

Effective Date: March 3, 2016

NASA Shared Services Center (NSSC) Governance Structure Charter

1. PURPOSE

1.1 This charter establishes the NASA Shared Services Center's (NSSC's) Governance to replace the NSSC Board of Directors (BOD). This Governance sets forth the functions, meetings, duration, and assessments.

1.2 The NSSC BOD Charter (NC-1000.1A) will be retired.

1.3 Pursuant to NPD 1000.3E, paragraph 6.4; the Mission Support Council (MSC) serves as the Agency's senior decision-making body regarding the integrated Agency mission support portfolio. The MSC makes decisions on mission support issues that require a high degree of integration, are highly visible, or require a higher authority than that granted to line organizations.

1.3.1 Paragraph 6.4.5.4 Subordinate bodies; the MSC Chair may create sub-groups as necessary to conduct the business of the council. These organizations will convene, deliberate, report, and disband under direction provided by the MSC Chair.

1.3.2 Under the aforementioned authority, this document creates a sub-group that will serve as the Governing Body (Key Stakeholders) for the NSSC.

1.4 The Governing Body will provide leadership, vision, and strategic direction for the NSSC. The AA MSD is the Chair of this Governing Body. Decisions will be made by a majority vote.

1.5 The standard responsibilities of the NSSC Governing Body are to maintain customer focus, empower action, provide resources, model partnership behavior, and approve initiatives.

1.6 Specific responsibilities of the Governing Body are to review and approve strategic direction, establish policy, and provide customer advocacy and communication.

1.7 Other major NSSC stakeholders include: Agency Functional Owners, Center Directors, Center Functional Managers, Functional Employees, Line Management, and the general NASA population.

2. APPLICABILITY/SCOPE

2.1 This Governance Structure is applicable to all NSSC Operational activities as well as the operation and management of the NSSC Project within the NASA Working Capital Fund.

2.2 IT investments, hardware and/or software, or changes in IT services offering are subject to NASA's IT governance and IT investment policies and procedures.

3. AUTHORITY

NPD 1000.3E, The NASA Organization, paragraph 6.4.

4. GOVERNING COUNCIL AFFILIATION

Mission Support Council

5. FUNCTIONS

5.1 The Governing Body, through face-to-face meetings and scheduled telecons, will provide the following:

- a. Review NSSC performance, cost, rates, and investments
- b. Provide strategic direction, client focus, and policy
- c. Evaluate potential transitions to the NSSC

5.2 Potential service transitions as well as the need for Informational or Decision Packages will be determined through the Agency's standing governance boards.

6. MEMBERSHIP

The NSSC Governing Body will be comprised of representatives from the following as determined by the department heads:

- a. Mission Support Directorate (MSD), including the Office of Human Capital Management (OHCM) and the Office of Procurement (OP)
Associate Directors (ADs), Mission Directorates, the Office of the Chief Information Officer (OCIO), and the Office of the Chief Financial Officer (OCFO)

7. MEETINGS

The Governing Body will meet on an as needed basis as determined by the Chair.

8. DURATION

This NSSC Governance Structure will remain in existence at the discretion of the MSC Chair.

9. ASSESSMENT

Client focus and assessment will be maintained through NSSC Quarterly Client Performance Reviews, presented to representatives from all Key Stakeholders. These assessments will also evaluate the inclusiveness of the decision-making process and provide feedback to the AA MSD as to the effectiveness of information being provided and ensure appropriate inclusiveness is sought for decisions.

10. RECORDS

The Office of the Executive Director, NSSC is responsible for the maintenance of this Governance Structure and all other associated records.