

**NATIONAL AERONAUTICS AND SPACE
ADMINISTRATION
OFFICE OF THE CHIEF INFORMATION OFFICER**

Office of CyberSecurity Services (OCSS)

**Supply Chain Risk Management
SCRM**



**Covered Article & Technology Supply Chain Assessment
Needed (CATSCAN) and Reconsideration/Appeal Request
User Guide**

**Version 1.0
2/19/2021**

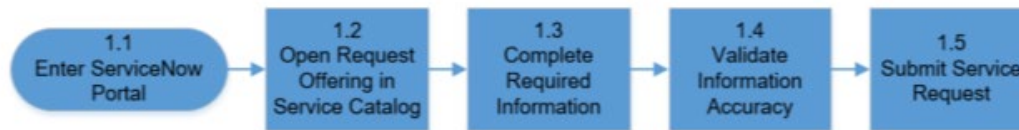
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Introduction

This document identifies the steps required to submit a request to Supply Chain Risk Management (SCRM). The request process utilizes the Office of CyberSecurity Services (OCSS) Service Catalog that resides on the Enterprise Service Desk (ESD) ServiceNow portal.

The user request process involves five steps: Entering the ESD ServiceNow portal, opening the SCRM Service Request, completing the required form, validating the information accuracy, and submittal of the form.

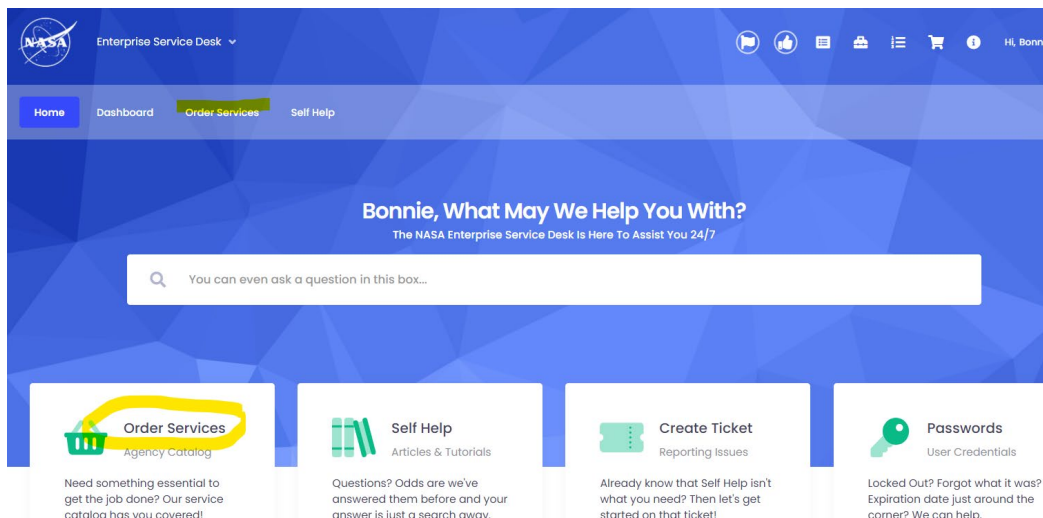


1 Submitting a Request

1.1 Entering the ServiceNow Portal

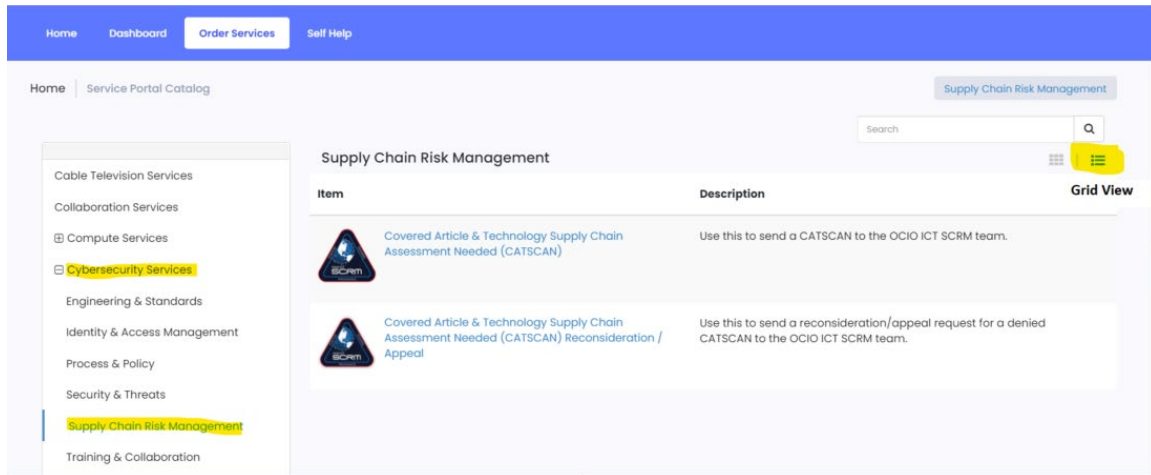
The OCSS Service Catalog resides on the Enterprise Service Desk (ESD) ServiceNow portal and can be found at <https://esd.nasa.gov/esdportal>.

Click on '**Order Services**' on the portal page, either at top or middle of page (highlighted in screen shot below).



1.2 Open Request Offering in Service Catalog

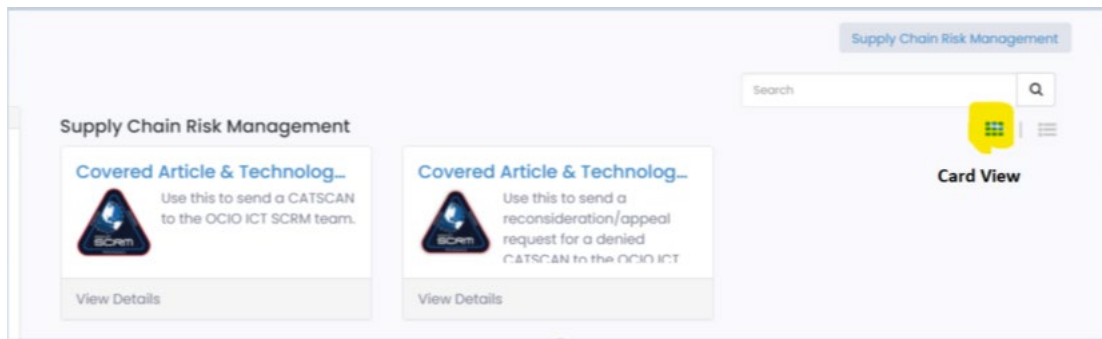
Select + next to Cybersecurity Services to expand the list. The Supply Chain Risk Management sub-category can be selected from the Cybersecurity Services category on the left side of the screen (highlighted in screen shot below) to view current related offerings. Click on Item to open request form.



1.2.1 ServiceNow Hint

There are two ways to view catalog items, Card View or Grid View. The screen shot above is in Grid View and may be easier to see full descriptions on one page. To choose Grid View, select  icon (highlighted on right side of screen shot above).

Below is an example of the Card View. The icon to select Card View is highlighted:



1.3 Complete Required Information on Request Form

Complete the request for the relevant request form, CATSCAN or CATSCAN Reconsideration/Appeal. Information can be entered via drop-downs or free-form description. Any field on the form marked with an * is required.

1.3.1 CATSCAN Request Form

Select this request form to send a Covered Article & Technology Supply Chain Assessment Needed (CATSCAN) / IT Product Source Assessment request to the OCIO ICT SCRM team.

The CATSCAN enables NASA to perform assessments of covered articles and the associated suppliers/manufacturers. Customers should only submit a CATSCAN for covered articles that are not on the [Assessed and Cleared List \(ACL\)](#).

Covered Article & Technology Supply Chain Assessment Needed (CATSCAN)

Use this to send a CATSCAN to the OCIO ICT SCRM team.



The CATSCAN enables NASA to perform assessments of covered articles and the associated suppliers/manufacturers. Customers should only submit a CATSCAN for covered articles that are **not** on the [Assessed and Cleared List \(ACL\)](#).

***Please attach any documentation that may assist with this request**

SECTION I - Requestor Information

Field Names	Drop-Down Choice	Description of Input
*Requested on the Behalf of	N/A	Will auto-fill with submitter's name, but can be modified via drop-down with the name of any NASA employee or contractor (sourced from LDAP).
*Email, Phone #, Location	N/A	Will auto-fill with requestor's information, however will change to match the "Requested on Behalf Of" user if modified.
*Center/Service Office/Mission Directorate	Drop-Down of Centers, Service Offices and Mission Directorates	
Date Submitted	N/A	Auto-generated when form first initiated.
Date Assessment Began	N/A	Auto-generated when request leaves the Intake Phase.
*Justification	Free form text field	Requester explanation for purchase
*Program Name	Free form text field	

*Purchase Procurement Vehicle	Purchase Request P-Card SEWP Grant ODC Not Applicable	Note: If SEWP is selected, the 889-B question in Section II will not be visible.
Contract Number	Free form text field	Optional
Contracting Officer	Drop-Down list of names	

Section II – Company Information

Field Names	Drop-Down Choice	Description of Input
*Supplier or Original Equipment Manufacturer (OEM) Name	Free form text field	Please provide full legal name, if known
*Address Line 1	Free form text field	Provide physical address of corporate HQ
Address Line 2	Free form text field	Optional Line 2 for physical address of corporate HQ
*State	Free form text field	State of corporate HQ
*Zip Code	Free form text field	Zip code of corporate HQ
*Supplier or OEM Website	Free form text field	Provide URL of Homepage, https://
Supplier or OEM Point of Contact	Free form text field	Provide email
*Is the supplier/vendor compliant with Section 889-B of the National Defense Authorization Act?	Yes No Unknown	Note: If the vendor is non-compliant with this section, the request will have to be rejected. If no representation is provided by the initiator, the OCIO Intake Analyst will work to obtain one from the supplier/OEM
Attachments	Select to add or drop attachments	Attach representation documents
Do you Plan on Purchasing from a Reseller?	Yes No Unknown	

If Yes or Unknown selected:		Reseller name, address required if selected Yes
*Reseller Name (if applicable)	Free form text field	Please provide full legal name, if known
*Reseller Address	Free form text field	Provide physical address of corporate HQ
*Reseller Website	Free form text field	Provide URL of Homepage, https://
Reseller Point of Contact (Provide email)	Free form text field	Provide point of contact information, including email.
*Is the reseller compliant with Section 889-B of the National Defense Authorization Act?	Yes No Unknown	Note: If the vendor is non-compliant with this section, the request will have to be rejected. If no representation is provided by the initiator, the OCIO Intake Analyst will work to obtain one from the supplier/OEM

Section III – Acquisition Description

Select “Add”  to open table and complete a row. There is a limit of 50 rows.

Field Names	Drop-Down Choice	Description of Input
*Product/Service Name Description	Free form text field	
*Product/Service Type	Select from dropdown of Product and Service Code Listing	
If Other, please describe Product/Service	Free form text field	If selected Other in Product/Service Type, provide description
*Product/Service Model Number	Free form text field	
Product/Service Serial Number	Free form text field	
*NDAA Section 889 Part A Compliant	Yes No Unknown	If select No, warning will appear: <i>NDAA Section 889 Part A prohibits the acquisition of noncompliant covered articles. This request will automatically be rejected, the SCAN will not proceed to review and cannot be appealed.</i> Submitted ticket will be marked as Closed

Delivery Method	Commercial Contractor Government Pick-Up Internet Download US Mail 3 rd Party	
*Is this an existing product or service that requires maintenance, repair or replacement?	Yes No Unknown	
Country of Origin	Select from drop down of countries	*** Denotes Country Of Concern. Attachment of evidence is required.
*Will the product be connected to a NASA network, installed on a NASA resource (workstation, server, etc.) or will it be stand-alone only?	Corporate Network Mission Network Workstation Server Standalone Other	
*Will this product be scanned for malicious code prior to being deployed in the operational environment?	Yes No Unknown	
*Is this the only product/solution that will meet your needs?	Yes No Unknown	
*If yes, please indicate why?	Free form text field	Required field only if the previous response was yes

Section IV – Additional Detail

Field Names	Drop-Down Choice	Description of Input
After Delivery Support Required?	Yes No	
*Identify support required	Free form text field	Required field only if the previous response was yes

Additional Remarks	Free form text field	If applicable, provide vendor supply chain documentation (e.g. attestation of the country of origin AND/OR NDAA Section 889 representation of the requested product(s)) (note: if no attestation is provided by the initiator, the OCIO Intake Analyst will work to obtain one from the supplier/OEM)
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1.3.2 CATSCAN Reconsideration / Appeal Form

Select this request form to send a reconsideration / appeal request for a rejected Covered Article & Technology Supply Chain Assessment Needed (CATSCAN) / IT Product Source Assessment. A link to this request can also be found within the rejection email from ServiceNow.

Covered Article & Technology Supply Chain Assessment Needed (CATSCAN) Reconsideration / Appeal

Use this to send a reconsideration/appeal request for a denied CATSCAN to the OCIO ICT SCRM team.



Use this to send a reconsideration/ appeal request for a denied Covered Article & Technology Supply Chain Assessment Needed (CATSCAN)/IT Product Source Assessment to the OCIO Analyst team.

Requestor Information

Field Names	Drop-Down Choice	Description of Input
*Requested on the Behalf of	N/A	Will auto-fill with submitter's name, but can be modified via drop-down with the name of any NASA employee or contractor (sourced from LDAP).
*Email, Phone #, Location	N/A	Will auto-fill with requestor's information, however will change to match the

		"Requested on Behalf Of" user if modified.
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Request for Investigation (RFI) Reconsideration / Appeal for

Field Names	Drop-Down Choice	Description of Input
*Original RITM#	Select original RITM # from drop-down	Request Item Number (RITM) of original request
Description of Request	Free form text field	Will auto-populate with supplier and/or Original Equipment Manufacturer as well as a description of the requested product/service that was entered on Original RITM#. Additional information can be added.
*Information System/System Security Plan ID	Select from drop-down	
Information System Security Official (ISSO)	Select from drop-down	Field may auto-populate based on Information System/System Security Plan ID selected above.
Rationale for Rejection	Free form text field	Will auto-populate with information from selected Original RITM#. Additional information can be entered.
Identified Vulnerabilities	Free form text field	Will auto-populate with information from selected Original RITM#. Additional information can be entered.
*Alternative Solutions	Free form text field	
*Mitigation Plan	Free form text field	Identify controls in place to prevent: 1) Exploitation of identified vulnerabilities. And / Or 2) Installation and use of non-standard, unapproved software or device features, functions or capabilities.
*How will compliance be continuously monitored?	Free form text field	

*Impact Statement	Free form text field	Identify the Mission and/or Business impact if the requested product or service cannot be cleared for acquisition. Include the dollar value of the investment in the impact statement.
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Reviews and Concurrence:

Field Names	Drop-Down Choice	Description of Input
*Information System Owner	Select from drop-down	Field may auto-populate based on Information System/System Security Plan ID selected above.
*Center CISO	Select from drop-down	Field may auto-populate based on Information System/System Security Plan ID selected above.
*Center CIO	Select from drop-down	

Select "Add attachments" if desired.

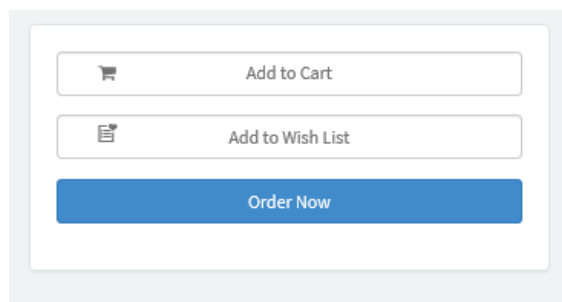
1.4 Validate Information Accuracy

Confirm that the information provided is accurate prior to submitting the request.

Within the service request form, there is the ability to select 'Add to Wish List' if the form is partially completed but not ready for submission. This allows the requester to save a request and return to the Wish List and complete the form at a later date. Be aware that a request item added to the Wish List must be submitted before another request using the same catalog item can be entered.

1.5 Submit Service Request

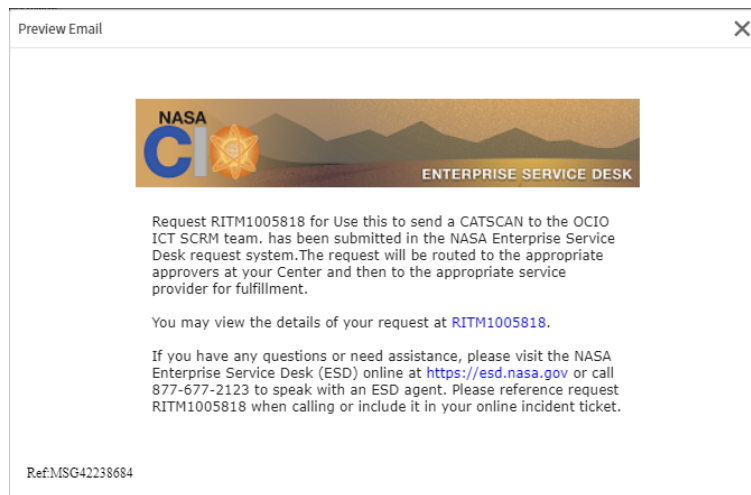
Once the information on the request form has been verified, select the 'Order Now' button for final submission.



An auto-generated email will be sent to the submitter as confirmation that the request has been submitted.

The email will contain a Request Item Number (RITM) that is used for tracking purposes. The RITM number in the email serves as a direct link to the request within the ServiceNow platform.

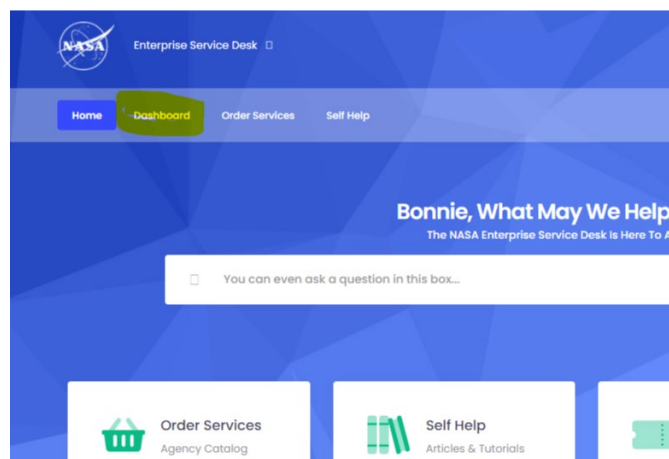
Below is an example of an auto-generated email from ServiceNow:



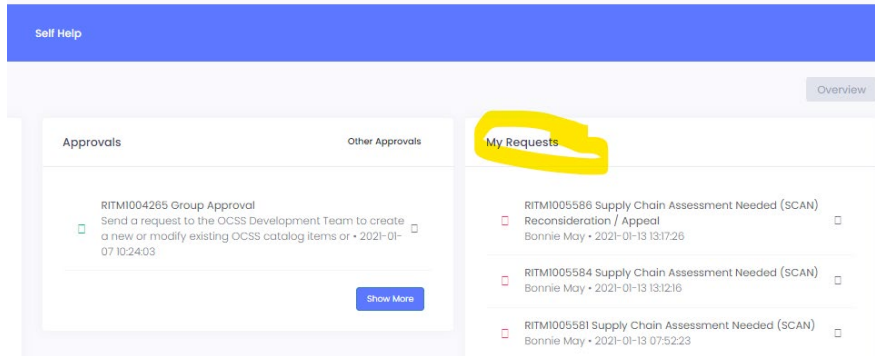
Once a request has been submitted, ServiceNow will issue an email notification to the SCRM support team to fulfill the request.

2 Monitoring Status of Request

Status of Request Items can be viewed by selecting “Dashboard” (highlighted) on the ESD Portal page at <https://esd.nasa.gov/esdportal>.

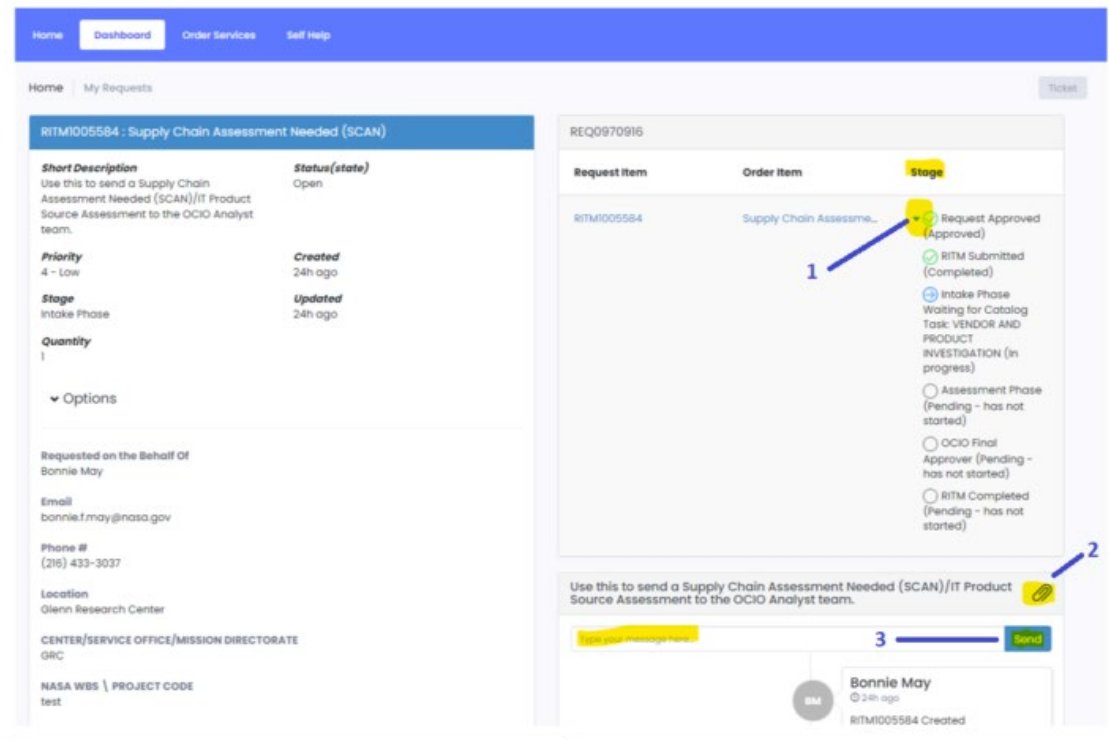


From the Dashboard, view My Requests (highlighted in screen shot below) and select the Request Item (RITM) number of interest.



In the screen shot below, the highlighted areas show where you can:

- 1) Select the arrow under Stage to see how far the ticket is in the process
- 2) Click the paper clip icon to add supplemental attachments, if needed
- 3) Type a message for the team working on the request and select Send



2.1 Request Status (state)

The status of a Service Request identifies where it is in within the fulfillment process:

1. **Open:** The initial phase of a service request.
2. **Pending:** A service request that is pending an approval in order for work to begin. This status is also used if a service request service level agreement (SLA) clock has been paused pending customer/vendor response.
3. **Work In Progress:** A service request that has been accepted by a fulfillment group and/or a task assignee.
4. **Closed Complete:** A service request that was fulfilled and verified by the requester.
5. **Closed Cancelled:** A service request that was cancelled by the fulfillment group, task assignee, approver or the requester. This should only be used if there was no work performed to fulfill the request.
6. **Closed Incomplete:** A service request that was partially fulfilled.

2.2 Request Stage

The stage provides an additional level of detail, including steps specific to the CATSCAN fulfillment process:

1. **Request Approved:** Stage is part of the standard workflow and is not an indicator of CATSCAN approval.
2. **RITM Submitted:** Stage is part of the standard workflow when Request Item (RITM) number assigned.
3. **Intake Phase:** Stage used with CATSCAN workflow and indicates that Vendor and Product Investigation is in process with OCIO Analyst team.
4. **Assessment Phase:** Stage used with CATSCAN workflow and indicates that assessment is in process with OCIO Analyst team. Team member will approve when completed and request will move to a final review stage.
5. **OCIO Final Review:** Stage used with CATSCAN workflow and indicates request is in final review. Once final review is completed, authorized approver will approve and request will move to the final approval stage.
6. **OCIO Final Approval:** Stage used with CATSCAN workflow and indicates request is at final step. Once final approver approves and saves request, request will automatically move to RITM Completed stage and Status will note Closed Complete.
7. **RITM Completed:** Stage is part of the standard workflow and indicates RITM workflow has been completed. If request was rejected during any point in approval stages, status will indicate Closed Incomplete.

3 Acronyms

Acronym	Description
CATSCAN	Covered Article and Technology Supply Chain Assessment Needed
NASA	National Aeronautics and Space Administration
OCIO	NASA Office of the Chief Information Officer
OCSS	Office of CyberSecurity Services
RITM	Request Item Number
SCRM	Supply Chain Risk Management

4 Document Revision Log

Revision	Date	Description	Author
1.0	2/19/2021	Final Draft	Bonnie May