



National Aeronautics and
Space Administration

NASA Shared Services Center
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NASA Shared Services Center Service Delivery Guide

NSSDG-3200-0001 Revision 4.0

Effective Date: **November 30, 2012**
Expiration Date: **November 30, 2017**

GENERAL EMPLOYMENT INQUIRIES

Responsible Office: Human Resources

NSSC Service Delivery Guide	NSSDG-3200-0001	Revision 4.0
	Number	
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Approved by

/s/ Kenneth L. Newton
Kenneth L. Newton
Director, Service Delivery Directorate

November 28, 2012
Date

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DOCUMENT HISTORY LOG

Status (Basic/Revision Cancelled)	Document Version	Effective Date	Description of Change
Basic	Basic	04/26/06	Basic Release
Revision	A	04/10/07	<ul style="list-style-type: none"> Revised metric from 1 day to 3 days Removed procedure to forward inquiries regarding education programs to the Dept. of Education Removed procedure to forward inquiries to the Centers
Revision	B	03/23/09	Revised NSSC Inherently Governmental (IG) to NSSC Civil Servant (CS)
Revision	4.0	11/30/12	<ul style="list-style-type: none"> Document originated under NSSC-HR-SDG-0011. Renumbered to align with SDNS numbering system adopted in March 2010. Added VEPO Process

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GENERAL EMPLOYMENT INQUIRIES

Introduction

The National Aeronautics and Space Administration (NASA) Centers receive numerous general inquiries about employment opportunities. These inquiries include requests for information on subjects such as where to apply for a NASA position, NASA's ability to hire non-citizens or volunteers, rights for veterans, or a host of other requests. The NASA Shared Services Center (NSSC) is responsible for directing prospective applicants to submit their inquiries to NSSC and for responding to these general inquiries about employment.

NSSC utilizes the NSSC Web site and other places to publicize that general employment inquiries are to be submitted to NSSC via the Customer Contact Center (CCC). These inquiries may be received in multiple formats including: U.S. Postal Service, e-mail, fax, and phone.

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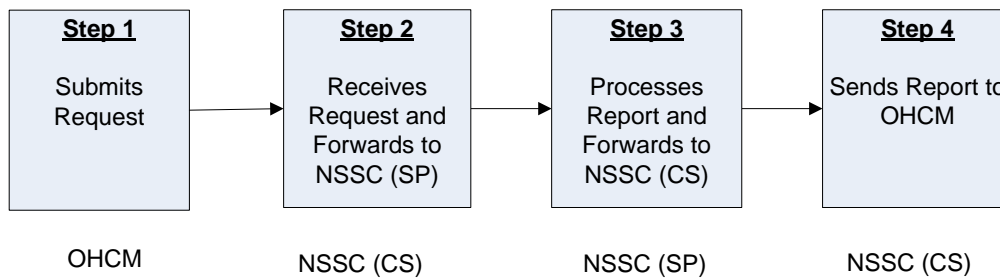
Process 1 – General Employment Inquiries		
Roles and Responsibilities	Action	Tips/Notes
		<p>A Remedy Incident Ticket (INC) is created by the NSSC CCC if the inquiry comes in by phone or e-mail. The NSSC CCC determines the type of inquiry and the level of response required.</p> <p>If a résumé or an attachment is included with an inquiry, the CCC sends the inquiry to NSSC Document Imaging so that a Remedy NSR can be created, and the original INC is resolved. All tickets containing résumés are elevated to NSSC (SP) for research and response (except for foreign nationals).</p>

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Process 1 – General Employment Inquiries		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 3</p> <p>NSSC CCC NSSC (SP) NSSC (CS)</p> <p>Responds to Inquiry</p>	<p>NSSC responds to general employment requests. Responses are complete, address all issues raised by the prospective applicant, meet all NASA correspondence requirements, and have a positive tone that reflects NASA's sincere interest in providing the requested information. Unless specifically required by inquirer, the response is administered in the same way the inquiry was received (e.g., if e-mailed inquiry, then e-mail response; if phone inquiry, then phone response, etc.).</p> <p>NSSC CCC uses standard response templates where appropriate to ensure consistency.</p> <p>If inquiry cannot be answered with the standardized templates that are provided by the NSSC (SP) to the NSSC CCC or if the inquiry requires combining multiple templated responses, the INC is elevated to NSSC (SP) for specific research or information gathering.</p> <p>If inquiry is outside the scope of the General Employment Inquiry function, or if the information required is outside the knowledge base of the NSSC (SP) team, the INC\NSR is elevated to NSSC Civil Service (CS) for answers. The NSSC (CS) forwards the information back to the NSSC (SP) for delivery and closure.</p> <p>Output: Resolved inquiry</p>	<p>Nuisance Inquiries – After responding 2 or more times to an inquirer and no additional information is being requested, on the next inquiry, the NSSC sends a final response to the inquirer and then the NSSC Information Technology (IT) Security POC is notified. Upon IT Security approval, the NSSC CCC flags the inquirer's profile and any additional inquiries are automatically sent to NSSC (SP) to ensure no new questions were being posed and then, if so, they are resolved without any further action.</p> <p>Security Risks – Any time an inquirer uses obscene, vulgar, or threatening wording, or may pose any type of security risk, the ticket is elevated from NSSC (SP) to the NSSC (CS) and the NSSC IT Security team is notified. The customer is then blocked from the NSSC e-mail server.</p>

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PROCESS-VETERAN'S EMPLOYMENT PROGRAM OFFICE REPORT



Roles & Responsibilities

Process 2 –Veteran's Employment Program Office Report		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 1</u> OHCM Submits Request	The Office of Human Capital Management (OHCM) submits an e-mail request for the Veteran's Employment Program Office (VEPO) quarterly report to the NSSC (CS). Output: Report Request	
<u>Step 2</u> NSSC (CS) Receives Request and Forwards to NSSC (SP)	NSSC (CS) forwards the e-mail request to the NSSC (SP) to process the VEPO report. Output: Forwarded Request	
<u>Step 3</u> NSSC (SP) Processes Report and Forwards to NSSC (CS)	NSSC (SP) pulls the data for the VEPO report and e-mails the report, competed in the OHCM format, to the NSSC (CS). Output: Completed VEPO Report	

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Process 2 –Veteran’s Employment Program Office Report		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 4</u> NSSC (CS) Sends Report to OHCM	NSSC (CS) forwards the e-mail report to OHCM to complete the request. Output: Completed OHCM request	

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METRICS

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC	Response	Prospective Applicant	Goal = Three (3) Business Days

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PRIVACY DATA

All participants involved must ensure protection of all data covered by the Privacy Act.

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SYSTEM COMPONENTS

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
Remedy	Workload Management System	User and User Support	Remedy

New Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
None			

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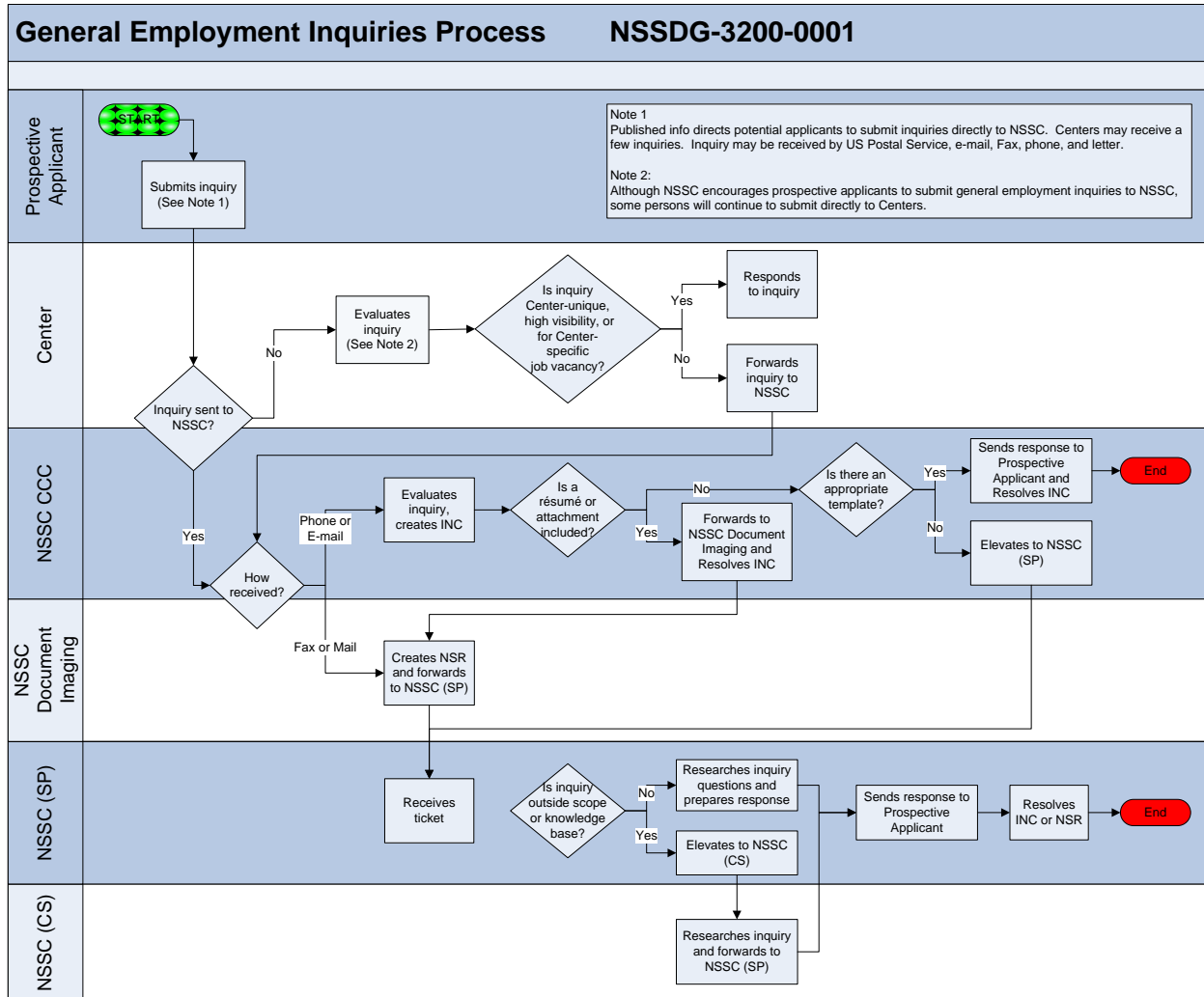
CUSTOMER CONTACT CENTER STRATEGY

The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu position, routing, and escalation of inquiries for this activity.

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APPENDIX

Appendix A – General Employment Inquiries Cross-Functional Process Flow



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Appendix B – Veteran’s Employment Program Office Report Cross-Functional Process Flow

