

# arcview

ARCATA ASSOCIATES NEWSLETTER

## Arcata Wins Two NASA Center Small Business Awards

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Arcata Associates, Inc. received double honors for its outstanding NASA work at two different NASA Centers. NASA Dryden Flight Research Center (DFRC) Center, Edwards, Calif. named Arcata the **2008 DFRC Small Business Prime Contractor of the Year**. In addition, the NASA Shared Services Center (NSSC), located at Stennis Space Center, Miss. named Arcata the **2008 NSSC Small Business Subcontractor of the Year**. These two Center-level awards put Arcata in the running for the Agency's Small Business Prime Contractor and Subcontractor of the Year Awards.



Arcata's Research Facilities and Engineering Support Services (RF&ESS) employees.

As a prime contractor on the Research Facilities and

Engineering Support Services (RF&ESS) Contract, Arcata works with DFRC personnel to maintain NASA's Center of Excellence for atmospheric flight research and operations. NASA Dryden is critical in carrying out the Agency's missions of space exploration, space operations, scientific discovery, and aeronautical research and development (R&D). Arcata performs engineering, operations, maintenance, information technology, and multimedia services.



Arcata's NASA Shared Services Center employees.

As a subcontractor to CSC, Arcata supports the NSSC in three primary areas: 1) Grants processing; 2) Human Resources; and 3) Financial Management. The NSSC, formally implemented in 2006, consolidates similar business activities from across all the NASA Centers to service multiple internal customers with the goal to lower costs, achieve higher service levels and enhance overall organizational value.

"I am very pleased that NASA has recognized the outstanding level of service provided by Arcata employees," said Tim Wong, Arcata President.

## ARCATA WINS COGSWELL INDUSTRIAL SECURITY AWARD

Arcata Associates, Inc. was selected to receive a 2008 James S. Cogswell Outstanding Industrial Security Achievement Award by the Defense Security Service (DSS). The Cogswell Award, DSS's highest recognition of industrial security excellence, was presented to Tim Wong, Arcata President and Barbara Connors, Arcata Facilities Security Officer at The Society of Industrial Security Professionals seminar on June 18, 2008 in Mashantucket, Connecticut.

Arcata is one of 23 facilities selected to receive an award in 2008 from among approximately 12,000 defense contractor facilities that are subject to annual inspection. The Cogswell Award is awarded to companies that exhibit not only excellence, but also innovation in their management, implementation and oversight of their security programs. Arcata also won a Cogswell Award in September 1997.



Arcata receives a 2008 Cogswell Award.

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Leigh Ann Szymczak

# Employee Spotlight



**“My greatest pleasure as a manager is to watch employees grow and develop; it puts a smile on my face to see a junior employee gain knowledge and confidence in their skills and move up.”**



Leigh Ann and Bob with one of Tony Stewart's winning cars.

“She’s got this place WIRED!” is the commonly made remark about Leigh Ann Szymczak, the Information Systems Services (ISS) Department Manager on Arcata’s Research Facilities and Engineering Support Services (RF&ESS) contract at Edwards, California. Under the leadership of Leigh Ann, NASA Dryden was the first NASA Center to use a 100% VoIP telephone communication system, affecting every user at the Center. That’s just one of many projects Leigh Ann’s team successfully spearheaded at the Center since 2002 when she joined Arcata as a RF&ESS manager.

Leigh Ann (Harper) was born in the small town of Ruston, Louisiana. Her early years were marked by numerous moves around the country and finally to Germany for junior high and high school. She returned to the States and graduated from Louisiana Tech with a degree in Business Administration, with an emphasis in Management Information Systems. Her first NASA experience was working for Boeing at Marshall Space Flight Center (MSFC), in Huntsville, Alabama starting in 1991.

At Boeing, Leigh Ann served as a customer service representative supporting the Comptroller’s office. This opportunity enabled her to learn the new client/server technology and led to a position in the Computer Engineering Department under the CSC Program Information Systems Mission Services (PrISMS) contract. After successfully working on the Russia support team that implemented NASA’s presence in Moscow at the US Embassy and MIR Mission Control Center, she became the manager of the Service Management team. In this role, she managed the group that oversaw Requests For Services; the requests ranged from cable plant installations to web development and special event coordination. She also managed the procurement of desktop systems.

Her next major NASA assignment with CSC was working on the NASA Consolidated Space Operations Contract (CSOC) in 1999. Under CSOC, Leigh Ann was not only responsible for managing the MSFC CSOC Procurement staff, but she was

also responsible for establishing an IT infrastructure for CSOCs off-site facility. The task was to expand MSFC dial-tone (phone numbers) and network to this facility, equip the entire building for network access, setup computers and coordinate moving the on-site CSOC employees to the facility – all within a two month time frame. Leigh Ann successfully accomplished the task and recalls the experience with pride.

In 2002, Leigh Ann moved across the country to become the manager of the RF&ESS ISS, a department that has grown to 80 employees. Leigh Ann commented, “My greatest pleasure as a manager is to watch employees grow and develop; it puts a smile on my face to see a junior employee gain knowledge and confidence in their skills and move up.”

In addition to completely upgrading the DFRC network, Leigh Ann’s department has recently overhauled a 500,000 square foot hangar in Palmdale, Calif., currently know as the Dryden Aircraft Operations Facilities (DAOF). “Our team completely cable mined this hangar and ran a new fiber ring and installed Cat5e cabling to create an infrastructure that may house close to 400 employees some day.”

In an effort to continually improve customer service, Leigh Ann has also undertaken some initiatives. She has incorporated best practices gained from Arcata’s participation in the Help Desk Institute (HDI). In an effort to give the DFRC CIO and IT Security Manager quick access to important information such as re-certifications and the testing of disaster procedures, Leigh Ann’s Department actively manages over 30 Certifications and Accreditations (C&A) packages and provides critical data to them via a stoplight chart. Additionally, the Department has lined up training classes to implement the Information Technology Infrastructure Library (ITIL) best practices to promote quality computing services.

Leigh Ann and her husband, Bob, enjoy watching and going to NASCAR races and taking the boat out to spend a long weekend on the lake; her favorite driver is the “love him or hate him” Tony Stewart. In addition to racing, her other obsession is football and rooting for her childhood-favorite, the Dallas Cowboys.

## Looking for Answers in the Turbopause: Arcata Supports Sounding Rocket Missions in Alaska

For those of you new to Arcata, let’s update you on the NASA Sounding Rocket Operations Contract (NSROC). Arcata is one of the teammates supporting the development, integration and launch of scientific experiments in the suborbital realm. The majority of the effort occurs at Wallops Flight Facility in Virginia, but launches can also occur at White Sands Missile Range in New Mexico, Poker Flat Research Range

(PFRR) in Alaska, Androya Rocket Range in Norway, or a host of other approved launch facilities throughout the world.

Arcata supports Northrop Grumman, the prime contractor, with engineers, drafters, and technicians that design and build payloads that fly on various suborbital rockets. Some of the work involves interfacing with foreign

# Arcata Upgrades Communications Infrastructure

Air Force training on the Nevada Test and Training Range (NTTR) requires reliable communications between ground personnel and aircrews during training missions. When the flight crews return to Nellis, Joint Range Technical Services (J-Tech) personnel must be able to provide an immediate aircrew debrief consisting of voice, video and telemetry information gathered during their missions. We can now provide these services to the Air Force better than ever before with a new, highly reliable and data capable wide-area network.

As part of our effort on the J-Tech contract, a team of Arcata engineers and technicians have been chartered to deploy a fiber optic and microwave radio interconnected Asynchronous Transfer Mode (ATM) network across the 2.9 million acre NTTR. At this time, the new network consists of 35 sites interconnected together with anywhere from 155 Mbps up to 2.4 Gbps of bandwidth. The network provides “any application in any location” service to all users; data from telemetry systems that provide for aircraft and ground vehicle tracking, video, voice communications and network access are available to anyone on the range, despite their location.

With the current deployment of network hardware, there are few places within the NTTR footprint to which these services cannot be delivered. The new ATM network also provides multiple levels of data encryption that will allow us, for the first time, to process classified level data and video feeds live from the furthest reaches of the NTTR to Las Vegas. By leveraging on software developed by our engineering team we are also able to share data with other ranges and users around the globe.

The installation of the new network is being done simultaneously with ongoing NTTR missions. It is particularly challenging to deploy these new systems while insuring that existing customers and existing operations are not impacted. Creative techniques are employed to install new systems in parallel with old systems, to cut over systems during scheduled down times and to update older systems without impacting the Air Force training missions.



Jim Bortolini, Communications Engineer and Ben Rose, Engineering Technician, perform testing on the communications system.

ATM switching networks use redundancy in node hardware and interconnection to provide high availability data transport. In the event of a failure, circuits are re-routed onto alternative resources based upon the predefined priority of each data user. In addition

to expanded system capacity, and improved reliability, the ATM network is allowing us to roll out advanced network services and consolidate operations. The increased bandwidth and data centric technology of our ATM network supports Voice over Internet Protocol (VoIP) telephones, video conferencing, data connectivity to email and business applications, and digital video with programming guides (similar to what you see on your home set-top box) that allows an end user, from any network connected PC or receiving set-top box, to display any range video feed. Engineers and technicians

at one location can monitor range activities in real-time without having to travel to other locations, saving huge amounts of time and providing quicker resolutions to any issues that might arise.

The configuration and maintenance of this complex network is paramount to ensure service quality. To meet the challenge, our engineers have integrated a network management system that controls and displays each end user point. It allows us to provision new services, monitor the health of the network, route traffic around problem areas and control bandwidth across the system to easily meet the ever changing needs of our customer. Despite the use of hundreds of pieces of equipment from multiple vendors, our network management system provides a unified end-to-end view of data traffic across NTTR.

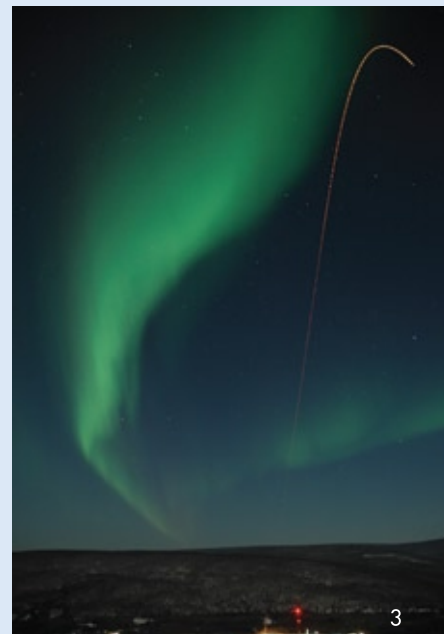
Arcata is helping to bring the NTTR to the forefront in data services and capacity and will enable support for various current and future mission data needs in both an unclassified and classified environment - throughout the Nevada range and across the globe.

Arcata supports another successful sounding rocket launch in Alaska. The northern lights are in the background.

scientists which necessitates compliance with the International Traffic in Arms Regulations (ITAR).

In January and February 2009, NSROC will be sending eight payloads to be launched from PFRR, located 20 miles outside of Fairbanks, Alaska. All of the missions are science oriented. The overall goal of these missions is to address questions about one of the most fundamental boundaries in the Earth's neutral upper atmosphere, the turbopause. Each payload will have a canister that will disperse trimethyl aluminum during the flight. This substance is used to measure winds and diffusion.

There is a precise 31-day launch window for these missions; the launch must occur at just the right moment for conditions in the turbopause to be studied. This means that the engineers actually go to Alaska with the launch team to be available to troubleshoot any anomalous condition that presents itself. While they patiently wait for the launch, at least they are rewarded with a chance to spend a winter's night under the northern lights, the Aurora Borealis, one of life's golden opportunities.





## Community Happenings

Since January 2008, Arcata and its employees have made donations of over \$85,000 to charitable organizations and events across the country. Arcata is committed to supporting the communities in which employees live and work. We are proud to report the following contributions: \$12,000 to Edwards AFB; \$5,000 to Tehachapi High School; \$22,000 to the American Cancer Society; \$18,000 to the United Way in four locations - Southern Nevada, Antelope Valley and Indian Wells, California, and Huntsville, Alabama.

### American Cancer Society's Relay for Life Teams



Arcata's Spacewalker Team, Huntsville, Ala.



Arcata's RF&ESS Team, Palmdale, Calif.

#### Edwards and Palmdale, California

- Arcata's 3rd Annual Community Connections Golf Tournament
- JT3 Golf Tournament in support of the Air Force Flight Test Center's Airman Relief Fund
- Desert High School Regional Occupation Program
- American Cancer Society's Relay for Life - Silver Sponsor

#### Huntsville, Alabama

- American Cancer Society's Relay for Life. President's Club Level Sponsor
- WLRH Public Radio

#### Las Vegas, Nevada

- The Blind Center of Nevada
- College of Southern Nevada Foundation
- Feed the Hungry Inc.
- Opportunity Village
- Asian Chamber of Commerce - Bill Endow Scholarship Program
- Summer Business Institute - High School Internship Program

#### Stennis Space Center, Mississippi

- NASA Shared Services Center (NSSC) Softball Team
- Special Olympics Fund



Arcata 3rd Annual Community Connections Golf Tournament.



Kara Felber with Morgan Ong, Summer Business Institute intern.