



NASA Headquarters
Washington, DC 20546

HOWI2500 - M015
REVISION BASELINE
DECEMBER 14, 1998

Code M Customer/Space Communications Requirements Service Process

(Conforming to ISO 9001 Quality System Requirements)

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December 1998

Original Approved and signed by

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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.

The Associate Administrator (AA) for the Office of Space Flight (OSF) is responsible for maintaining this document. The controlled version of the manual is available on the world wide web (WWW) via the HQ ISO 9000 Document Library for the ISO 9000 QMS at <http://www.hq.nasa.gov>. By definition, any printed version of this OWI is uncontrolled. Any proposed revision to this manual is submitted by the AA (or designee) for OSF. The AA (or designee) for OSF authorizes approval of the revision after an internal review by the Document Control Board.

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

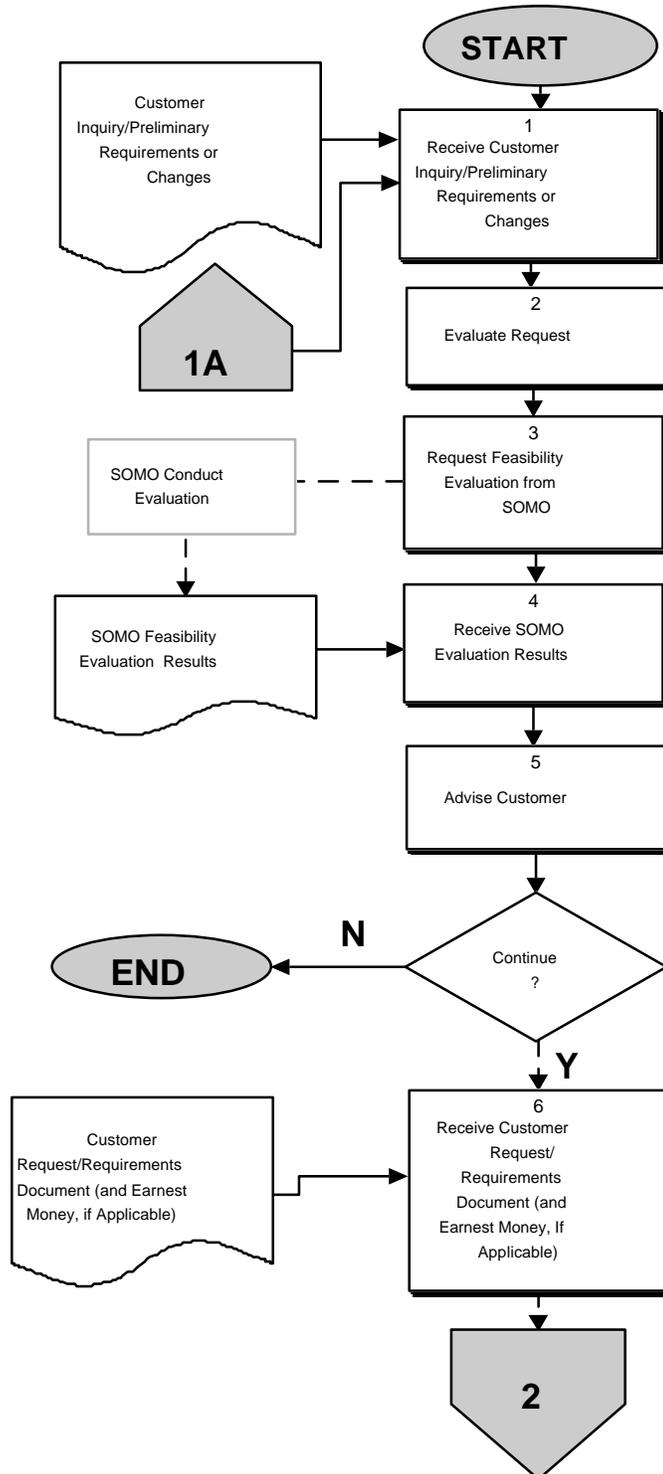
4.0 REFERENCES

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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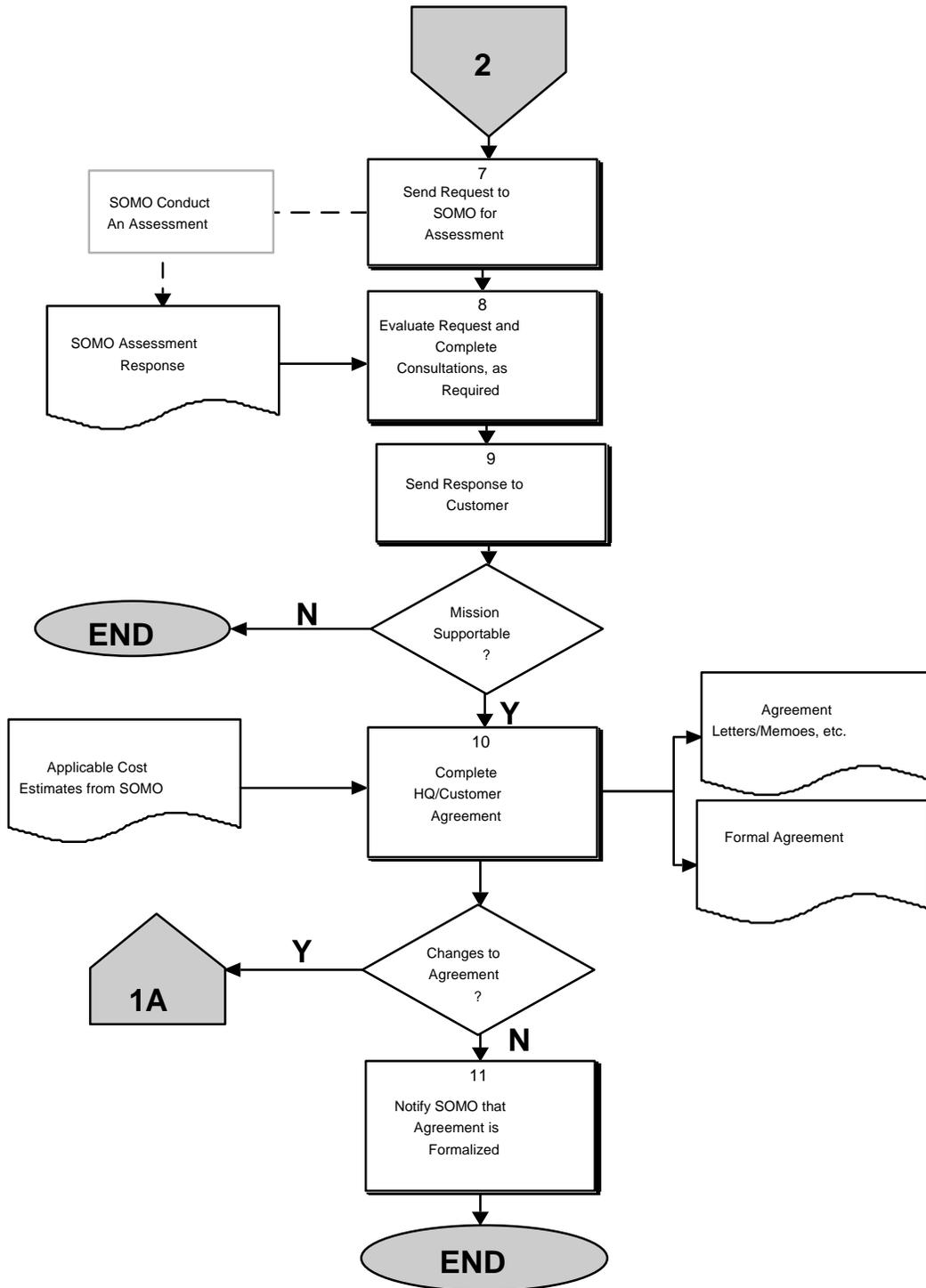
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6.0 CUSTOMER/SPACE COMMUNICATIONS REQUIREMENTS SERVICE PROCESS STEPS

<u>Actionee</u>	<u>Flowchart Reference</u>	<u>Action</u>
M7	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, if applicable. 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		Retain	Media
Customer Request for Services	M-7	M-7	3 years after mission completion (Minimum)	Hardcopy
M-7 Response to Customer	M-7	M-7	3 years after mission completion (Minimum)	Hardcopy
Formal agreements (e.g., MOUs, letter agreements, Arrangements Documents)	M-7	M-7	3 years (Minimum)	Hardcopy

Customer Space Communications Requirements Services records are retained and dispositioned in accordance with NPG 1441.1, Schedule 1/14B.1(a), Permanent - Retire to Federal Records Center when 2 years old; transfer to NARA when 2 years old.