



# One Stop Shopping Initiative Information Center (OIC)

## The Role of Subject Matter Experts





# Tutorial

## Overview

**Objective:** This tutorial provides an overview and demonstration of the OSSI Information Center (OIC) and informs the audience of their role in OIC

**Target Audience:** OSSI Subject Matter Experts (SMEs) who will receive and be responsible for responding to inquiries via OIC

**Go Live Date:** January 12, 2012



# WHAT IS CHANGING AND WHY



# **The OSSI Information Center (OIC) is going live on January 12, 2012**

- The purpose of the OIC is to establish an efficient way for current and potential OSSI stakeholders to submit questions and comments related to any of the OSSI programs and applications represented on the OSSI LaunchPad.
- The OIC replaces the OSSI:SOLAR messaging tool





**Inquiries come from all over the world through multiple channels asking about a variety of topics. NASA must manage these...**

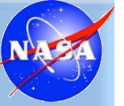
- Information needs to be easily accessible
- Inquiries need to get to the right person
- Responses need to be timely, accurate and consistent
- Q&As need to be assessed to improve customer service





# The OIC provides a centralized way to manage OSSSI inquiries

Function	Benefit
Easy access to FAQs	Many questions are answered on the spot
“One stop” location to submit inquiries	Inquirer doesn’t need to know specific contact person
Communications are routed to the appropriate resource (SME)	Responses are prompt, accurate, and consistent
Centralized documentation of inquiries/responses	Better understanding of customer needs leading to FAQs and process/ 6 technology improvements



# Summary of Changes

## Previously

## Now

### Communications Module

### OSSI Information Center (OIC)

Accessible from OSSI:SOLAR

- “Need Help? Click Here”
- “Messages”
- “Contact Us”

Accessible from OSSI LaunchPad

- “OSSI Information Center (OIC)”
  - “OIC Form”
- Accessible from OSSI:SOLAR
- “Contact Us”

Two interfaces:

- (1) OSSI:SOLAR students
- (2) All other OSSI:SOLAR users

Single interface:

- (1) OIC form for all users

Messages responded to and retained in OSSI:SOLAR

Responses made outside system via e-mail.  
Messages retained by OHPT in a database.

Limited routing options: to BF and Business Mgmt Org.

Robust routing options to BF, Business Mgmt Org, Ctr Admins, and Help Desk (for technical issues)

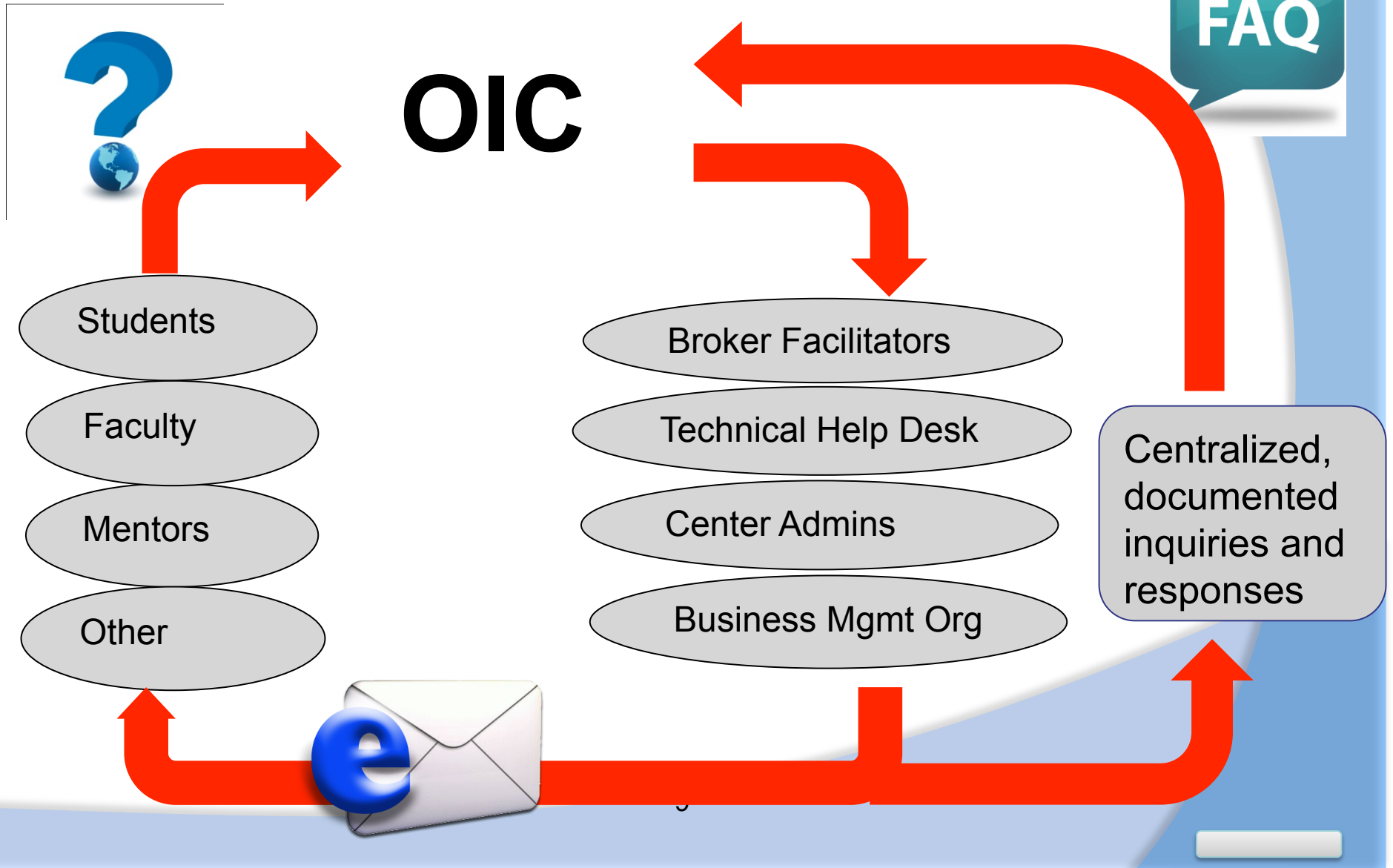


# THE OIC PROCESS





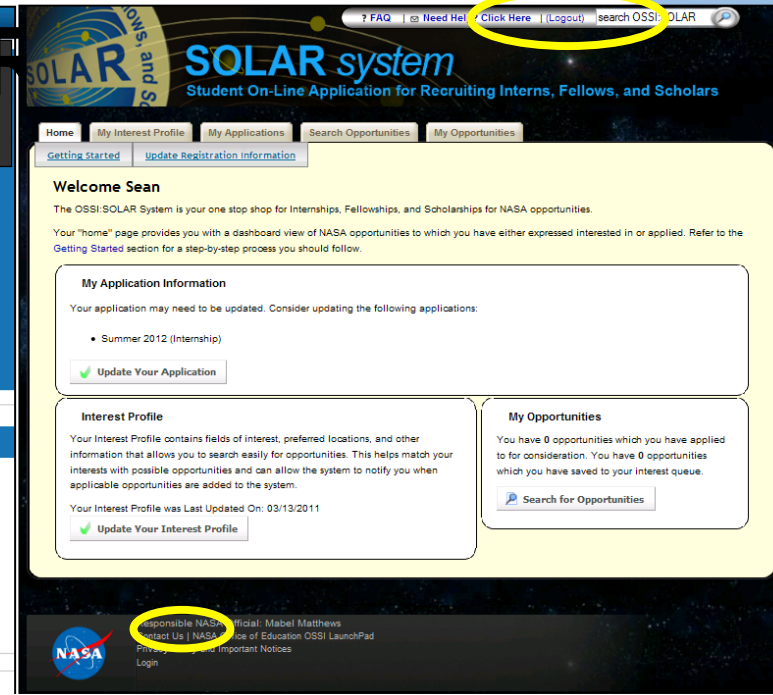
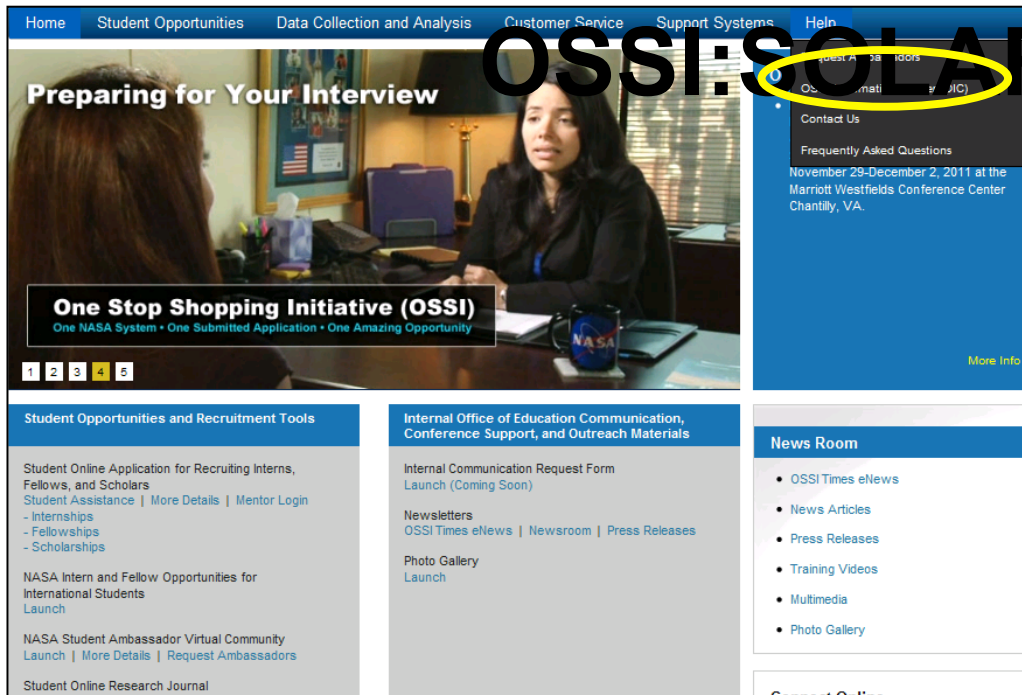
# The OIC provides a streamlined path to OSSSI information





→ OIC ←  
 Insert image of OIC as

# The OIC is accessible from the LaunchPad and



*The OIC can be accessed on the OSSI LaunchPad by going to the Help tab, then selecting "OSSI Information Center (OIC)"*

*Each OSSI Application will have a link(s) to the OIC. OSSI: SOLAR will keep the "Contact Us" and "Need Help? Click Here" links, which will re-direct users to the OIC.*

The OIC opens in a new window and therefore does not impact the user's ability to continue working or using another OSSI application while OIC is open; however, the user is still subject to standard system timeouts in the originating application. (OSSI: SOLAR provides a timeout warning.)

# What does the OIC form look like?



**OSSI Information Center**

Please use the form below to submit your questions or comments concerning NASA internship, scholarship, and fellowship opportunities. If you have any questions or comments about NASA's K-12 opportunities, please visit [NASA's K-12 Programs](#). Before submitting your question or comment, please visit [the FAQs](#) for information about OSSI, student applications, and NASA opportunities.

**Submit Question/Comment**

\* Are you registered in OSSi:SOLAR?  Yes  No

\* Are you a Student or NASA Affiliate?

**Contact Information**

\* Email Address:

\* Confirm Email Address:

\* First Name:

\* Last Name:

Middle Initial:

Suffix:

\* U.S. Citizen?  Yes  No

**School Information**

\* Institution Status:

If you attend a U.S. accredited institution, select the **U.S. Institution** box below to search for your institution's name. If your school is not listed or if you are not yet enrolled, select the **Not Yet Enrolled** box. If you are an international student, select the **Institution Not Listed** box and type your school's name in the **International/Domestic Institution Name** box below to search for your institution's name.

International/Domestic Institution Name:

\* U.S. Institution:   Institution Not Listed

**Institution Information:**

\* International/Domestic University/Institution Name:

**Questions/Comments**

\* Question/Comment Category:

\* Question/Comment (max 300 characters):

- OIC form has a link to FAQs
- For registered OSSi:SOLAR users that are logged in, form fields will be pre-populated from the OSSi:SOLAR database (changes made to the pre-populated information will not be stored for future retrieval)
- Determines the other OIC form fields and POC(s) to route the inquiry to (unless it is a Technical Question):
  - 'Student'
  - 'NASA Affiliate' – Mentors, Center Ed, Funding Source Managers & Coordinators, Space Grant Users, External Review Panel Members, etc.
  - 'Other' – i.e., Professors, Parents, Guest
- School Information appears for 'Students' and 'Other'
  - If a student is not registered in OSSi:SOLAR but enters an Institution that is affiliated with a Broker-Facilitator Institution Type, the student's inquiry will be routed to the appropriate Broker-Facilitator.
- Question/Comment Category.
  - Application Deadlines – pop-up window with a hyperlink to the FAQ
  - Technical Question – routes the inquiry to the Help Desk
  - All email notifications list the category and question



# Inquiries are automatically routed to the appropriate OSSSI SME



Inquirer
<b>Students –</b> Associated with Institution Type (registered and unregistered)
<b>NASA Users –</b> i.e., Mentors
<b>Unregistered Stakeholders –</b> not associated with Institution Type
<b>Stakeholders with Technical Inquiries</b>



Responder / SME
<b>Broker Facilitator Corps –</b> for the student's Institution Type
<b>OSSI Center Admins</b>
<b>OSSI Business Mgmt Org.</b>
<b>Technical Help Desk</b>

Dear Broker-Facilitator,

A student who attends a PWI college or university has submitted an inquiry in the OSSSI Information Center.

**Inquirer:** Peter Cawley  
**Email:** [pcawley@vt.edu](mailto:pcawley@vt.edu)

**User Type:** Student  
**Registered in OSSSI:SOLAR:** No  
**Institution Status, if applicable:** United States Inst.  
**Institution Type, if applicable:** PWI  
**Institution Name, if applicable:** CENTRAL GEORGIA TECHNICAL COLLEGE

**Question type:** Opportunities - Internships  
**Question:**  
Hello,  
Will you please provide information on the types of NASA Internship opportunities that are available in OSSSI:SOLAR  
Thanks,  
Peter

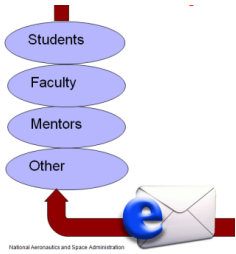
To respond to this inquiry, please reply to the student's email address (listed above). If you need help addressing this inquiry, please contact the OSSSI Coordinators, Darla Jones ([darla.j.jones@nasa.gov](mailto:darla.j.jones@nasa.gov)) and Fawn Stanton ([fawn.stanton@nasa.gov](mailto:fawn.stanton@nasa.gov))

Thank you,  
NASA OSSSI Information Center

*Example of an Inquiry*

- Inquiries will route to appropriate Subject Matter Expert(s) SMEs via e-mail.
- E-mail will contain all of the Inquirer's pertinent information and question.
- E-mail will contain OHPT contact information for SME reach back support

Your Title Here



# SMEs respond directly to the person who submitted the inquiry

## Protocol:

- “Reply to all” to ensure everyone that received notice knows that inquiry has been addressed (expect an ‘Undeliverable’ response from the originating OIC address)
- Add the Inquirer’s email address (included in the body of the email).
- In the email response to the Inquirer, the POC should carbon copy (cc) Broker-Facilitators

## Goals

- Timely
- Accurate
- Standardized, where possible

## Support to SMEs:

- FAQs
- OHPT reach back support: If the SME needs help responding to the inquiry, he/she should contact the OSSI Coordinators, Darla Jones and Fawn Stanton. Their contact info is included with each inquiry.



# **SUBJECT MATTER EXPERT ROLE**



# Review

You should now understand:

- What has changed from the previous Communications Module to the new OIC
- How users can access the OIC
- The OIC inquiry process flow / routing and responding
- New Broker-Facilitator & Business Manager Functionality
- The SME role in the OIC process

# Questions

