



Flight Dynamics Facility (FDF) Customer Account User Guide

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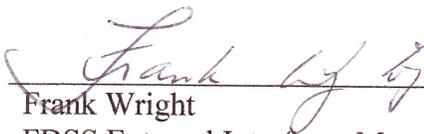
Submitted by:



Martin Rivas
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5/15/2012
Date

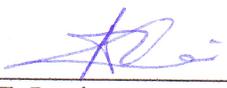
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Approved by:



Ambrose T. Levi
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GSFC FDF, Building 28

5/15/2012
Date



This document makes obsolete the following documents:

- FDSS-FORM-0064
- FDSS-FORM-0007, original (revised to new revision 1 of same)

For this superseded and obsolete document discard all hard copies in accordance with Flight Dynamics (FD) Configuration Management Procedures, [FDSS-CMP-0001](#).



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Preface

This Local Operating Procedure (LOP) presents the information on how Goddard Space Flight Center (GSFC) Flight Dynamics Facility (FDF) Customers apply for an account to access systems within the FDF.

Proposed changes to this document shall be submitted to the signatories along with supportive material justifying the proposed change. Changes to this document shall be made by complete revision.



Note: There is no provision for DCNs under the GSFC Management System [MS] compliance

Comments or questions concerning this document and proposed changes shall be addressed to:

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Change Information Page

List of Effective Pages		
Page Number	Version	Nature of Change
All	Original	Initial Release



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Flight Dynamics Facility (FDF) Local Operating Procedure (LOP) for Managing FDF Customer Accounts

1. Introduction

This document presents information on how Goddard Space Flight Center (GSFC) Flight Dynamics Facility (FDF) Customers apply for an account to access systems within the FDF.

Users must meet eligibility requirements for receiving an FDF account. These requirements include but are not limited to:

- Mission support approval from Mission Lead
- Continuation of previous account
- Completed User Access form with FDF Rules of Behavior acknowledgement
- Valid routable IP address for retrieving or delivering FDF products.

2. References

- *FDF Communications Methodologies via the Open and Restricted I/O Networks*, [FDSS-LOP-0069](#).
- *Flight Dynamics Facility (FDF) Local Operating Procedures on Managing FDF Customer Accounts*, [FDSS-LOP-0128](#)
- *Flight Dynamics Facility (FDF) Local Operating Procedures (LOPs) for IONet Firewall Rule Request*, [FDSS-LOP-0132](#)

3. Responsibilities

Position	Responsibility
Customer	Responsible for completion of account request forms as appropriate and responsible for submission of FDSS-FORM-0006 Agreement to FDF External Users System Rules of Behavior.
FDF Web Content Manager	Responsible for maintenance of FDSS FORMS on FDF Website as required.
FDF Customer Account Manager	Responsible for acceptance of and coordination of customer account requests and creation of accounts as required.
FDSS External Interfaces Manager	Responsible for maintenance of these procedures and ensuring that these procedures are followed as required.



4. Customer Access Request

Customer account requests are received from multiple sources, such as through FDF staff or via email to the customer account listserv. When a request is received, the applicant is sent the [FDSS-FORM-0007](#), *FDF Customer Account Application* and the [FDSS-LOP-0069](#), *FDF Communications Methodologies via the Open and Restricted I/O Networks*. The application has *two* parts, a *request for account approval* and a *FDF Rules of Behavior form* which **must** be **acknowledged and signed**.

The request is presented to the FDSS customer or designee for approval. The Customer Account Manager notifies the applicant of the approval or non-approval of the request.

If the account is approved, the customer must provide a valid IP address in an approved secure method to the FDF for proper configuration of the user's account.



Note: The Active Directory is used only for user authentication. User permissions and folder access is handled at the JScape level depending on the SERVICE requested.

5. Firewall Rules

Each user or MOCC should submit IP addresses of machines to be used to access the FDF Customer Interface. These IP address should be submitted in a secure manner. Accepted methods of IP address transmission include:

- Direct telephone contact
- Fax transmission
- Encrypted email (PKI)
- Interdepartmental mail
- In person

Once received, IP addresses are submitted to code 700 for implementation of firewall rules, with an appropriate FDF ISSO or CSO following procedures in [FDSS-LOP-0132](#), *Flight Dynamics Facility (FDF) Local Operating Procedures (LOPs) for IONet Firewall Rule Requests*. Customers should be informed that Firewall Rule Requests can take a considerable period of time to be completed as changes to Firewall Rules may not be made during periods of Network Freezes (when changes are not allowed to be made) and approvals that are required for making changes, even when not dealing with mission related network freezes, may take several business days to resolve. ***Typical response times are measured in terms of weeks. Please understand this clearly when submitting requests.***



6. Customer Communications

A distribution list (DL) of all external users is kept by the FDF for quick and effective communication with all external customers.

A listserv name is provided to the external users for communications with the FDF Customer Account Manager. This listserv allows for easy communications to the CAM without requiring that the external customers know the exact personnel providing customer account services.

For easy communication between the FDF and customers, customers may contact the FDF Customer Account Manager (gsfc-fdf-cam@lists.nasa.gov).

7. Rules of Behavior Acknowledgement & Account Application Form

Users applying to access the Flight Dynamics Facility (FDF) must provide agreement to adhere to the FDF Rules of Behavior and as well as provide contact information and a statement of purpose for the access.

Prior to user accounts being assigned and issued, the individual must provide both the signed acknowledgement page and the application form. They are to be sent to the FDF Customer Account Manager (gsfc-fdf-cam@lists.nasa.gov).

Government IT resources (e.g., computer equipment, networks, etc.) and electronic communication facilities (such as email) are for authorized Government use only.

By virtue of the fact that these are Government computers for official Government use, users consent to monitoring and security testing to ensure that proper security procedures and appropriate usage are being observed for NASA IT resources.

8. Rules of Behavior

The rules of behavior are to be followed by all non-local (External) account holders/users of the FDF Computing Systems. All persons who remotely access any FDF system shall follow these rules. The rules clearly delineate responsibilities of and expectations for all individuals with access to the system. Users are held accountable for their actions on the FDF System.

These rules apply to all non-local (Remote) account holders/users that access any NASA GSFC FDF system. Further information regarding authorizing documents and security requirements can be provided upon request.

8.1 Appropriate Use

The FDF Computing Systems are for mission support only. Use and communications are restricted to only those necessary for the transmission of mission data. There are to be no use of resources/systems for any non-mission support purposes.



FDF customers are not permitted to install software on any FDF ftp, sftp, or web servers. Use of FDF resources by external users or customers for personal use activities is strictly prohibited.

Data are kept on the ftp and sftp servers, with the exception of the COMMON data, for a maximum of 30 days.

8.2 Password Management

Users are responsible for any and all activity generated through the use of their user IDs and passwords. Passwords must be a *minimum* of **12** characters, *at least three of the following sets of characters*: uppercase (CAPITAL) letters, lowercase letters, numbers, and special characters. *Users are to keep all passwords confidential and are not to share passwords with anyone.*

Each individual will be held accountable for providing protection against loss or disclosure of passwords in his/her possession and all activity that occurs as a result of deliberately revealing his/her user ID and password.



Note: Users should be aware that passwords are normally required to change every **60** days or at another approved and designated period.

8.3 System Privileges

Users are given access to the system based on a need to perform specific work. Users are to work within the confines of the access allowed and are not to attempt access to systems or applications to which access has not been authorized.

8.4 Individual Accountability

Users shall only use accounts for which they are authorized. Users shall not divulge account access procedures to any unauthorized user. Secure passwords are required on all user accounts.

A user shall not attempt to access any data contained for which he/she is not authorized.

When a user no longer requires access to these IT resources, he/she must promptly notify the FDF Customer Account Manager and make no further attempt to access these resources.

8.5 Consequences of Intentional Behavior Inconsistent with the Rules

Intentional behavior inconsistent with these rules is handled by the System Administrators, CSO, or by FDF and/or Center management, as appropriate and dependent upon the gravity of the situation. Failure to abide by Agency, Center, Directorate, Division or specific



organizational policies shall constitute grounds for termination of access privileges and potential civil or criminal prosecution.

9. Foreign National Access

Foreign nationals requesting access to NASA IT resources are required to undergo personnel screening. A foreign national is defined as anyone who is not a citizen of the United States. Only foreign nationals covered under a NASA International Agreement shall be granted “privileged” or “limited privileged” access to NASA computer systems. The Center Chief Information Officer (CIO) must approve a waiver of this requirement. A user must contact his/her NASA account sponsor to request the access approval.

10. IT Security

If you suspect your system has been compromised and/or you have been a victim of an IT Security Incident you should **immediately** notify local responsible individuals, but should **also contact operations within the FDF** at 301-286-6250 to report the incident. FDF Operations will take the information regarding the report and forward the information on to the IT Security Officials for FDF.

11. Records

Title	Description
Completed Account forms	Once forms are completed and submitted they must be saved as records. The completed account forms should be retained for 5 years.
Completed (signed) Rules of Behavior (RoB) Agreements	Again, once completed and signed the agreement to abide by the FDF External User System Rules of Behavior (RoB) the signed agreements must be kept as records. Those signed agreements should be kept with the completed Customer Interface Access Applications and must be retained for the same period of time, 5 years.

12. Forms

Number	Title
FDSS-FORM-0006	FDF External User System Rules of Behavior Agreement
FDSS-FORM-0007	FDF Customer Interface Access Application



Appendix A. Acronyms and Definitions

<u>Acronym</u>	<u>Definition</u>
CIL	Customer Interface Layer
CCSDS	Consultative Committee for Space Data Systems
CIL	Customer Interface Layer
CNE	Center Network Environment
COTS	Commercial Off-the-Shelf
CSO	Computer Security Official
FD	Flight Dynamics
FDCC	Federal Desktop Core Configuration
FDF	Flight Dynamics Facility
FDPC	Flight Dynamics Product Center
FDSS	Flight Dynamics Support Services
FECF	Front End Communications Processor
FQDN	Fully Qualified Domain Name
FTP	File Transfer Protocol
GPR	Goddard Procedural Requirements
GMSEC	GSFC Mission Services Evolution Center. GMSEC usually refers to the messaging architecture created and support by the center.
GSFC	Goddard Space Flight Center
HTTP	Hypertext Transfer Protocol
HTTPS	Hypertext Transfer Protocol Secure
IO	Input Output
IPNOC	Internet Protocol Network Operations Center
IT	Information Technology
LAN	Local Area Network
LOP	Local Operating Procedure
MCDL	Master Controlled Document Listing
MOA	Memorandum of Agreement
MOC	Mission Operations Center
MON	Monitoring Requirement
MS	Management System
MUD	Multicast Unicast Device



<u>Acronym</u>	<u>Definition</u>
NASA	National Aeronautics and Space Administration
NPR	NASA Procedural Requirements
ODIN	Online Desktop Initiative (since replaced by ACES)
OS	Operating System
SBU	Sensitive but Unclassified
SCP	Secure Copy Protocol
SFTP	Secure File Transfer Protocol
SMTP	Simple Mail Transfer Protocol
SSH	Secure Shell
URL	Uniform Resource Locator



Appendix B. Forms and Applications

FDF Customers are required to complete the following forms (FDSS-FORM-0006 *FDF External User System Rules of Behavior Agreement* and FDSS-FORM-0007 *FDF Customer Interface Access Application*).

Copies of those forms are included in this document though the most current versions may be obtained from the GSFC FDF Customer Account Manager, gsfc-fdf-cam@lists.nasa.gov.



Note: Please be sure to list missions supported and/or include justification information in your account request form when submitting it, and be cognizant of the potential for firewall rule requests that may have to be submitted for your own network.



FDF External User System Rules of Behavior Agreement

Unauthorized use of the computer accounts and computer resources to which I am granted access is a violation of Section 799, Title 18, of the U.S. Code; constitutes theft; and is punishable by law. I understand that I am the only individual to access these accounts and will not knowingly permit access by others without written approval. I understand that my misuse of assigned accounts and my accessing others' accounts without authorization is not allowed. I understand that this/these system(s) and resources are subject to monitoring and recording. I further understand that failure to abide by these provisions may constitute grounds for termination of access privileges, administrative action, and/or civil or criminal prosecution.

I acknowledge receipt of these FDF External Users Rules of Behavior, I understand my responsibilities, and I will comply with the External Users Rules of Behavior for the NASA FDF systems. As a user of the Agency, Center, and/or Directorate Information Technology (IT) resources, I have read, understood, and agree to follow the policies and guidelines.

Electronic signatures are acceptable.

Customer's Signature _____ Date Signed _____

Please Print:

User's Full Name:	Phone Number:
Project or Mission:	
Employer/Affiliation/Organization/Code:	
Location or Address:	
E-mail address:	
Supervisor or Project Manager:	Phone Number:

FDF CUSTOMER INTERFACE ACCESS APPLICATION

USER: Complete form as appropriate and forward to Supervisor for Authorization

Supervisor: Forward signed form to: FDF CUSTOMER ACCOUNTS MANAGER, Room N291, Bldg. 28
GSFC, Greenbelt, MD 20771
Code 595
Direct questions to: gsfc-fdf-cam@lists.nasa.gov Phone: 301-286-1290

USER INFORMATION: Complete this section accurately. Provide your legal name and your preferred name.

Last Name: First Name: Preferred Name: Middle Initial:

Citizenship: US/Non-US with Legal Residency Non-US

Foreign Nationals may have to complete additional steps or processes in order to obtain access. Please contact the GSFC FDF Customer Account Manager gsfc-fdf-cam@lists.nasa.gov for additional assistance as required.

Location: Building: Room: Phone:
Sponsor: Sponsor's Phone:

The sponsor must be a NASA civil servant

Employer: NASA Contractor: Other:

FOR CIL ACCESS, complete the following information:

ACTION REQUESTED: Add New Account Modify Account Delete Account No Change

System Requested: (Open IONet CIL) (bonham server) (Restricted IONet CIL) (stewart server)

Delivery Method: SFTP (default) put/get

NOTE: The FDF supports SFTP (port 22) as our default communication method.

State whether an exception needs to be implemented in which case FTP (port 21) will be configured.

Justification: Please provide a brief description of how you use FDF data and what data type you use

Mission(s) Supported: Please provide the Mission(s) which you will be supporting

Special Instructions:

USER HAS READ AND UNDERSTANDS THE FDF RULES OF BEHAVIOR:

User Signature: Date:

SUPERVISOR AUTHORIZES ACCESS:

Supervisor Print Name: Date:

Supervisor Signature: Date:

Sponsor's Signature: Date:

AUTHORIZATION FOR ACCESS:

Sustaining Engineering Task Lead Signature: Date:

FDSS Operation Engineering Manager Signature: Date:

FDf Operations Director Signature (Civil Servant): Date:

A **routable** IP ADDRESS from the source system(s) must be provided to the FDF Customer Accounts Manager. Prospective account holders or their IT security officials will need to coordinate with the FDF CAM (Customer Account Manager) and/or FDF CSO (Computer Security Officer) to make firewall requests as necessary. Note that Firewall rules may also need to be updated on systems at customer sites and not just at the FDF. Additionally, it should be noted that Firewall rule requests can take a considerable period of time before they are completed. Please consider this when waiting for account access.

This information should be transmitted via telephone communication or an encrypted email message to FDF Customer Accounts Manager.

DO NOT include IP addresses on this form.



Appendix C. Change History Log

Revision	Effective Date	Description of Changes
Original	05/15/2012	FDSS-CCR-0249