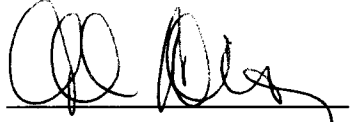




# Goddard Procedures and Guidelines

**DIRECTIVE NO.** GPG 1310.1  
**EFFECTIVE DATE:** Aug. 12, 1998  
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**APPROVED BY Signature:**   
**NAME:** A. V. Diaz  
**TITLE:** Director

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**Responsible Office:** 700/Systems Technology and Advanced Concepts

**Title:** ESTABLISHING CUSTOMER REQUIREMENTS

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## Preface

### P1. PURPOSE

This procedure defines the process used by GSFC to identify, consider, and authorize establishment of new requirements for current or new customers. This procedure does not encompass the actual establishment of a formal arrangement which may be by interagency agreement, Commercial Space Launch Act agreement or other agreement executed under the authority of the Space Act. Such arrangements must be established in accordance with applicable Government-wide, NASA, and Goddard regulations, after receiving the necessary concurrences prescribed by such regulations. This procedure does not address the process of intra-center requirements to be supported by GSFC. Intra-center requirements are developed using Directorate level procedures.

### P2. APPLICABILITY

This procedure is applicable to all requirements for both new and continuing products and services covered by the GSFC Quality Management System.

### P3. AUTHORITY

NPD 8730.3, NASA Quality Management System Policy (ISO 9000)

### P4. REFERENCES

- a. NPG 7100.5, Program and Project Logistics Policy
- b. NPG 7120.5, NASA Program and Project Management Processes and Requirements
- c. NASA Strategic Management Handbook
- d. GSFC Strategic Implementation Plan

### P5. CANCELLATION

None

## Procedure

### 1. DEFINITIONS

- a. Customer - Any organization or person who will receive a product or service from GSFC. The unique nature and structure of NASA and its field centers can result in an individual administratively reporting to a center to also be a customer of that center. In this sense, a GSFC employees acting as the representative of a NASA enterprise may be a customer of the GSFC.
- b. Sponsor - The GSFC employee who advocates and supports a customer's request for a product or service from the GSFC.
- c. STAAC -Systems Technology And Advanced Concepts Directorate, Code 700

### 2. IMPLEMENTATION

2.1. NASA HQ is the major customer of GSFC. Through the annual budget process, NASA HQ requirements for approved and on-going work by GSFC are defined. This activity is known as the Program Operating Plan (POP) process and results in GSFC's commitment to satisfy those requirements.

2.1.1 In response to the Enterprise Program Operating Plan (POP) guidance, the Center prepares integrated resource requirements, which are submitted to the Institutional Program Officers for integration into the Agency annual submittal of its 5-year budget. Coordination with the Strategic Enterprises and the Functional/Staff offices results in a list of requirements, which is then reflected in the program, project, and implementation planning. The Chief Financial Officer (CFO) is the center's focal point for this process. (Note: This is an administrative process and is not part of the QMS. However, it provides critical information records for the functioning of this procedure)

2.2 Other customers must have a sponsor to secure and maintain advocacy at the directorate level. If a customer does not have a sponsor, the STAAC directorate will provide assistance in the identification of a possible sponsor.

2.2.1 The directorate advocating the arrangement is responsible for establishing internal to GSFC a statement of requirements to be met by GSFC. This activity is supported through the use of resources specifically identified by the Center and apportioned to the directorates. The process used to scope and evaluate a customer's requirements is the responsibility of the directorate advocating the arrangement. The output of this process is a customer proposal that defines the potential new business activity, the associated cost and work force estimates, facility requirements, an implementation schedule, and the relationship to NASA's Strategic Plan and Goddard's Strategic Implementation Plan.

The directorate advocating GSFC's commitment to support a customer's requirements shall determine whether the customer proposal is complete and sufficiently mature. The directorate will make an initial decision whether to pursue establishment of a center commitment to the customer based upon the customer proposal. An approved customer proposal and the rationale for its disposition shall be recorded.

2.3 If the full cost of a customer proposal is less than \$5M, the directorate advocating the arrangement is responsible for initiating the necessary arrangements to establish the Center's

commitment, or revisions to a prior commitment, including drafting necessary documentation when a formal bilateral relationship is appropriate.

2.4. If the full cost of a customer proposal exceeds \$5M, the advocating directorate prioritizes it along with other proposals developed by the directorate and provides its list to the STAAC Directorate. The STAAC Directorate integrates directorate priority lists into a comprehensive view of new opportunities for the Center. The Chief Financial Officer (CFO) will provide the status of resources committed to ongoing activities as well as those available for new or revised arrangements. This information is assembled by the STAAC Directorate into a list of new opportunities and provided to the Executive Council for consideration. The Executive Council approves proposals from the list for the development of formal agreements between customers and Goddard. The Executive Council may recommend that proposals be revised before further consideration or be removed from further consideration.

2.5 Once approved by the Executive Council, the STAAC Directorate is responsible for supporting the sponsor when requested by coordinating the initiation of necessary arrangements to establish an approved Center commitment, or to revise a prior commitment, including drafting the necessary documentation when a formal bilateral relationship is appropriate.

### 3. RECORDS

- a. Directorate and Integrated Lists of Opportunities
- b. Customer Proposals and Dispositions
- c. POP's and SOW's
- d. Draft Agreements

# Customer Requirements Flowchart 1 of 2

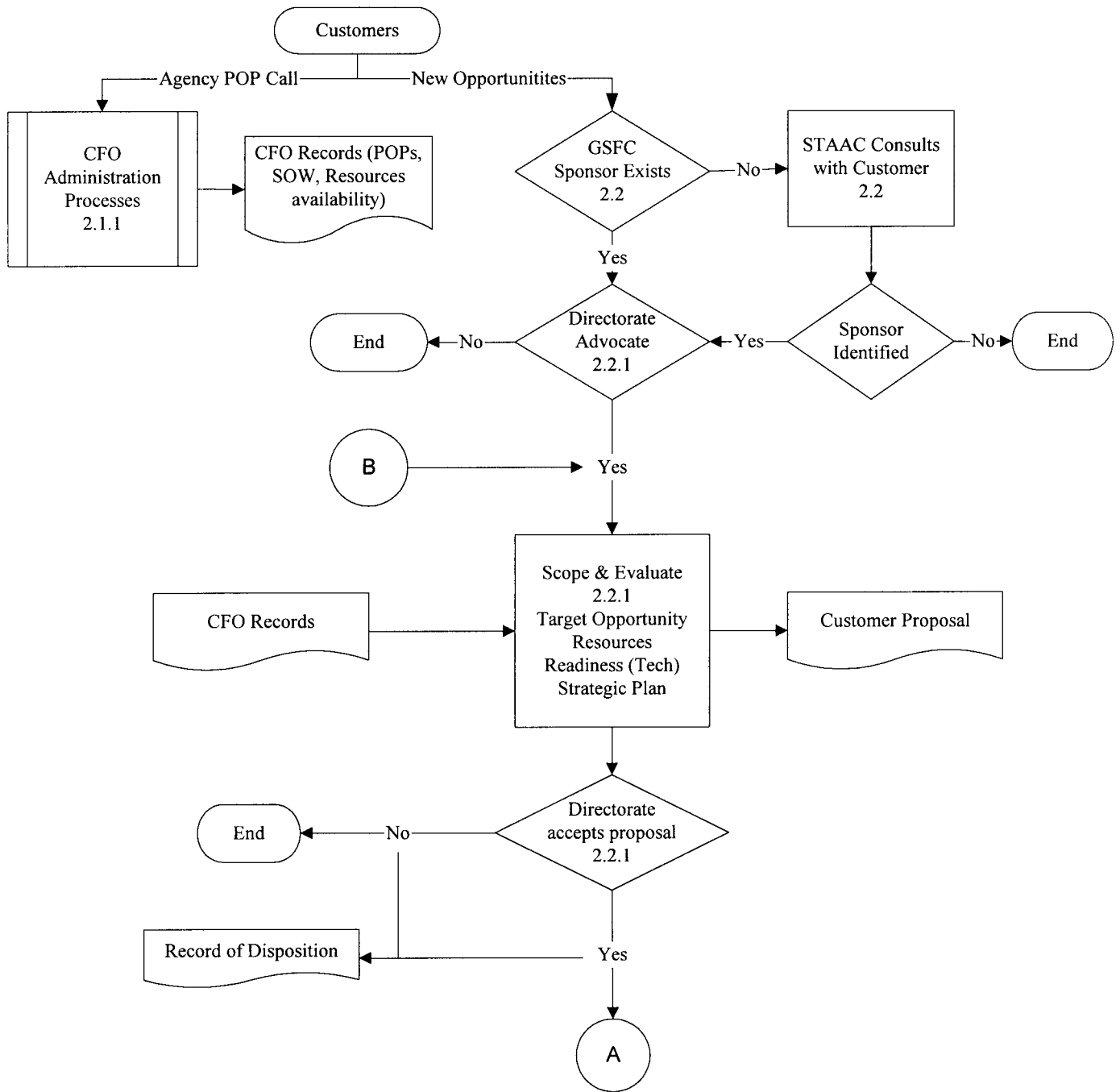


Figure 1

Customer Requirements Flowchart 2 of 2

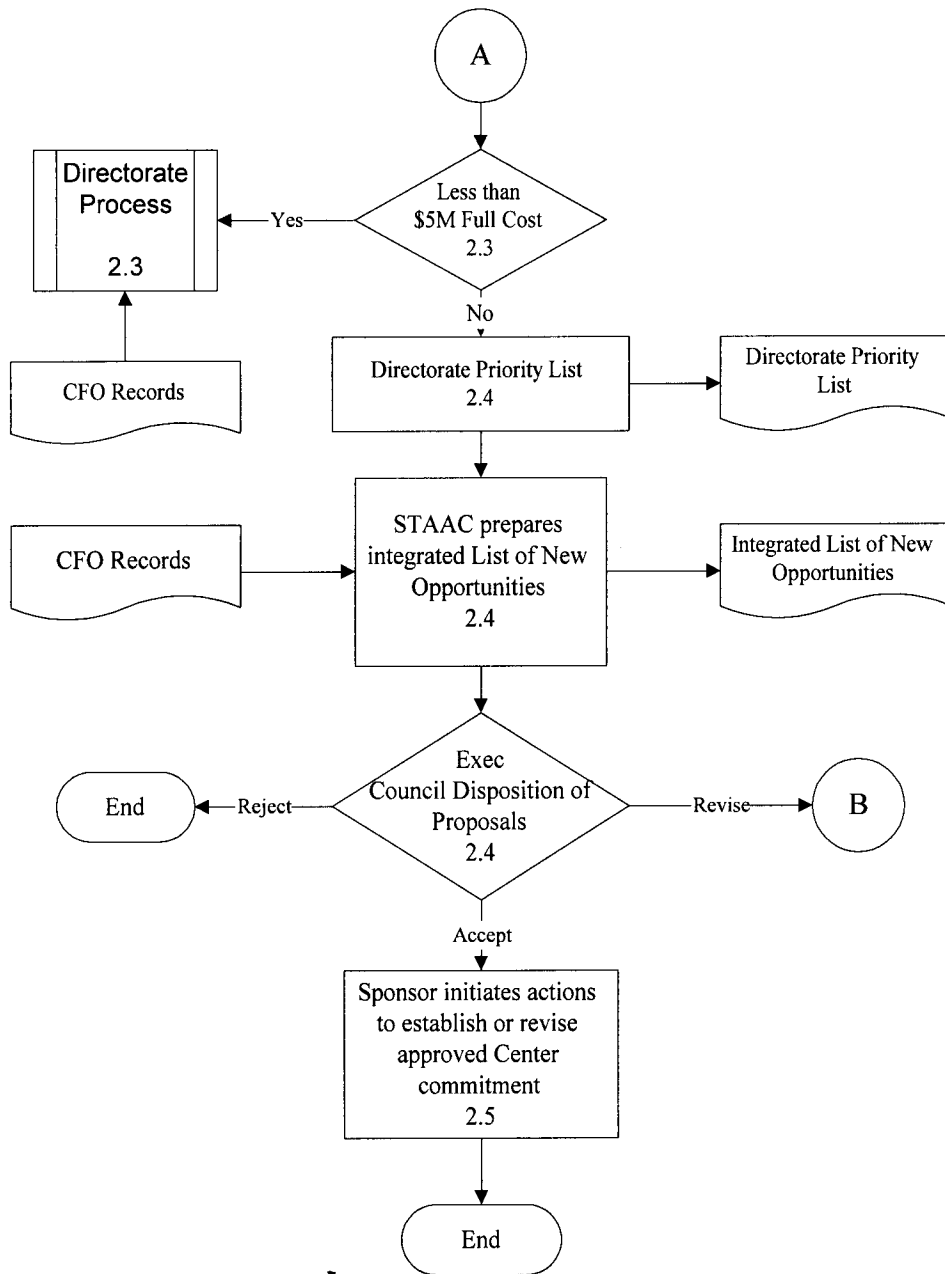


Figure 2