



1  
00:00:00,740 --> 00:00:05,040  
(Music)

2  
00:00:06,920 --> 00:00:09,240  
Brian Norton, LSP Strategic Planner, NASA's  
Launch Services Program:

3  
00:00:09,240 --> 00:00:12,420  
Each customer is different. They have different  
needs. They're looking for different things.

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00:00:12,420 --> 00:00:13,460  
Diana Calero, Mission Manager, NASA's Launch  
Services Program:

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00:00:13,460 --> 00:00:16,400  
It's really the people that are working together  
and the team that we form.

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00:00:17,440 --> 00:00:18,380  
Shaqueena Lewis, Contracting Officer Representative,  
NASA's Launch Services Program:

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00:00:18,380 --> 00:00:22,400  
Customers come to us - typically it's early  
in the process - and because we've launched

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00:00:22,400 --> 00:00:27,019  
so many missions, we have a lot of historical  
data that we use. We use that information

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00:00:27,019 --> 00:00:31,949  
and we analyze the data to give them the best  
cost estimate, knowing their requirements

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00:00:31,949 --> 00:00:32,689  
at the time.

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00:00:32,920 --> 00:00:34,200

Paul Schallhorn, Chief, Environments and Launch Approval Branch, NASA's Launch Services Program:

12  
00:00:34,200 --> 00:00:40,640  
LSP's investment in the special studies that we perform are aimed at increasing capabilities

13  
00:00:40,640 --> 00:00:46,190  
of launch vehicles, better serving our customer, reducing their costs, and improving their

14  
00:00:46,190 --> 00:00:47,030  
launch opportunities.

15  
00:00:47,260 --> 00:00:48,471  
Mike Carney, Chief, Flight Analysis Division, NASA's Launch Services Program:

16  
00:00:48,480 --> 00:00:53,200  
All of the disciplines in the division are involved, forming a mission assurance role

17  
00:00:53,210 --> 00:00:56,530  
to make sure what we're getting from the launch service provider is correct.

18  
00:00:56,530 --> 00:00:58,640  
Akash Vangani, Senior Fleet Systems Engineer, NASA's Launch Services Program:

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00:00:58,640 --> 00:01:03,039  
We provide that mission assurance early on. We understand the risks. We mitigate those

20  
00:01:03,039 --> 00:01:07,240  
risks to the greatest extent possible and we inform our customers. We want them to get

21  
00:01:07,240 --> 00:01:11,680  
to the launch site, process their satellite,

get on top of the vehicle and launch successfully.

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00:01:11,680 --> 00:01:17,180

NASA Launch Commentator: Main engine start, ignition and liftoff of the Atlas V with MAVEN.

23

00:01:17,380 --> 00:01:19,020

David Mitchell, MAVEN Project Manager, NASA's Goddard Space Flight Center:

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00:01:19,020 --> 00:01:23,799

Well, the great thing about working with KSC LSP is, as a project manager or a mission

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00:01:23,799 --> 00:01:29,140

manager on a spacecraft, you can work with a community down there that is well-versed

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00:01:29,140 --> 00:01:35,659

in all the opportunities matching with other organizations, launch service providers, work

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00:01:35,660 --> 00:01:39,200

from really the beginning to find a good match for your mission.

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00:01:45,680 --> 00:01:47,899

Mitchell:

In a case of one of my missions I worked,

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00:01:47,899 --> 00:01:55,130

it was what they call a turn-key with an industry partner. So you are working more directly

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00:01:55,130 --> 00:02:00,860

with industry. For me personally, there's a level of comfort having LSP there with you,

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00:02:00,860 --> 00:02:06,200

working issues, because in my role as a project

manager on the spacecraft side, I'm not the

32  
00:02:06,200 --> 00:02:11,569  
expert in launch vehicle systems and readiness  
for launch. So it's always good to have them

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00:02:11,569 --> 00:02:16,310  
there. When you've invested - in the case  
of MAVEN, I invested eight years of my life

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00:02:16,310 --> 00:02:22,160  
getting to that point of launch day - and  
to have the professionalism which is KSC LSP,

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00:02:22,160 --> 00:02:28,890  
working with the professionalism of ULA for  
the Atlas V in this case, it gave me great

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00:02:28,890 --> 00:02:34,110  
comfort that we had the best position to succeed  
on this mission with those teams aligned together.

37  
00:02:34,520 --> 00:02:35,360  
Amanda Mitskevich, Program Manager, NASA's  
Launch Services Program:

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00:02:35,360 --> 00:02:40,180  
The LSP team considers customers more than  
just customers. We build a relationship over

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00:02:40,180 --> 00:02:45,080  
the many years it takes to integrate a mission  
on a launch service. And together, we're ensuring

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00:02:45,080 --> 00:02:46,140  
mission success.

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00:02:46,460 --> 00:02:47,500  
NASA Administrator Charles Bolden:  
This is Charlie Bolden. I just want to take

42  
00:02:47,500 --> 00:02:53,760  
a moment to say how proud I am to be here  
with this team. What a great team we have

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00:02:53,760 --> 00:02:59,420  
demonstrated that we are. In twelve days,  
you know, you all have turned from launching

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00:02:59,420 --> 00:03:05,620  
a TDRS at Cape Canaveral to coming out here  
and launching LDCM all the way on the other

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00:03:05,620 --> 00:03:07,500  
coast, and that is no small feat.

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00:03:07,500 --> 00:03:08,440  
Suzanne Hilding, Director, NESDIS Office of  
Projects, Planning and Analysis, NOAA:

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00:03:08,440 --> 00:03:14,180  
For our mission, they selected a new entrant  
vehicle. And from beginning to end, communication

48  
00:03:14,190 --> 00:03:20,120  
was outstanding. The mission assurance task  
was more demanding, I believe, than in a regular

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00:03:20,120 --> 00:03:26,000  
mission, and the adaptability and the flexibility  
that LSP demonstrated was also quite remarkable.

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00:03:26,000 --> 00:03:26,560  
Mike Freilich, Director, Earth Science Division,  
NASA's Science Mission Directorate:

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00:03:26,560 --> 00:03:34,099  
This really requires a specific engineering  
and programmatic expertise that not every

52  
00:03:34,099 --> 00:03:40,989  
division in the Science Mission Directorate  
or every directorate at NASA could have. But

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00:03:40,989 --> 00:03:44,530  
LSP has it and they apply it for all of NASA.

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00:03:44,530 --> 00:03:46,980  
Hilding:  
I don't think there's any other organization

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00:03:46,980 --> 00:03:53,290  
that has the years of experience. They go  
into the job of providing the launch vehicle

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00:03:53,290 --> 00:03:57,129  
as though it is their satellite that is sitting  
on top of the launch vehicle. That sense of

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00:03:57,129 --> 00:04:01,229  
ownership, that sense of responsibility and  
accountability, is tremendous. And that's

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00:04:01,229 --> 00:04:02,880  
what sets them apart.

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00:04:04,819 --> 00:04:08,259  
NASA Launch Commentator: Liftoff of the Falcon  
9 rocket with Jason-3.

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00:04:08,260 --> 00:04:09,160  
Sammy Kayali, Deputy Director for the Office  
of Safety and Mission Success, Jet Propulsion Laboratory:

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00:04:09,160 --> 00:04:11,080  
We had a very good experience with the Launch

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00:04:11,090 --> 00:04:17,199  
Services Program on the Juno mission. It is

my advice to involve them early and involve

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00:04:17,199 --> 00:04:24,020

them often. It's very beneficial to have them by your side. They understand the process,

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00:04:24,020 --> 00:04:28,190

they understand the technology, they understand the implications, they understand the problems

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00:04:28,190 --> 00:04:34,240

that arise and can give very good advice and very beneficial advice to help you work your

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00:04:34,240 --> 00:04:36,520

problems and get you mission success.

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00:04:36,520 --> 00:04:41,470

NASA Launch Commentator: Liftoff of the Atlas V with Juno on a trek to Jupiter.

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00:04:41,470 --> 00:04:47,450

Innovative. Transparency. Flexible. Expertise.

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00:04:47,520 --> 00:04:48,480

Mark Wiese, Acting Chief, Flight Projects Office, NASA's Launch Services Program:

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00:04:48,480 --> 00:04:50,080

It's what LSP provides. It's what we're made

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00:04:50,090 --> 00:04:55,360

of. It's how our organization is set up. To make sure we understand every intricate part

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00:04:55,360 --> 00:05:00,160

about a launch vehicle, and the entire flow of marrying a spacecraft customer with the

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00:05:00,160 --> 00:05:04,690

right solution to get them to orbit. The universe is vast, and our science community has a lot

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00:05:04,690 --> 00:05:09,740

left to explore. And that drives us to remain world-class, so we can continue to be Earth's

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00:05:09,740 --> 00:05:10,940

bridge to space.

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00:05:10,940 --> 00:05:16,690

NASA Launch Commentator: And liftoff of the Atlas V with Curiosity, seeking clues to the

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00:05:16,690 --> 00:05:19,300

planetary puzzle about life on Mars.

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00:05:19,300 --> 00:05:21,780

Mitskevich:

There's never really a prouder moment for

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00:05:21,780 --> 00:05:27,430

the LSP team than to be part of a successful mission for our customers, to see the science

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00:05:27,430 --> 00:05:32,160

returns, to actually be a part of the launch and part of the excitement that we see with

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00:05:32,160 --> 00:05:36,949

them. Our success is really intertwined with their success. And as we head towards the

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00:05:36,949 --> 00:05:41,650

future we're going to continually evolve in order to meet all of their needs and continue

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00:05:41,650 --> 00:05:43,169

to maximize their success.