Agency/Component: National Aeronautics and Space Administration (NASA)

<table>
<tr><td colspan="2" align="center">**2010 Hiring Reform Action Plan**</td></tr>
<tr>
<td>**Hiring Reform Initiative:**
Allow individuals to apply by submitting resumes and cover letters or completing simple, plain language applications</td>
<td>**Date:**

July 6, 2010</td>
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<td colspan="2">**Describe the barrier, problem, or deficiency being addressed:**
While NASA's process allows applicants to submit resumes, accepting cover letters presents a challenge to ensure our automated staffing system properly evaluates candidates from materials within the resume only.</td>
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<td colspan="2">**Describe what is causing the barrier/problem (i.e., What is the root cause?):**
The root cause for this barrier is that our automated staffing system needs to be modified to accept cover letters along with resumes, but ensure candidates are evaluated based on resume contents only</td>
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<td colspan="2">**Define success or the desired outcome upon completion of applied tasks:**

Seamless submission of resumes and cover letters by applicants while maintaining accurate rating process</td>
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<td colspan="2">**Primary Action Planning Team**
  Lead: NASA STARS Systems Administrator and the NASA Enterprise Application Competency Center (NEACC)
  Members:</td>
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<table>
<tr><td colspan="5" align="center">**Action Steps**</td></tr>
<tr>
<td align="center">**Actions to be Taken**</td>
<td align="center">**Key Deliverables/Output**</td>
<td align="center">**Start Date/ End Date**</td>
<td align="center">**Responsible Party (Parties)**</td>
<td align="center">**Budget, Resources, and Approvals Needed**</td>
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<tr>
<td>Revise NASA automated staffing system to accept and distinguish between resumes and cover letters during the application process</td>
<td>● Acceptance of both resumes and cover letters in NASA STARS
● Rating process based on resume contents only</td>
<td>6/30/10 – 10/30/10</td>
<td>NASA Systems Administrator</td>
<td>NEACC Support</td>
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