



NSSC NEWS

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Financial Management Human Resources Procurement Information Technology Agency Business Support



In this issue:

Pg. 2
Executive Director's
Desk

Pg. 3-9
NSSC Department
Updates

Pg. 10
Voice of the
Customer

Retirement Planning 2013 What You Need to Know Now



PLAN



TAKE CONTROL



THRIVE

We'll Show you how.

Our Vision: Unparalleled Service

Our Mission: To provide timely, accurate, high-quality, cost-effective and customer-focused support for selected NASA business and technical services.



Michael J. Smith,
NSSC Executive Director

From the Desk of the Executive Director

Sharing Our Latest News and Progress

As 2012 moves to our rearview mirror, we at the NSSC can reflect upon another challenging but, ultimately, successful year of business.

Our Customer Satisfaction rating remains

a strong 94 percent. This is an excellent rating in comparison to many other shared services organizations, but we are not content, satisfied or complacent. We believe we can do better in 2013!

To that end, we are working to create a development program that deploys actions which will reinforce desired employee behaviors and ultimately improve the NSSC's workplace culture – because our people are truly our greatest asset to NASA.

The NSSC Culture Development Initiative will: determine our strengths and weaknesses; identify assumptions and beliefs we hold that may inhibit desired performance in our employees; and move us toward the adoption of desired changes that will ultimately enable us to better serve NASA.

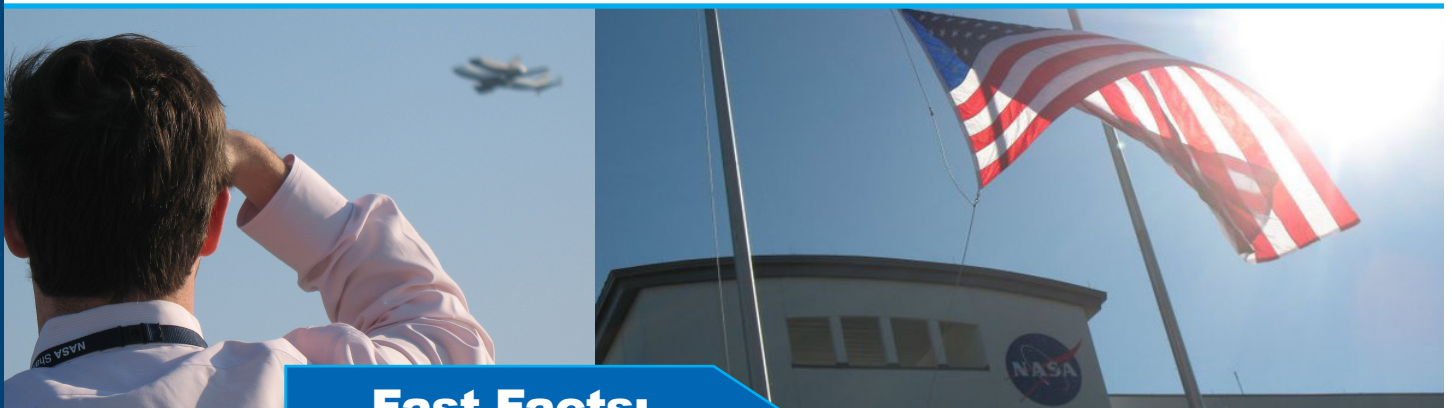
The NSSC Culture Development Initiative will assess the current state and define the future state of our workplace culture.

We intend to analyze the gap between the current state and the desired future state, define target areas, generate solutions and implement plans to close that gap. Culture Development is about making shifts in the culture. It is not about creating wholesale change in the culture.

The program will have strong sponsorship, support and engagement from the senior leaders, and we will utilize a proven methodology that is customized to our specific needs.

Our goal is to have the full engagement of our organization, because the key to the Culture Development Initiative will be the employees of the NSSC.

For that reason, this initiative will be employee-led. I'm positive the diverse group of employees we have at the NSSC can lead us to sustain and improve upon our highly-successful and productive organization.



Fast Facts:

NASA was named the best place to work in the federal government among large agencies in a survey released in December 2012 by the Partnership for Public Service, a nonprofit, non-partisan organization. Read more at <http://goo.gl/kJkpn>

Coming Soon in 2013

Highlights and Tips for the New Year

NSSC News

As we move into the new 2013 calendar year, we approach a few important dates of interest to NASA employees.

Annual leave in excess of the carry-over limitation (240 hours for GS employees and 720 hours for SES, ST and SL employees) is considered "use or lose" and must be used before the end of the leave year, Jan. 12, 2013, to avoid forfeiture.

If you made new health plan elections during the recent Federal Benefits Open Season, your new coverage will be effective Jan. 13, 2013. Enrollees will remain covered and receive the benefits of the old health plan until coverage under the new plan becomes effective.

The NSSC publishes employee notices on our Customer Service Website to keep employees informed about regulations and policies that affect their employment, benefits and entitlements.

We highly encourage NASA employees to visit the NSSC Customer Service Website Employee Notice section for current information on Human Resources updates.

The employee notices are also made available on the employee section of the Agency Human Resources Portal. Likewise, it is important to review your leave and earnings statements in Employee Express and to verify any changes to your payroll deductions and gross-to-net pay.

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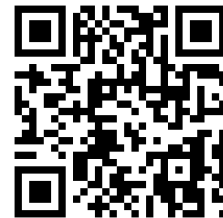
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Amy Alexander, Division Chief,
Human Resources

Human Resources

Highlights for Planning your Retirement

Welcome Aboard!

The NSSC Human Resources Branch would like to welcome Brian Wagner to the NSSC as Lead, Human Resource Information Systems (HRIS).

Brian comes to us from the Department of Navy, where he successfully applied his 14 years of experience in HRIS, Information Technology and Staffing and Classification. We welcome his wealth of knowledge and expertise to this expanding area of NSSC Services.

Recent Happenings

The end of the year showed an increase in retirement processing and counseling. The NSSC Retirement Team has been very busy for the last few months. When the final numbers are counted, the NSSC expects to have completed approximately 559 retirements for 2012. Our Retirement Team holds distinction in the federal government for maintaining a zero-error rating of retirement packages submitted to the Office of Personnel Management (OPM).

If you are planning to retire, it is recommended that you contact the NSSC to start the application process at least 60-90 days before the date you wish to retire. When picking the date, understand that if you are covered by the Federal Employee's Retirement System (FERS), it is best to retire on the last day of the month, so that your annuity will start on the first day of the next month.

If you retire on any other day as a FERS employee, you will have to wait until the first day of the following month for your annuity to start. If you are covered by the Civil Service Retirement System, there is more flexibility.

The Civil Service Retirement System allows you to retire on the last day of the month or the first three days of the next month, and still have your annuity begin the day after your retirement is effective.

The annuity that you receive will be a partial annuity until your retirement case is completed at OPM and the final annuity entitlement is calculated. OPM is on a six to nine month backlog in processing retirement cases; you will need to be prepared to receive a partial annuity for up to nine months after your retirement date.



The NSSC provides face-to-face retirement counseling annually at each of the NASA Centers. Your Center HR office will announce the visit in time for you to schedule an appointment to meet with a counselor. Be aware that face-to-face counseling is reserved for employees that are planning to retire within the year and is a one-time benefit for employees.

In addition to face-to-face counseling, the NSSC also provides in-depth counseling over the phone and will work with you through the process. You are encouraged to check that all of your beneficiary forms are up to date.

In addition to verifying that you have the appropriate person named as your beneficiary, you also want to ensure home addresses are

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current for those you designate as a beneficiary, in order to avoid delays.

Recent Accomplishments

The NSSC HRIS and Human Capital Information Technology (HCIT) representatives recently participated in the “HCIE FY13 and Beyond Strategy Workshop.”

The Human Capital Information Environment (HCIE) is an integrated business solution that enables mission success, day-to-day operations, real-time, accurate decision-making and a culture of innovation and inclusion.

HCIE does this by providing the NASA workforce human capital information, data, capabilities and tools. This strategy planning workshop was a collaboration between the Office of Human Capital Management (OHCM) Project Leads, JSC, KSC, NSSC and the NASA Enterprise Applications Competency Center (NEACC).

The goals of the workshop were to:

- Develop HCIT strategies and an FY13 and beyond roadmap, that align HCIT to best enable the Agency’s missions, priorities and innovation vision;
- Recognize internal and external drivers and challenges that inform the HCIT strategy;
- Address the HCIT environment and challenges to sustainability; and
- Reconfirm or evolve the HCIE vision for 2013 and beyond.

The workshop was very successful and helped to further build relationships within the HRIS/HCIT community, while at the same time providing effective strategy for the future of HCIE.

In other news for NSSC HRIS, the Human Resource Messaging System (HRMES), an internally-developed Internet-based HRIS application, will be made available for use by all Centers in mid-January 2013.

HRMES’s functionality enables email messages

to be sent to a specific target audience by utilizing a series of filters based on data stored in the Federal Personnel Processing System (FPPS).

HRMES has been in use by OHCM and the NSSC since early 2011 to target messages to specific communities within the Agency.

By the end of this month, Centers will be able to use HRMES to address specific audiences within their Center, to communicate between Centers or to communicate Agency-wide.

Prior to the phase 3 release, Centers will receive guidelines and lessons learned about the HRMES communication channel.

Each Center will have a trained HRMES POC that can help evaluate whether HRMES is the best choice for distribution of a message.



HRMES POC at each Center is available.

Financial Management

Highlights and Updates

NASA's implementation of Department of Defense's Wide Area Workflow (WAWF) solution for electronic invoice submission is moving forward with testing of the SAP/WAWF interface in the second quarter of FY13. The testing is in preparation for SAP 13.2 Release in May 2013.

Phase One will only include DCAA/DCMA-approved contracts, and implementation will be by contract rather than by Center. HQ Office of the Chief Financial Officer (OCFO) and the NSSC discussed WAWF next steps on November 16, 2012.

The OCFO and the Office of Procurement (OP) discussed plans for the WAWF implementation with the Procurement Center Business Process Lead community on November 28, 2012.

The OCFO will hold meetings to discuss the progress of the WAWF implementation with OP, NSSC, NEACC and the e-Invoicing team. The draft WAWF project plan is currently being updated to include additional details on the testing and implementation of WAWF based on decisions made by HQ OCFO and HQ OP.

Government-wide Accounting Modernization: Several branches within the Financial Management Division (FMD) have been working with the HQ OCFO to move toward full compliance with Treasury's Government-wide Accounting Modernization Initiative.

Two additional Centers (JSC and HQ) are part of the pilot for the Intra-governmental Payment and Collections (IPAC) Phase. The Agency also implemented new cash general ledger accounts in preparation of the Collections Phase of this initiative.

The NSSC Financial Management Division (FMD) participated in testing both SAP and the Agency

Cash Reconciliation Tool (ACaRT) to ensure the cash accounts functioned properly from a transactional and reporting perspective. These new cash accounts were implemented for use on December 3, 2012.

In support of the Agency's efforts to update the NASA Conference Tracking System (NCTS), the OCFO and the NSSC Conference Reporting point of contact identified requirements for NCTS.

In partnership with NSSC Information Technology, system enhancements were developed and fully tested. In compliance with NPR 7120, an Operational Readiness Review was held Wednesday, Dec. 12. The approval to proceed with a go-live date of Dec. 18 was granted.

The system enhancements will help improve NCTS usability and allow for better tracking of reportable conferences as required by Congress. Enhancements to the system include:

- Tracking of domestic, foreign and NASA-sponsored conferences;
- Registering of all conference attendees is required; tracking of all estimated travel related costs and other nontravel costs related to attending or sponsoring all conferences; and
- Reporting to the OCFO to assist in collecting actual cost from external systems and monitoring/approving conference expenditures.



NCTS will help improve usability and tracking.

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New Real Estate Services Provider

Franconia Real Estate Services d/b/a Allegiance Relocation of Woodbridge, Va., began performing NASA employee relocation services on Oct. 1, 2012.

Specifically, this contract provides home sale and home marketing assistance, entitlement counseling, destination area services, property management and move management services for employees who are authorized relocation entitlements beginning in FY13.

The NSSC FMD focused its efforts on ensuring processes and procedures were in place before Oct. 1 to ensure a smooth transition for Agency employees.



Bruce O'Dell, Division Chief
Information Technology

Information Technology

Improving Service through System Enhancements

Successful projects begin with good requirements. At the NSSC, we have focused on training our staff in the art of eliciting and writing effective requirements.

This effort, combined with the discipline of NPR 7120, will help us reduce requirement defects, reduce development rework, speed up development and avoid internal and external miscommunications.

Several recent projects have demonstrated delivery against this promise, as each was completed on schedule and without significant rework, thanks to a team effort between NSSC technical staff and project managers across functional areas.

The Ethics Program Tracking System (EPTS) version 3.4.1 is now in production. This release of EPTS provides full capabilities (electronic certification, cautionary letter drafting and delivery and granting of extensions) for newly-required Periodic Transaction Reports. We also partnered with Human Resources (HR) to upgrade the Human Resources Messaging System (HRMES). The new release enhances filter options, role definitions and the review/approval process for messages.

Most importantly, the release will provide HRMES capabilities to Center HR offices. The IT Division also recently partnered with the Financial Management (FM) Division to complete an upgrade of the NCTS.

More improvements will follow in the months to come, including enhancements to the Enterprise Service Desk (ESD) and the NASA Automated Awards System (NAAS).

Fast Facts:

Currently, 9,723 NASA employees use the Ethics Program Tracking System to file their financial disclosure forms.



Mike Sweigart, Division Chief,
Procurement

Procurement

Highlights and Updates

On Nov. 8, 2012, NASA announced selection of 39 small business proposals for negotiations leading to award of an SBIR Phase II contract.

The selected proposals were submitted by 36 small high-technology firms in 17 states with a total value of approximately \$27 million.

Program participants submitted 246 Phase II proposals. Proposal selection criteria included technical merit and innovation, Phase I contract performance and results, value to NASA, commercial potential and company capabilities.

These selections represent approximately half of the Phase II selections that the Agency intends to make. A second round of Phase II selections is expected to be announced in late spring of 2013, following passage of federal appropriations for the Agency.

NASA's SBIR program enables businesses to explore new technologies and potentially profit from development of new commercial products and services.

The program addresses specific technology gaps in Agency missions and also strives to complement other NASA research investments. Program results have benefited many NASA efforts, including modern air traffic control systems, Earth-observing spacecraft, the International Space Station and the Mars rovers.

The SBIR program partners with small businesses to catalyze efforts to develop new technologies to support NASA's technology needs. These competitive, awards-based programs encourage U.S. small businesses to engage in federal research and development and bring new technologies to the global marketplace.

The SBIR program was established under the Small Business Innovation Development Act of 1982 (P.L. 97-219) with the purpose of strengthening the role of innovative small business concerns in Federally-funded research and development (R&D).

Through FY09, over 112,500 awards have been made totaling more than \$26.9 billion. Each year, Federal agencies with extramural research and development (R&D) budgets that exceed \$100 million are required to allocate 2.5 percent of their R&D budget to these programs. Currently, 11 Federal agencies participate in the program.

The highly-competitive SBIR program is a three-phase award system. It provides qualified small businesses, including those owned by women and the disadvantaged, with opportunities to propose unique ideas that meet specific research and development needs of the federal government.

Phase I is a feasibility study to evaluate the scientific and technical merit of an idea. Awards are for up to six months.

The selected Phase II projects will expand on the results of Phase I projects selected last year, with up to \$700,000 to support research for up to two years.

Phase III is for the commercialization of the results of Phase II and requires the use of private sector or non-SBIR federal funding.

NASA's Ames Research Center manages the SBIR program for the Agency's Space Technology Program. Contract negotiation, award and administration of Phase I and II SBIR contracts is performed by the NSSC's Procurement Office.



Anita Harrell, Director,
Business and Administration
Office

Business and Administration

FY15 Planning, Programming, Budgeting and Execution (PPBE)

We are in the early stages of our annual budget development process. Some of you may know this budget development process as the Agency's PPBE activity.

Each year we review our planned service offerings, the costs associated with providing those services and the costs for support operations of the NSSC. We then provide that information to our customers and stakeholders across the Agency as part of running the NSSC's business operations.

The PPBE process is truly a team effort by all organizations at the NSSC, along with the NASA Centers, Missions and Mission Support Offices.

The Business and Administration Office has the role of facilitator for consolidating, processing and publishing the NSSC out-year budgets that reflect the cost of NSSC support operations, the anticipated Center-level training budgets and the estimated funding for the various I3P contracts. At this time, we have received input from the Centers and some Missions concerning their anticipated FY14-19 consumption of various NSSC services.

The NSSC functional areas (Finance, HR, Procurement and IT) have worked with the customers to validate these inputs and have provided the final consumption estimates to the B&A Office.

This annual budget process spans many months of effort, September through March. We have to start our budget development months before the Agency begins its budget process so that the NSSC can provide final chargeback estimates to the Centers and Missions about one month prior to their budget submits, according to the Agency PPBE schedule.

Along the way, the NSSC provides briefings to various constituents. In mid-February 2013, we plan to brief the NSSC Board of Directors on the preliminary NSSC service rates and resulting customer chargebacks.

In late-February, we plan to brief the Centers, Missions and Mission Support Offices during our annual NSSC Chargeback Review WebEx on the same preliminary budget including possible adjustments resulting from the Board of Directors review.

This is the primary opportunity to receive valuable feedback from our customers. We make every effort to incorporate this feedback into our final budget estimates, which we intend to publish in late-March 2013, based upon the anticipated Agency PPBE15 schedule.

We look forward to working with the Centers, Missions and Mission Support Offices over the next several months as we complete the FY15 PPBE cycle.



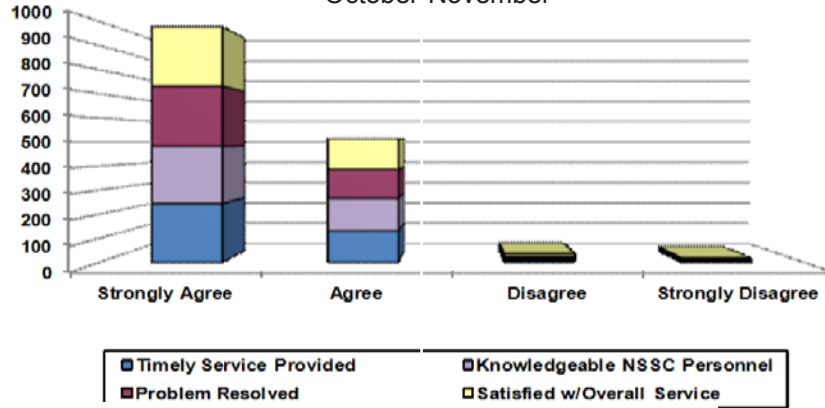
**Send us your feedback
at the NSSC Charge-
back Review WebEx!**

Voice of the Customer

Customer Contact Center - Customer Satisfaction Survey

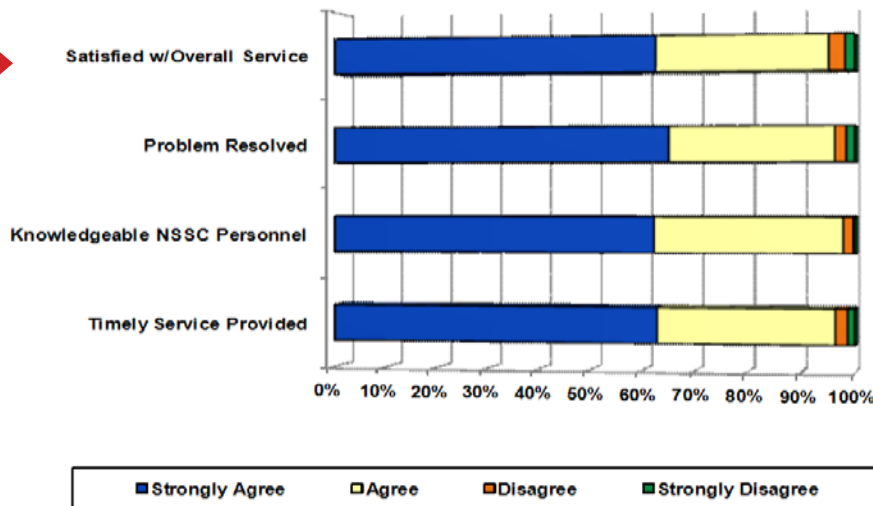
Often after using NSSC services, we offer you an opportunity to let us know how we did. The time you spend completing our surveys is not in vain. The results above are used to help us improve our quality of customer service to meet our vision of Unparalleled Service.

CUMMULATIVE - FY13
Contact Center Customer (CCC) Survey Responses
October-November



	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
Monthly Satisfaction	95.13%	95.21%										
Cumulative Satisfaction	95.13%	95.17%										

CUMMULATIVE - FY13
Contact Center Customer (CCC) Survey
October-November

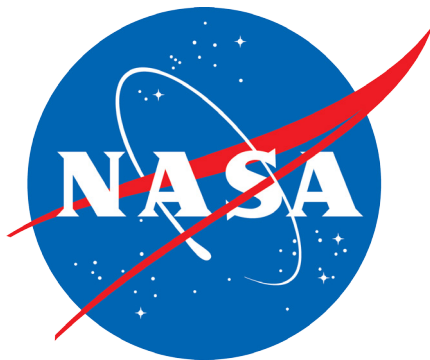


CCC Survey highlights:

95.21% Customers are satisfied with overall service.

In 2012, NASA continued to implement America’s ambitious space exploration program, landing the most sophisticated rover on the surface of Mars, carrying out the first-ever commercial mission to the International Space Station and advancing the systems needed to send humans deeper into space.

“We are able to keep the United States the world leader in space exploration -- and continue to implement America’s bipartisan space plan -- because of our talented and dedicated work force.” - **NASA Administrator Charles Bolden**



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