



*NASA Shared Services Center (NSSC)*

# ***NASA SHARED SERVICES CENTER (NSSC)***

***Presented By:***

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NASA Shared Services Center (NSSC)

# Vision

Unparalleled Service



To provide timely, accurate, high quality, cost effective, and *customer focused* support for selected NASA business and technical services. **Mission**

# *What is NSSC?*



*NASA Shared Services Center (NSSC)*

The NSSC is a Shared Services Center consolidating a variety of transactional and administrative activities recently performed at each NASA center and Headquarters:

- **Financial Management**
- **Human Resources**
- **Procurement**
- **Information Technology**

The NSSC opened for business on March 1, 2006. The Center is staffed by a team of Civil Servants and Service Providers, Computer Sciences Corporation (CSC).

# *Where are we located?*

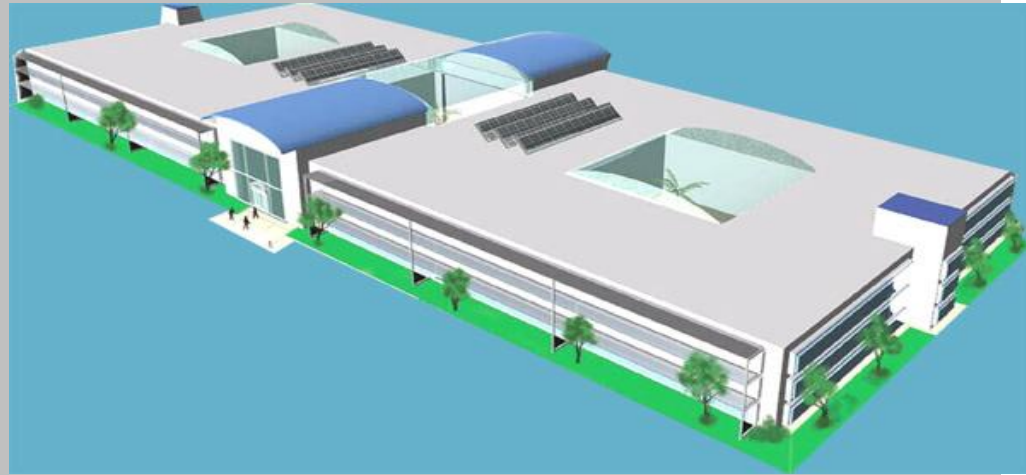


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**Interim Facility**  
***Building 5100***



**Permanent Facility**  
***Located Behind***  
***Building 1103***



Located at the John C. Stennis Space Center, Mississippi



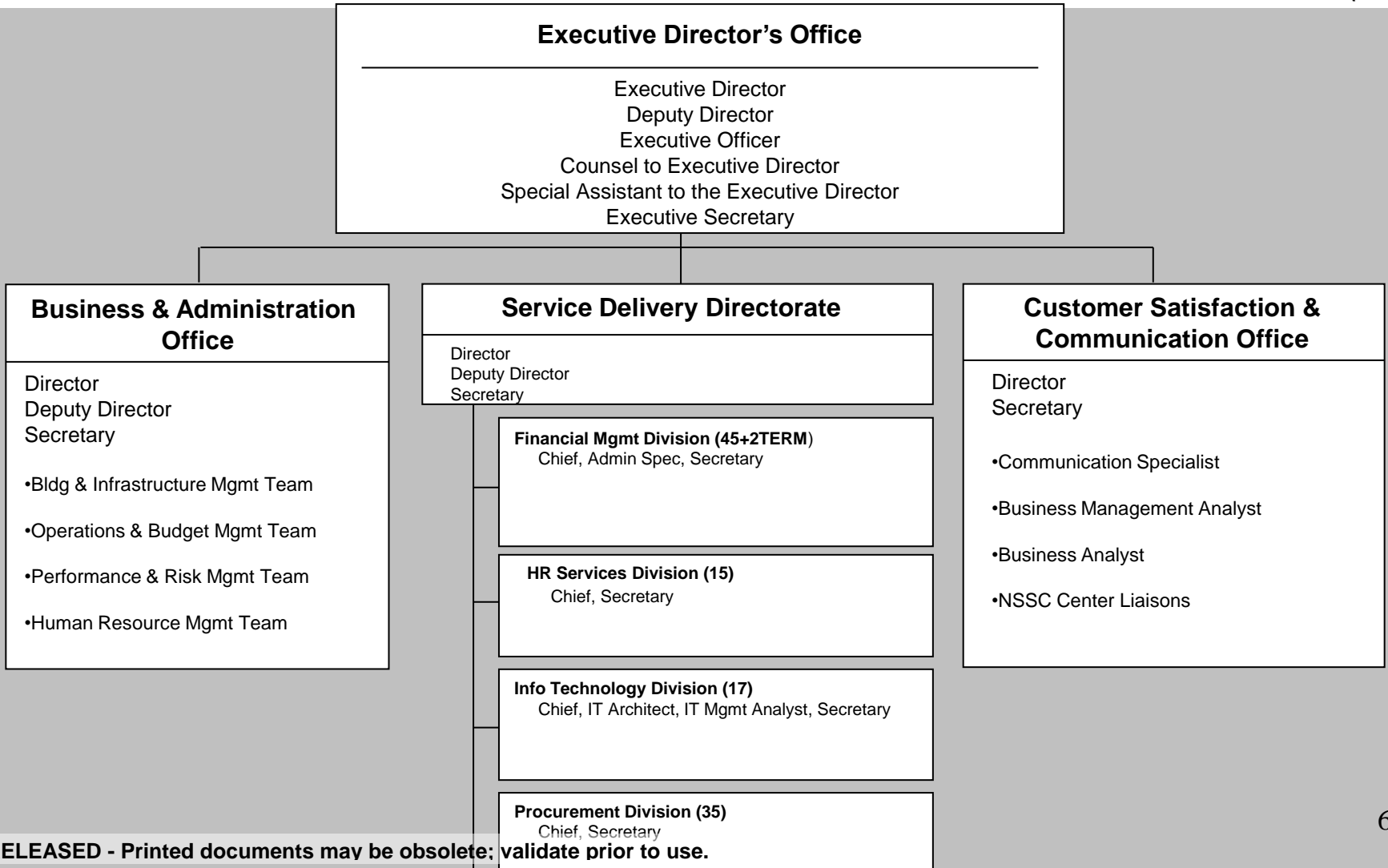
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# *Organization Charts*

# NSSC Organization Chart



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# Procurement Updates



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# ***Grants and Cooperative Agreements***

***NSSC is responsible for the award and administration of Grants and Cooperative Agreements with Universities and non-profit organizations***

***\*\*May – Sept. 2006 the NSSC awarded 687 Grants, including 56 Earmarks***

***Oct 06 – present: awarded 251 Grants/Cooperative Agreements***





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# ***Agency wide Contracting***

The NSSC is responsible for the award and administration of Consolidated Contracting Initiative (CCI) contracts of a business nature



# *Training Purchases*

The NSSC is responsible for the purchase of individual training requests (via the NSSC HR office) and the procurement of center-sponsored and Agency-wide training courses

**The NSSC processed 6,419 training registrations/purchases as of February 25, 2007.**

# ***SBIR/STTR Program***



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- **SBIR/STTR transitioning to the NSSC in two separate waves starting October 2006**
  - Wave 1 Centers: ARC, DFRC, GSFC, and SSC (Oct 06)
  - Wave 2 Centers: GRC, NMO/JPL, JSC, KSC, LaRC, and MSFC (Oct 07)
- **Awarded 93 (100%) SBIR/STTR contracts within SLA by January 19, 2007**

# Agency Bankcard Program



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- **Scope of current task order and P-Card activity**
  - Fiscal Year 2006
    - \$2.1 M / 2293 Transactions
  - Fiscal Year 2007 (Year To Date)
    - \$2.1 M / 2066 Transactions
  - NSSC Purchase Cardholders = 14

# Other Procurement Services



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- **Procurement Customer Surveys**
  - Technical Customers
  - Center Procurement Personnel (2/23/2007) 1<sup>st</sup> ever electronic  
557 = total distribution
  - Vendors (FY07)
- **1102 Training Program**
  - Manages course registration
    - SATERN self-registration
    - 9 courses/ 230 seats
    - Current enrollment = 152
    - 16 Pending Approval
  - Identifies and arranges course requirements for instructors
  - Hotel & Lodging Arrangements
  - Processes request for course equivalencies
  - Prepares FAC-C certificates
- **NASA Contracting Intern Program (NCIP)**
  - 6 interns remain in the program and have transition to their 2<sup>nd</sup> duty station which ends FY08
    - KSC (2)
    - DFRC (1)
    - MSFC (1)
    - JSC (2)
- **Sponsored Business Research Activities (SRBA)**
  - Support Grant telecons
  - Maintain and update content of SRBA website
  - Support electronic interfaces between CMM, [grants.gov](http://grants.gov), and NSPIRES

# *Priorities*



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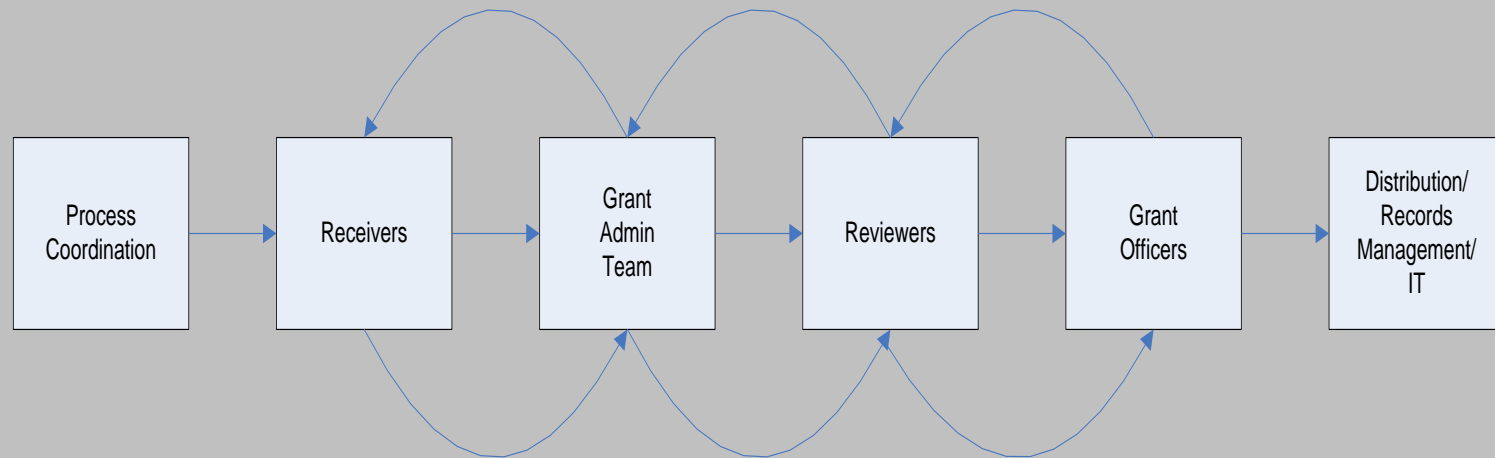
- 1. Stabilize Operations**
  
- 2. Continuous Quality Improvement Initiatives**
  - » Lean Quality Techniques
  - » Six Sigma

# Grants Process Improvements



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## Original NSSC Grant Process Flow

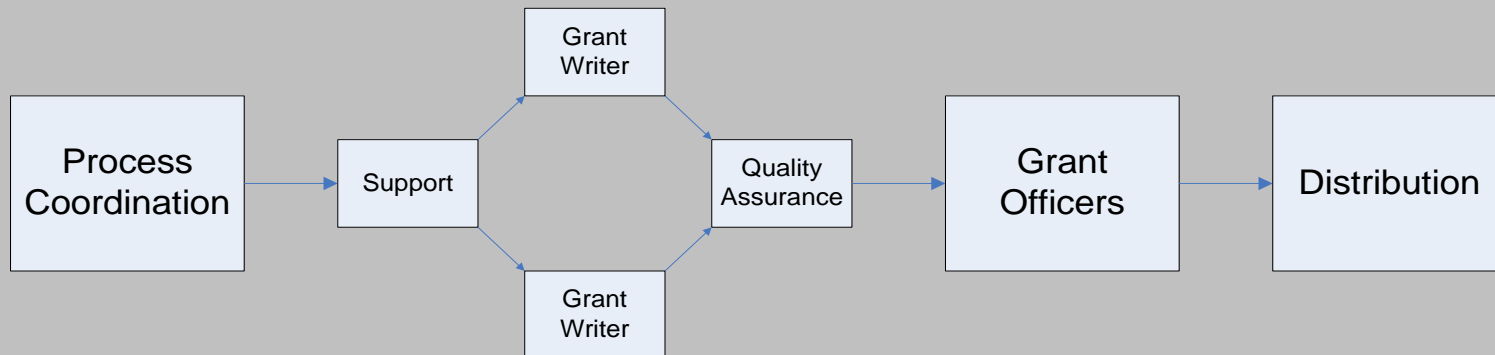


# Grants Process Improvements



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## New NSSC Grant Process Flow





# Grants Process Improvements



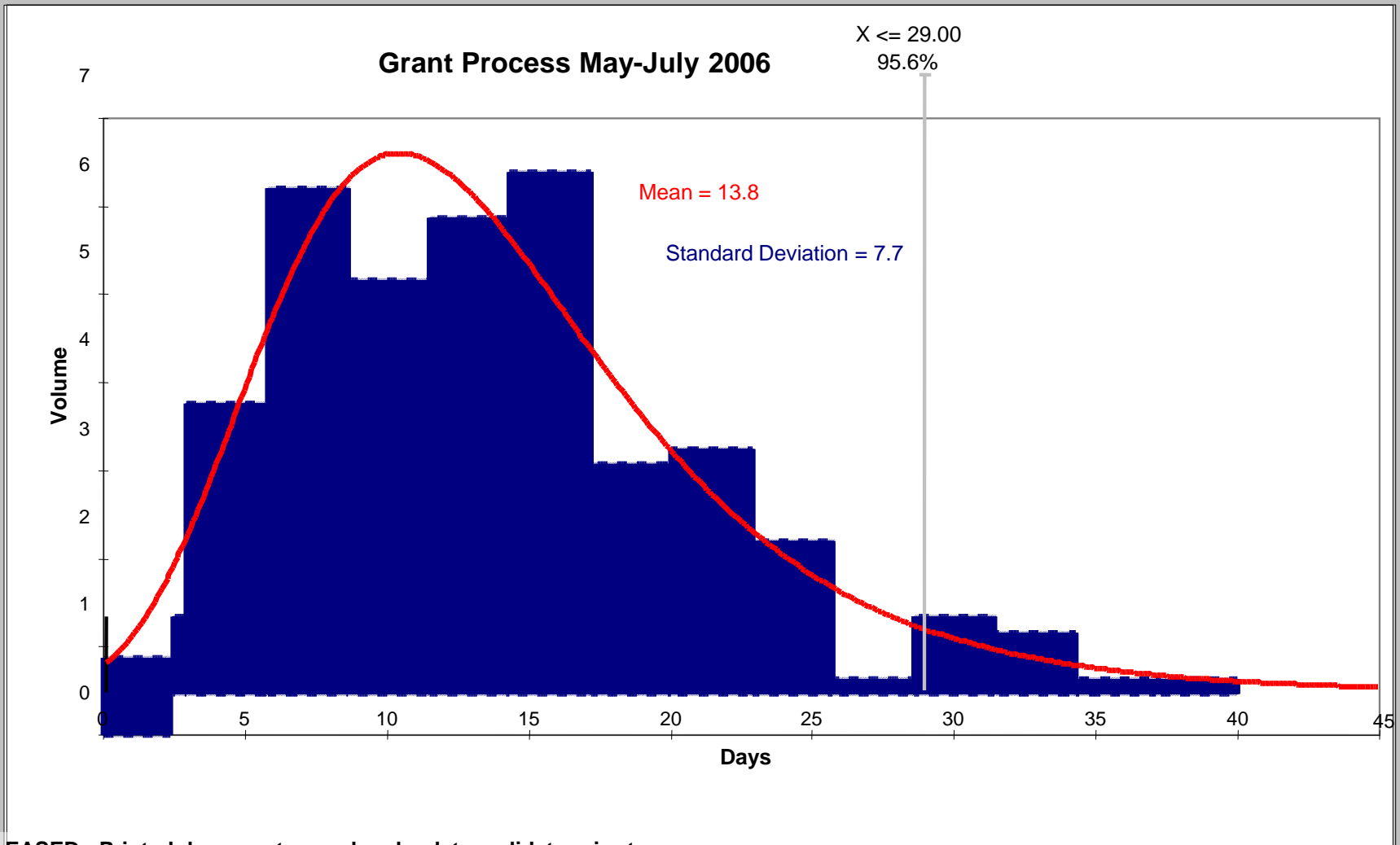
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	<b>Original Process</b>	<b>Revised Process</b>	<b>Percentage Change</b>
Hand-offs	<b>15</b>	<b>9.5</b>	<b>-36%</b>
Steps	<b>85.5</b>	<b>66</b>	<b>-22%</b>
Total Processing Time	<b>12.42 hrs</b>	<b>8.53 hrs</b>	<b>-31%</b>
Standard Deviation	<b>7.7 days</b>	<b>5.7 days</b>	<b>-26%</b>
Mean	<b>13.8 days</b>	<b>9.2 days</b>	<b>-33%</b>

# Grants Process Improvements



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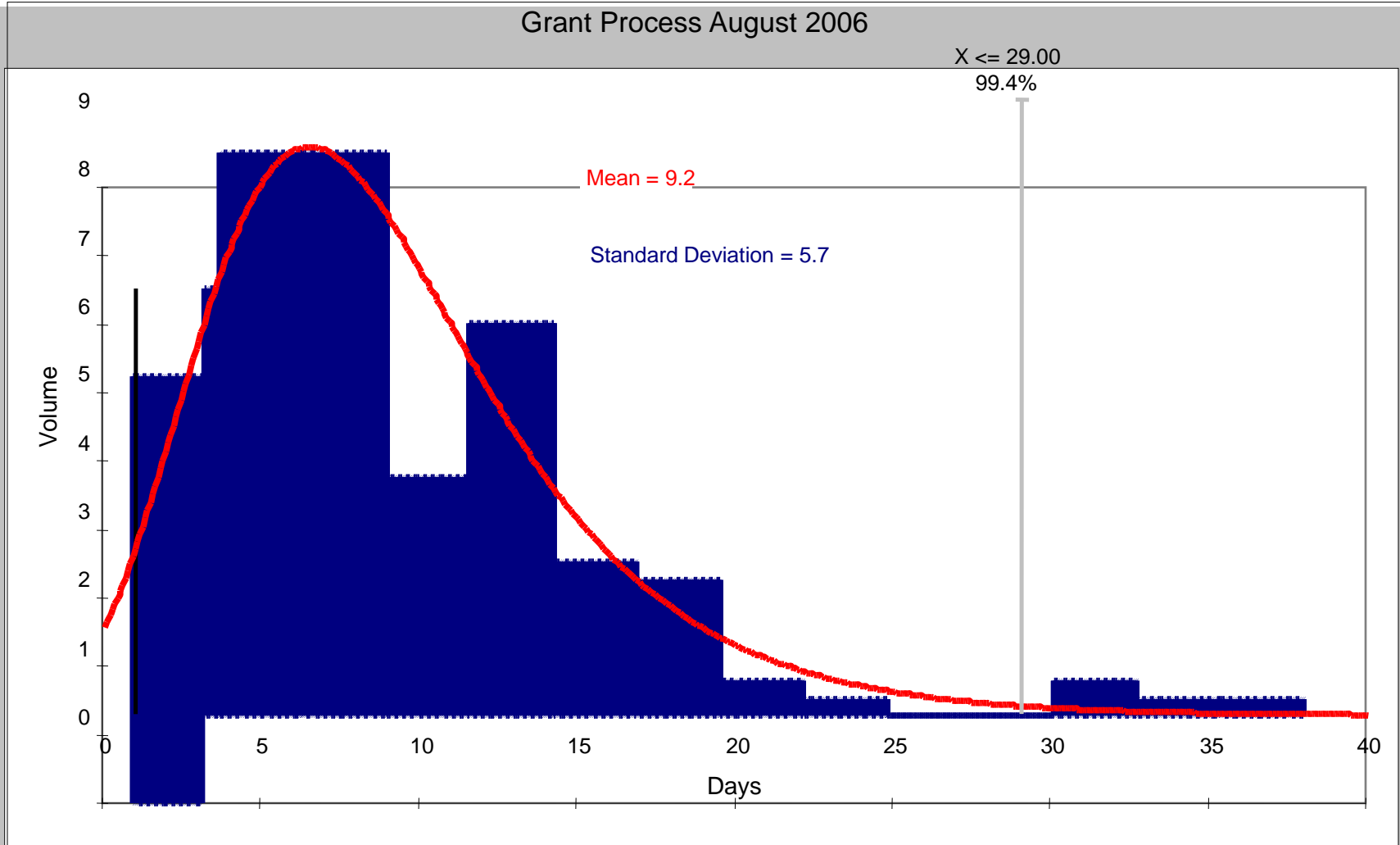


# Grants Process Improvements



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Grant Process August 2006





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# Training Purchases

# Training Purchases



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	Pre-NSSC	NSSC
Authorization Process	10 days	Average Throughput <48 hrs
Record-Keeping	Excel Spreadsheets	P-Card Solutions Remedy
Group Discounts	No	Yes
FTE's	41	22
Primary Purchase Method	Purchase Order	Credit Card Convenience Check
Cost of Each Purchase	\$500 (per FAR 52.214-22)	\$248 (NSSC FY06) \$99 (NSSC FY07)
Departments Involved	Procurement Financial Management	Procurement



# Academic Training Purchases

# *Academic Training Purchases*



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## Problem:

- **Increase in contacts requesting invoice payment**
- **Invoice would need to be paid immediately to avoid late fees**

## Impact:

- **Potential savings: \$75,000 in late fees over the life of contract (25 late fees a semester x 3 semesters a year x \$100 average late fee x 10 years)**

## Solutions:

- 1. Route invoices directly to Procurement Services**
- 2. Contact the 36 universities making up 80% of academic training purchases to develop streamline billing methods**
- 3. Solicit input from learners**

# *Process Improvements*



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## **The Whole is Greater than the Sum of the Parts**

**(Over 100 Total Process Improvements Submitted for Procurement)**

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Employee Lunch Room</li><li>• Bi-Weekly Steering Committee Meetings</li><li>• Grant Team Reorganization</li><li>• Education on Remedy uses</li><li>• Dual Monitors - reduce processing errors, increase efficiency and eventually lead to end-to-end electronic, paperless processing of Grants</li><li>• Liaison with CS</li><li>• GDGS- Grant Writing Software redesigned from Goddard</li><li>• Standardize Proposal Requirements</li><li>• Earmark Stamp - A blue colored stamp (EARMARK)</li><li>• Earmark Stamp – A red colored Stamp (Top Priority)</li><li>• Color Coded Folders designating Grants or Earmarks</li><li>• Decrease or eliminate paper use</li><li>• Procurement Remedy Support to IT</li><li>• Grant Folder Tags</li><li>• Inter-Office Monthly Brainstorming Session</li></ul> | <ul style="list-style-type: none"><li>• Time Limitation - To put time limit on holding grants (Remedy E-mail Notification)</li><li>• Job Rotation Assignment Schedule</li><li>• Develop a Mentor Program for New Hires</li><li>• Onsite Lunch Room</li><li>• Standardize Grant Folder Layout</li><li>• Grants Status Website - To provide more self-serve grant status information to the NASA Grant community</li><li>• Directory of Information - Create a database of information obtained</li><li>• Individual Desk Top Printers – Estimate additional 60 hours per week productivity</li><li>• Suggestion Box</li><li>• Orientation Binder</li><li>• Individual Development Plans</li><li>• Online Registration &amp; Information for 1102 Training</li><li>• Co-location of Departments</li></ul> |
|---|---|





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# *Questions/Comments*