



1
00:00:00,334 --> 00:00:02,035
[Music]

2
00:00:02,035 --> 00:00:04,004
>> MI is really more
the behind the scenes.

3
00:00:04,004 --> 00:00:05,072
We're infrastructure.

4
00:00:05,072 --> 00:00:07,774
We're basically data plumbers.

5
00:00:07,774 --> 00:00:09,042
Instead of water,
we're moving 1s and 0s.

6
00:00:09,042 --> 00:00:13,180
So when you need a new service
we help provide that to you.

7
00:00:13,180 --> 00:00:14,648
It could be something as
simple as a network drop.

8
00:00:14,648 --> 00:00:16,717
It could be a whole
configuration

9
00:00:16,717 --> 00:00:18,652
in our data center.

10
00:00:18,652 --> 00:00:21,021
So basically we provide
all the support

11
00:00:21,021 --> 00:00:23,390
that helps those different
branches work together.

12

00:00:23,390 --> 00:00:26,093

A lot of what IT is
is infrastructure.

13

00:00:26,093 --> 00:00:28,462

You have that in your home
the things that you can't see.

14

00:00:28,462 --> 00:00:29,429

It could be plumbing.

15

00:00:29,429 --> 00:00:31,198

It could be cabling
for your electricity.

16

00:00:31,198 --> 00:00:32,199

Anything that you don't see

17

00:00:32,199 --> 00:00:33,867

but you certainly see
it when it doesn't work.

18

00:00:33,867 --> 00:00:36,637

So our job is to make it so that
you don't have a failure.

19

00:00:36,637 --> 00:00:38,038

So it's always there 24/7.

20

00:00:38,038 --> 00:00:41,575

It's constantly running and
so we have a team of people

21

00:00:41,575 --> 00:00:44,645

to ensure that those services
are delivered all the time.

22

00:00:44,645 --> 00:00:48,282

You're going to get a desk phone, a VOIP phone.

23

00:00:48,282 --> 00:00:50,751

You're going to have some sort of desktop computer.

24

00:00:50,751 --> 00:00:52,486

It could be a laptop, could be a work station,

25

00:00:52,486 --> 00:00:54,655

and a local help desk to provide computer support.

26

00:00:54,655 --> 00:00:57,758

And those are all very visible but they're, perhaps,

27

00:00:57,758 --> 00:01:00,227

not the most important resource or infrastructure

28

00:01:00,227 --> 00:01:02,696

that we bring to the Center.

29

00:01:02,696 --> 00:01:05,532

Some of those would really be our network operations center,

30

00:01:05,532 --> 00:01:07,134

our data center or obviously the network

31

00:01:07,134 --> 00:01:11,104

and all the infrastructure that ties all that together.

32

00:01:11,104 --> 00:01:12,806

The Network Operations

Center or the NoC,

33

00:01:12,806 --> 00:01:15,809

it's a very valuable
part to any network.

34

00:01:15,809 --> 00:01:17,377

What you're doing there is
you're monitoring the health

35

00:01:17,377 --> 00:01:19,780

and status of your
entire network.

36

00:01:19,780 --> 00:01:23,216

You're not only looking for bad
guys or trouble that's happening

37

00:01:23,216 --> 00:01:24,518

but you're really
monitoring to make sure

38

00:01:24,518 --> 00:01:26,787

that there's nothing amiss

39

00:01:26,787 --> 00:01:30,791

and that all the infrastructure
is working as desired.

40

00:01:30,791 --> 00:01:33,860

[Music]

41

00:01:33,860 --> 00:01:36,229

During a mission
the data would flow

42

00:01:36,229 --> 00:01:38,298

through all the different
consoles in the control room

43

00:01:38,298 --> 00:01:40,867

then eventually,
it could be mission data,

44

00:01:40,867 --> 00:01:43,036

it could be telemetry data, it
will get sent back over here

45

00:01:43,036 --> 00:01:47,708

to our data center and we will
do the post flight processing

46

00:01:47,708 --> 00:01:49,443

into the flight data
archive system.

47

00:01:49,443 --> 00:01:52,512

And then that data is available
for researchers and scientists

48

00:01:52,512 --> 00:01:56,750

to review here or later on as
their mission needs require.

49

00:01:56,750 --> 00:02:01,321

[Music]

50

00:02:01,321 --> 00:02:04,691

Another big facet of information
technology or Code MI

51

00:02:04,691 --> 00:02:08,128

over here is what we have
over in photo and graphics,

52

00:02:08,128 --> 00:02:10,731

video, and the repro shop.

53

00:02:10,731 --> 00:02:14,801

[Music]

54

00:02:14,801 --> 00:02:16,570

They make a coordinated
effort to help our customers.

55

00:02:16,570 --> 00:02:20,440

The videographers here provide
live video support for the chase

56

00:02:20,440 --> 00:02:23,443

and that's sent down
to the mission control room.

57

00:02:23,443 --> 00:02:26,380

In addition to supporting
specific missions

58

00:02:26,380 --> 00:02:28,982

and flight operations, our
job extends beyond that.

59

00:02:28,982 --> 00:02:31,651

We support the entire Center

60

00:02:31,651 --> 00:02:34,121

with connected technology
every day to make sure