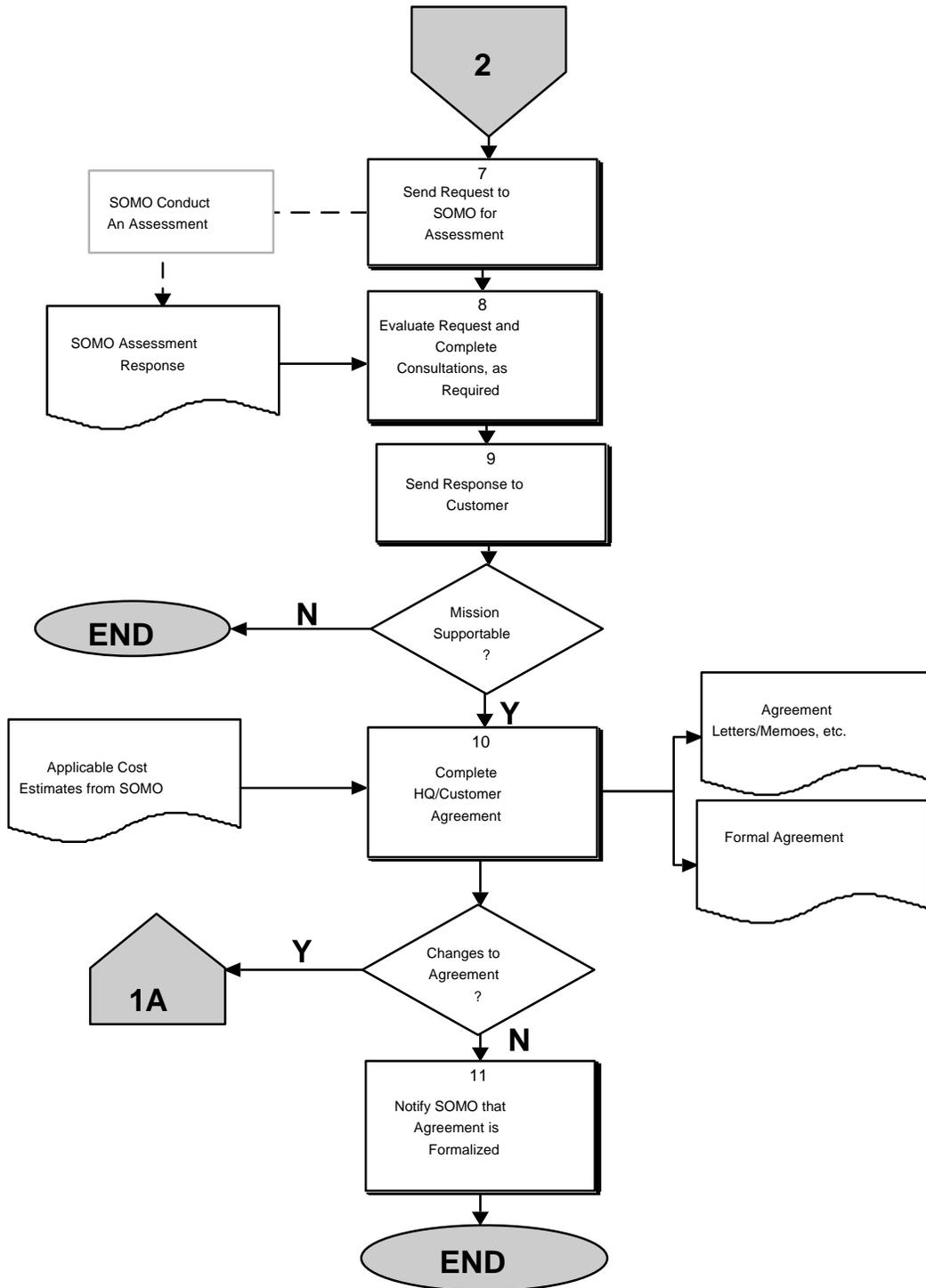
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6.0 CUSTOMER/SPACE COMMUNICATIONS REQUIREMENTS SERVICE PROCESS STEPS

<u>Actionee</u>	<u>Flowchart Reference</u>	<u>Action</u>
Director, Space Communications Office of Space Flight	1	Receive customer inquiry/preliminary requirements document
M7	2	Evaluate the request at a high level for technical/administrative/policy considerations
M7	3	Request feasibility evaluations from SOMO that will evaluate and report NASA capability and capacity to meet the customer requirements
M7	4	Receive SOMO study results containing advise relating to the customer request.
M7	5	Advise customer of the findings from the high level feasibility assessment to meet the request for space communications services. If NASA determines that the request cannot be accommodated, the customer is notified and the process terminates. If the customer request is viable, processing continues.
M7	6	Receive customer request, requirements document and earnest money, when requested services are reimbursable. This is the customer's formal request.
M7	7	Send request to SOMO for an assessment of the customer request.
M7	8	Evaluate request and consult with SOMO, Codes B, I and G as well as other enterprises, as appropriate.

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- M7 9 Respond to the customer detailing the decision and actions. If the mission is not supportable, the process terminates. If the mission is supportable, processing continues.
- M7 10 Complete the agreement between NASA and the customer for space communications services. The form and format of the agreement is dependent upon the service and the customer. If changes to the Formal Agreement are needed, the process proceeds Activity Step 1
- M7 11 Notify SOMO that an agreement is in place with the customer for NASA to provide space communications services. SOMO will continue with the process

7.0 RECORDS

RECORD IDENTIFICATION	OWNER	LOCATION	RECORD MEDIA: ELECTRONIC OR HARD COPY	SCHEDULE NUMBER AND ITEM NUMBER	RETENTION/DISPOSITION
Customer Request for Services	M-7	M-7	Hardcopy	Schedule 8 Item 4	Retire to FRC 3 years after completion, cancellation or termination of the related program/project
M-7 Response to Customer	M-7	M-7	Hardcopy	Schedule 8 Item 4	Retire to FRC 3 years after completion, cancellation or termination of the related program/project
Formal agreements (e.g., MOU's, letter agreements arrangement documents)	M-7	M-7	Hardcopy	Schedule 1 Item 6,A	Permanent. Retire to the custody of NASA archivist or historian when no longer needed.