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NASA CHIEF OF STAFF VISITS THE NASA SHARED SERVICES CENTER

BAY ST. LOUIS, Miss. – David Radzanowski, chief of staff for NASA Administrator Charles Bolden, visited the NASA Shared Services Center (NSSC) on April 11.

Radzanowski toured the NSSC's Help Desk Institute (HDI) certified Customer Contact Center, as well as NASA's newly implemented Enterprise Service Desk – a 24/7 help desk employed to support information technology needs agency-wide.

"I've been really impressed with what I've seen here so far," said Radzanowski. "It is something I want to take back to Headquarters—what we can do in the agency to be more efficient with some of the services that the agency needs to do its job and mission."

Radzanowski, who was in the area to take part in the ribbon cutting ceremony for the INFINITY Science Center, joined the agency in 2006. Prior to his current appointment in May 2010, Radzanowski served as the deputy associate administrator for program integration for the Space Operations Mission Directorate, beginning in October 2008. This was his first visit to the NSSC.

Since opening in 2006, the NSSC has established itself as a leader in the shared services industry. The NASA start-up has been recognized by the Shared Services and Outsourcing Network (SSON) on several occasions including: runner-up Best New Shared Services Award (2007); Best New Captive Services Organization Excellence Award (2009); Excellence in Culture Creation Award (2011); and runner-up Excellence in Customer Service Award (2011). The Corporate Executive Board also honored the NSSC with the Force of Ideas Award for Shared Services Performance Measurement in the Advanced Shared Services category (2010).

The NSSC is a unique private/public partnership between NASA, CSC (formerly Computer Sciences Corporation) and the states of Mississippi and Louisiana. The NSSC performs selected business activities for all ten NASA centers in financial management, human resources, information technology and procurement.

For information about the NSSC, visit:

<http://www.nssc.nasa.gov>

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