

Information Technology (IT) Operations

The length of the partial Government shutdown has presented a number of challenges to you and providers of Information Technology (IT) services across NASA. These include Agency/Enterprise and Center/local IT services provisioned by both the Office of the Chief Information Officer (OCIO) and non-OCIO organizations.

As you return to work, we ask your patience and attention, especially during the first 48 hours. The vast majority of end-user IT systems (laptops, desktops, smartphones, etc.) have been inactive since the partial shutdown began on December 26, 2018. This means that many of the critical, regularly scheduled maintenance activities that assure the security and performance of NASA's IT assets are in a pending state.

Below you will find several emphasis areas and associated guidance necessary to hopefully make the first 48 hours as smooth as possible while at the same time outlining what you must do to enable a return to normal operations.

1. **Expired Badges** – If your badge expired during the shutdown, please follow your Center's guidance on how to get a new badge. Until your new badge is issued, you will receive a PIV exemption so you can access IT systems through user name and password. If you are not sure if your badge expired, please go to the Frequently Asked Questions (FAQs) for expiring badges posted to <https://nasapeople.nasa.gov/shutdown/shutdown.htm>.
2. **Expired Passwords** – NDC passwords that expired during the shutdown were extended 60 days beyond their current expiration date, each day. Password expiration notices were suspended during the shutdown. For Launchpad passwords that expired during the shutdown, users can login to <https://id.nasa.gov> with their PIV badge and select "Forgot Launchpad Password" to reset it. For additional information on expired passwords, please go to the Frequently Asked Questions (FAQs) posted to <https://nasapeople.nasa.gov/shutdown/shutdown.htm>.
3. **IT System Patching** – Timely application of vendor-developed patches for software products (e.g., operating systems, applications) is critical to the securing of NASA's data and employee's Personal Identity Information (PII).
 - a. During the first 48 hours of use after your return to work, delivery of patching packages will resume requiring immediate action by the employee to **both** accept the patches and re-boot their IT device. This will likely occur multiple times given the patching backlog. Slower device start/boot-up times can be expected.
 - b. Non-OCIO system administrators are responsible to immediately resume patching that did not occur during the shutdown as part of excepted functions.
4. **Other IT functions** that were pending during the shutdown will engage during the first 48 hours. Examples include: anti-virus software, back-ups, security scans (e.g., BigFix), etc. The orchestration of these processes could result in response time impacts and your experience could vary depending on the service provider.
5. **Software Licenses** – NASA annually purchases a significant portfolio of software licenses through numerous channels—from Purchase Cards to prime contractors. These products are operated and maintained via a wide range of Enterprise and Center IT providers. Each requiring organization is responsible for ensuring that licenses are operated and maintained according to the vendor's Terms and Conditions. During the shutdown, licenses could have either expired or exceeded lead time thresholds necessary to renew and maintain uninterrupted coverage. Attention should immediately be given to reviewing status of each license agreement and appropriate action should be taken to continue legal use of software.
6. **Help Desk Support** – Both the Enterprise Service Desk (ESD) and local help desks may have experienced personnel losses during the shutdown. While best efforts will be made to lessen the impact of high call volume and any personnel losses, please be patient with help desk personnel. (ESD Contact Info: 1-877-677-2123, Select Option 2; <https://esd.nasa.gov/esdportal> for self-service options such as password resets and quick links to other IT resources)