

National Aeronautics and Space Administration



NASA SHARED SERVICES CENTER

# Human Resources and Training Web Site Development and Maintenance Service Delivery Guide

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NSSC-HR-SDG-0030  
Revision: Basic  
June 25, 2007

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**RELEASED - Printed documents may be obsolete; validate prior to use.**

## Approved by

**/s/ Joyce M. Short**

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Deputy Director

**July 24, 2007**

Date

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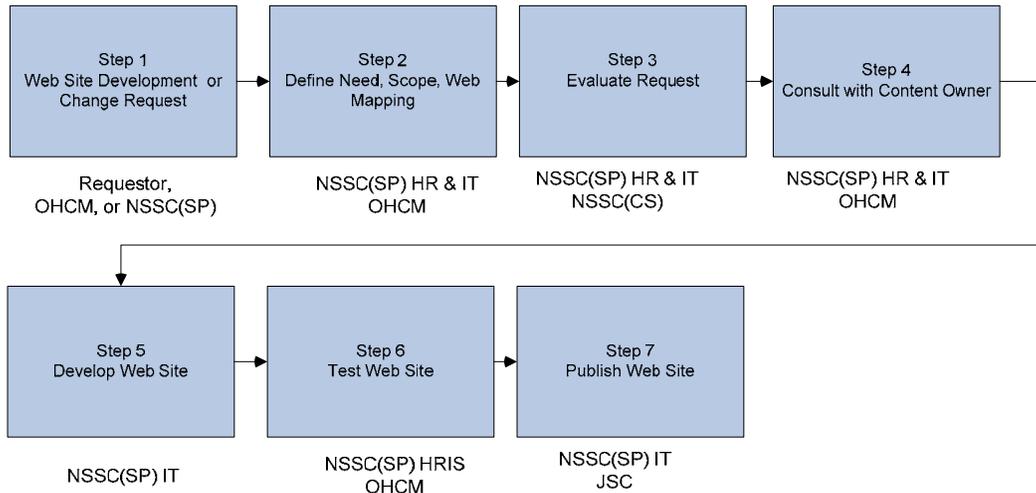
# Human Resources and Training Web Site Development and Maintenance

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## Introduction

The National Aeronautics and Space Administration (NASA) Human Resources (HR) community developed and manages multiple Agency-wide Web sites. The main HR Web site, NASApeople, is the central access point to a wealth of HR information. Included within the NASApeople Web site are other transactional Web sites that also support HR programs (e.g., Awards, Corporate Recruiting, and President's Management Agenda). These Web sites provide a wealth of information to NASA employees and the general public, including information about HR programs, information and access to HR applications and tools, and information about NASA's mission and programs. The NASA Shared Services Center (NSSC) will be responsible for maintaining these Web sites, ensuring accessibility, maintaining links, updating or enhancing the sites as needed, and providing a new look and feel periodically, within the Agency's Web site requirements. NSSC will develop new Web sites for the HR community as required, maintaining a consistent look and feel, and will ensure that efficient Web design techniques are employed to maximize Web flow, and minimize the number of clicks a person needs to use to reach desired information.

## Process – HR and Training Web Site Development and Maintenance



### Roles & Responsibilities

Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p><b>Requestor, OHCM or NSSC(SP)</b></p> <p>Web Site Development or Change Request</p>	<p>Requestor submits a request for content change, addition of new content, or correction to an existing Web site or development of a new Web site. The request should include page affected, the information to be displayed on the page, and the priority of the change. NSSC will use Remedy to document and track change requests.</p> <p>NSSC Service Provider (SP) will monitor the Web sites for broken links and identify recommended changes or enhancements to improve the Web site. Changes may be due to new technology.</p> <p><b>Output:</b> Detailed Web site Change Request</p>	<p>Requestor can be Web site content owner, NSSC staff, or an individual through Web site feedback.</p> <p>Office of Human Capital (OHCM) has an established process for content owners to review all Web content on an annual basis.</p> <p>All requests should be made through the Customer Contact Center. Urgent calls will be immediately transferred to an NSSC(SP) HRIS Specialist (warm</p>

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Roles and Responsibilities	Action	Tips
		transfer).
<p>Step 2</p> <p><b>NSSC(SP) HR &amp; IT OHCM</b></p> <p>Define Need, Scope, Web Mapping</p>	<p>NSSC Human Resources Information Systems (HRIS) Specialist receives request for Web site content change/update or Web site creation and consults with the requestor to define customer needs, estimate scope, and obtain preliminary Web mapping.</p> <p>If requestor is not content owner, NSSC HRIS Specialist contacts content owner to validate need for change.</p> <p><b>Output:</b> Web map, scope</p>	<p>The requestor in most cases will be OHCM Staff content owners.</p> <p>Content change which does not require customer contact will be executed by HRIS. (Step 4a)</p>
<p>Step 3</p> <p><b>NSSC(SP) HR &amp; IT NSSC(CS)</b></p> <p>Evaluate Request</p>	<p>The NSSC(SP) reviews the requirements and supporting information and categorizes the request according to the level of effort required, (content change, minor development, or major development).</p> <p><b>Content Change</b> These requests consist of basic content change or additions to existing Web site pages (e.g., misspelling, grammar edit, add/delete text to existing pages, add/delete links, or fix broken links, etc.) and follow these priorities:</p> <p><b>Urgent:</b> (Urgent Priority): OHCM content owners can authorize an urgent priority. Keep in mind that NSSC(SP) and NSSC Civil Servant (CS) reserve the right to create urgent requests without approval from OHCM (e.g., NASAPeople has crashed). Urgent is appropriate to correct or update critical information and to post time sensitive information that must be made available immediately. Other critical updates could include error/bug that causes failure of a dynamic site, content that is considered inappropriate, or content that affects rights, benefits, or entitlements and needs to be removed or updated quickly. Urgent requests are normally completed within 4 business hours although changes that affect many pages or modifications requiring changes to the navigation scheme or menus may take</p>	<p>Neither NSSC nor individual can enact change without OHCM approval with the exception of minor corrections and break fixes.</p> <p>Urgent Priority content change will be completed and forwarded to production within 4 hours, based on current work load estimates.</p>

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Roles and Responsibilities	Action	Tips
	<p>longer (HRIS will forward completed content change to production within 4 hours). Urgent changes that take longer than 4 hours will be negotiated between OCHM and NSSC.</p> <p><b>Expedited:</b> (High Priority): OHCM content owners may approve an Expedited request. Most expedited changes will be completed within 8 business hours (HRIS will forward completed content change to production within 8 hours). Expedited requests include dead links, spelling errors, coding bugs, or new content that is needed sooner than a routine request, etc.</p> <p>NSSC HRIS Specialist will notify the content owner if the content change is not ready for review within this time frame, including justification for late delivery.</p> <p><b>Normal/Routine:</b> (Medium/Low Priority): Any content provider or requestor may submit a normal/routine request. OHCM will approve all content changes to the Web site. Most normal/routine changes will be completed and then migrated from development to test and then to production within 5 business days.</p> <p>The amount of time required for normal/routine requests will depend upon the volume and priority of requests in work. Examples of normal/routine requests include page additions that are not critical to a timed event and updates that are for a future date (proactive approach). NSSC HRIS Specialist will notify the content provider or requestor if change is not ready for review within this time frame.</p> <p><b>Minor Development:</b> Minor Development is defined as work that can be completed by one Full Time Equivalent (FTE) in no more than 5 business days. All Minor Development Web</p>	<p>High priority content change will be completed and forwarded to production within 8 hours, based on current work load estimates.</p> <p>Virtual Configuration Control Boards (CCBs) can be</p>

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Roles and Responsibilities	Action	Tips
	<p>site requests are submitted to the NSSC CCB for prioritization. The development request timeline required to complete the task will be determined at that time between the requestor and the NSSC according to the scope of development. Minor development completion time frame will be calculated at the rate of 3 times the level of effort recommendations of the CCB.</p> <p><b>Major Development:</b> Major Development is defined as work that requires either more than one FTE and/or cannot be completed within 5 business days. All Major Development Web site requests are assigned to a Development Team and they estimate time requirements and evaluate available IT resources prior to submission to the CCB for prioritization. Once the CCB prioritizes the request, NSSC(SP) Information Technology (IT) will estimate costs, propose approach, innovations and project plan and communicate same to the requestor as appropriate.</p> <p>Initial Major Development assessment (Project plan) will be completed within 5 business days. Major development completion time frame will be negotiated with OHCM based upon project requirements and priorities.</p> <p><b>Output:</b> Decision on Request</p>	<p>convened for approval and prioritization when necessary due to time constraints.</p>
<p>Step 4</p> <p><b>NSSC(SP) HR &amp; IT OHCM</b></p> <p>Consult with Content Owner</p>	<p>Communicate decisions made on the request in Step 3 to OHCM content owner, to verify that desired results are captured and will result in the intended improvements, changes or new content.</p> <p>HRIS and the Content Manager will identify Static Changes to be processed at the HRIS level. Static changes are considered simple changes such as: broken links, misspelled words, etc.</p> <p><b>Output:</b> Validated change request</p>	

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Roles and Responsibilities	Action	Tips
Step 4(a)  <b>NSSC(SP) HRIS</b>  Initiate/complete content changes	For requests not requiring content owner approval, NSSC(SP) HRIS representative will expedite all Urgent Priority, High Priority and Medium/Low Priority content change request based on established time lines noted on each level of priority.  <b>Output:</b> Change request forwarded to production	<b>NOTE:</b> Step 4a will skip development and testing. (Steps 5 & 6)
Step 5  <b>NSSC(SP) IT</b>  Develop Web site	NSSC(SP) IT will receive Web site Change Request and begin Web site update/creation or content change as appropriate. Once the update/development work is completed, it is moved into the test environment.  <b>Output:</b> Change is moved to test	
Step 6  <b>NSSC(SP) HRIS OHCM</b>  Test Web site	The NSSC HRIS Specialist will monitor the development of the work, conducting acceptance testing with OHCM, as well as conducting an ORR for Major Development Requests. NSSC(SP) conducts tests and evaluations as well as preparing training and change management, and ensuring regulatory compliance.  <b>Output:</b> Change moved to production	NSSC HRIS Specialist and the requestor will work closely with NSSC(SP) IT during Web site development and testing to ensure that the product meets the needs of the requestor, and is within the scope of the request.
Step 7  <b>NSSC(SP) IT</b>  Publish Web Site	After acceptance testing, the new or updated Web site is moved from testing to production. The requestor or OHCM participates in the deployment and user communications as needed.  <b>Output:</b> Functioning Web site	For major developments, provide change management to affected communities in conjunction with content owner.

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**Metrics**

<b>Initiating Office/Entity</b>	<b>Deliverable (Output)</b>	<b>Receiving Office/Entity</b>	<b>Metric</b>
NSSC(SP) HRIS	Urgent Priority Content Change	NSSC production server	4 business hours to complete and forward to production
NSSC(SP) HRIS	Expedited Content Change	NSSC production server	8 business hours to complete and forward to production
NSSC(SP) HRIS	Normal/Routine Request	Requestor	5 business days to complete and forward to production

## System Components

### Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
TechDoc	Electronic Library	User and User Support	Web
Remedy	Workload Management System	User and User Support	n/a
NSSC Web Portal	Internet Marketing and Communication Tool	User and User Support	Web

### New Systems

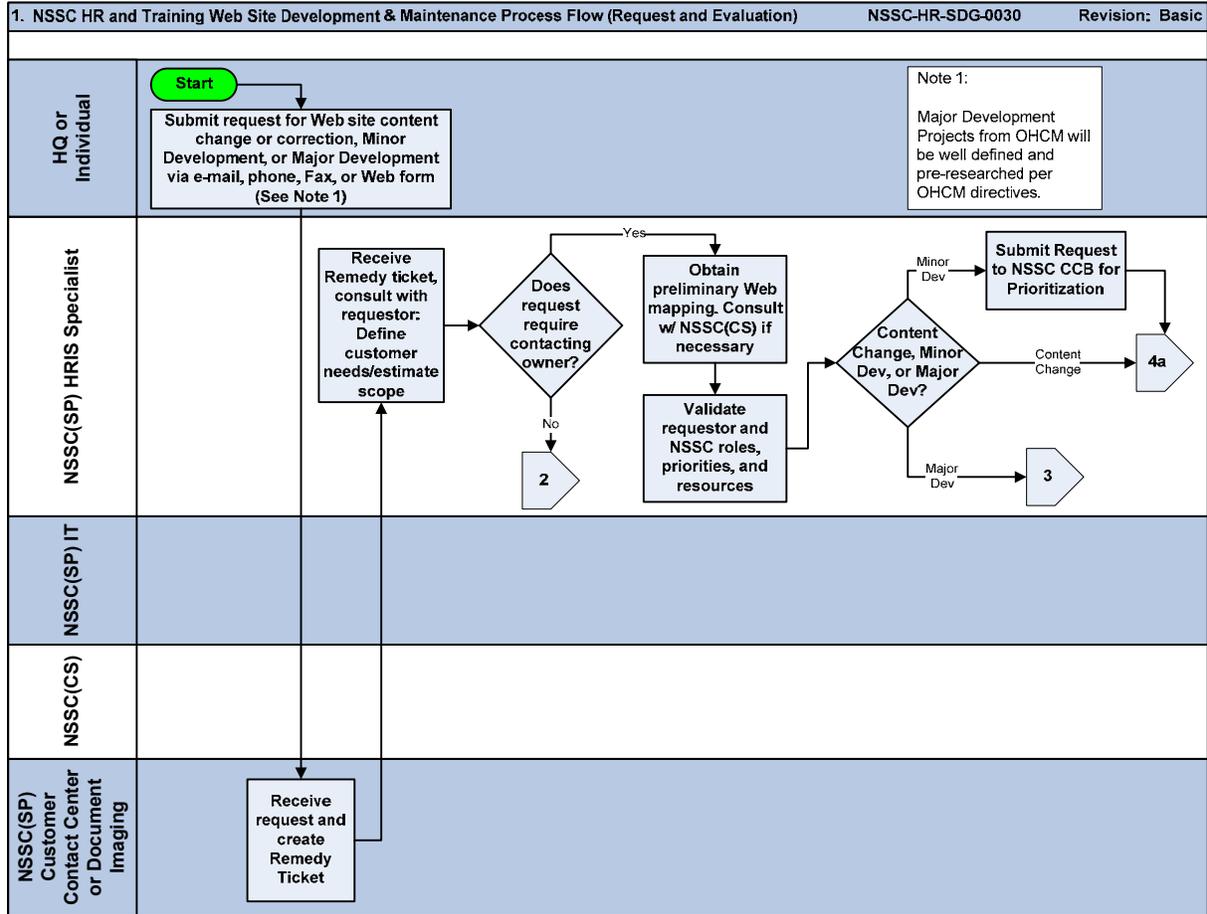
Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
None Identified			

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## **Customer Contact Center Strategy**

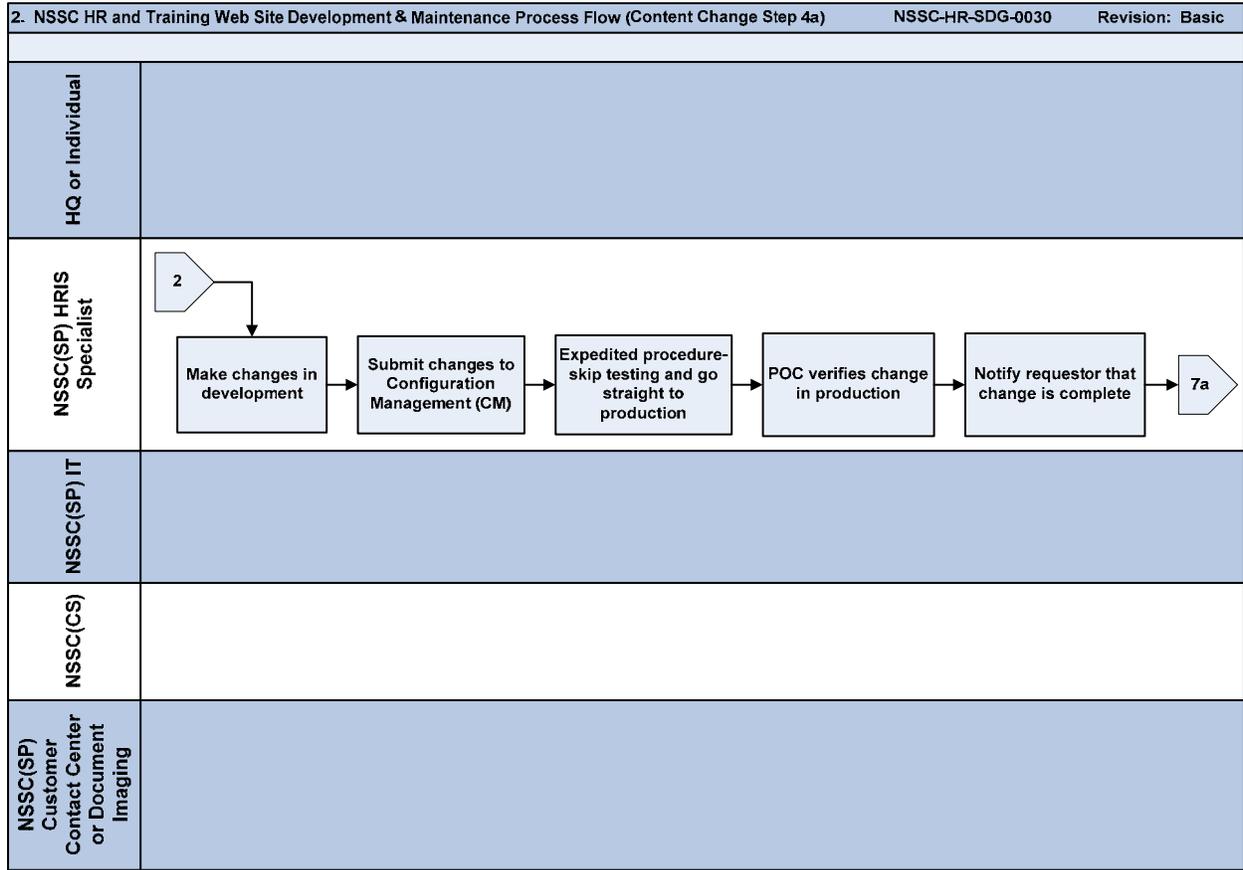
The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu positioning, routing, and escalation of inquiries for this activity.

# Web Site Development and Maintenance Process Flow (Request and Evaluation)



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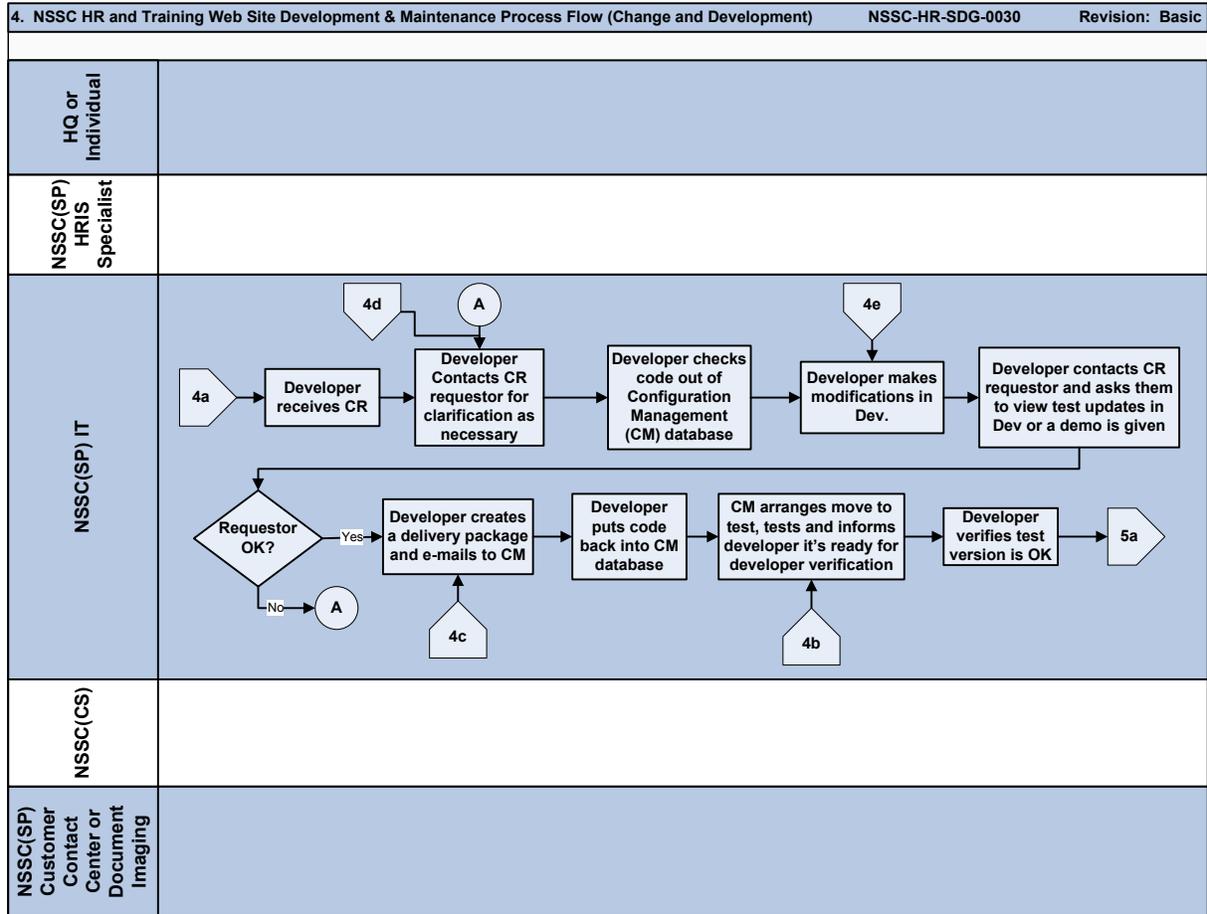
## Web Site Development and Maintenance Process Flow (Content Change Step 4a)



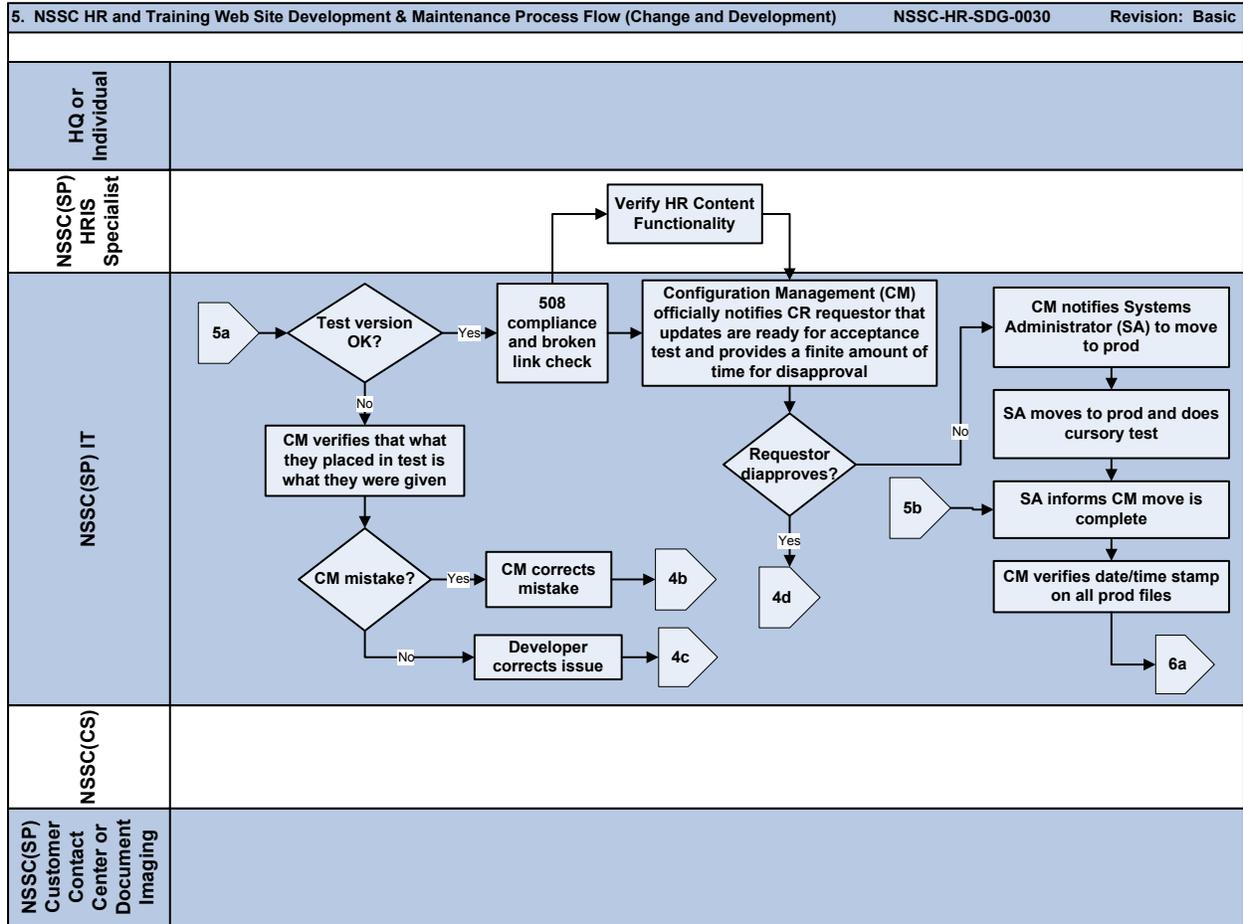
## Web Site Development and Maintenance Process Flow (Major Development)

3. NSSC HR and Training Web Site Development & Maintenance Process Flow (Major Development)		NSSC-HR-SDG-0030	Revision: Basic
HQ or Individual			
NSSC(SP) HRIS Specialist			
NSSC(SP) IT	<pre> graph LR     Start((3)) --&gt; Step1[Development team estimates time required and evaluates resource availability]     Step1 --&gt; Step2[Submit request to NSSC CCB for prioritization]     Step2 --&gt; Step3[Estimate costs, propose approach, innovations and project plan]     Step3 --&gt; Step4[Create project schedule]     Step4 --&gt; Step5[Assign Developer(s)]     Step5 --&gt; End{{4e}}                     </pre>		
NSSC(CS)			
NSSC(SP) Customer Center or Document Imaging			

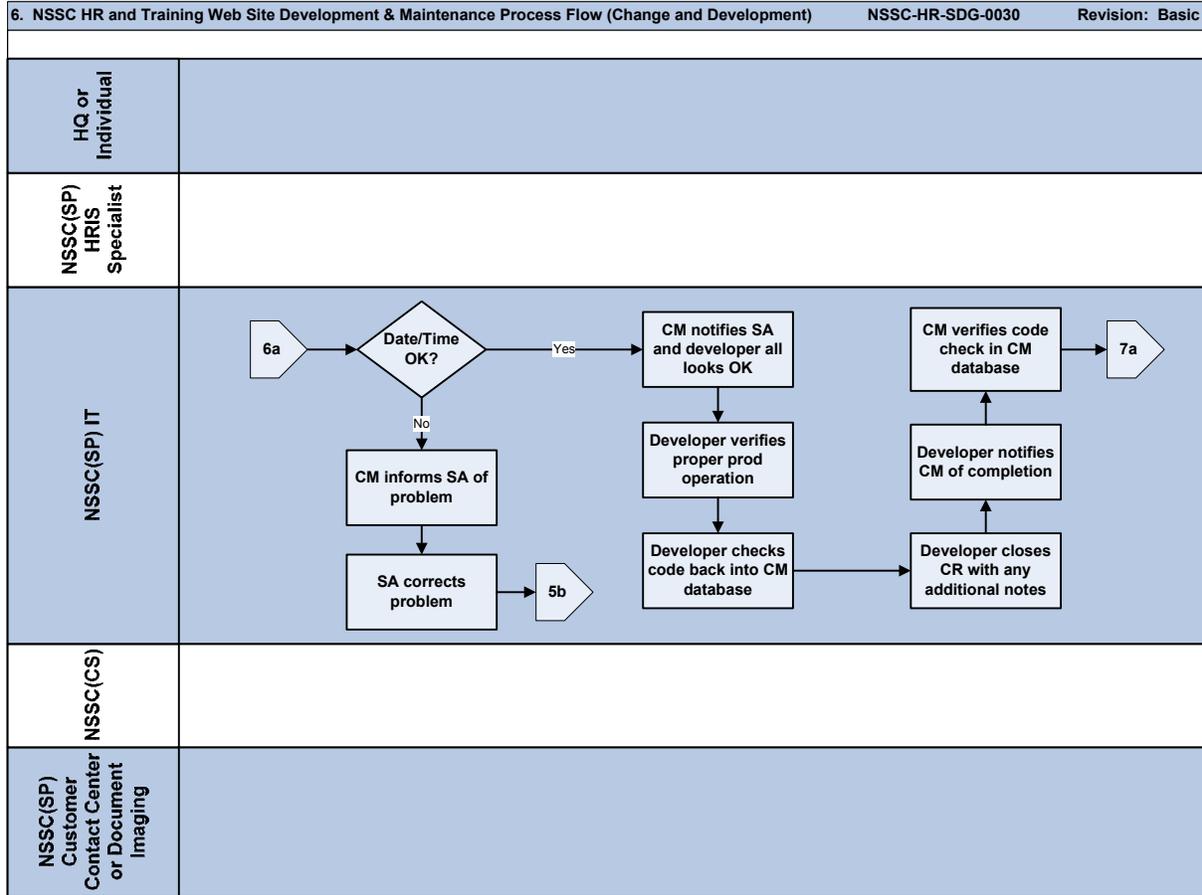
## Web Site Development and Maintenance Process Flow (Change and Development)



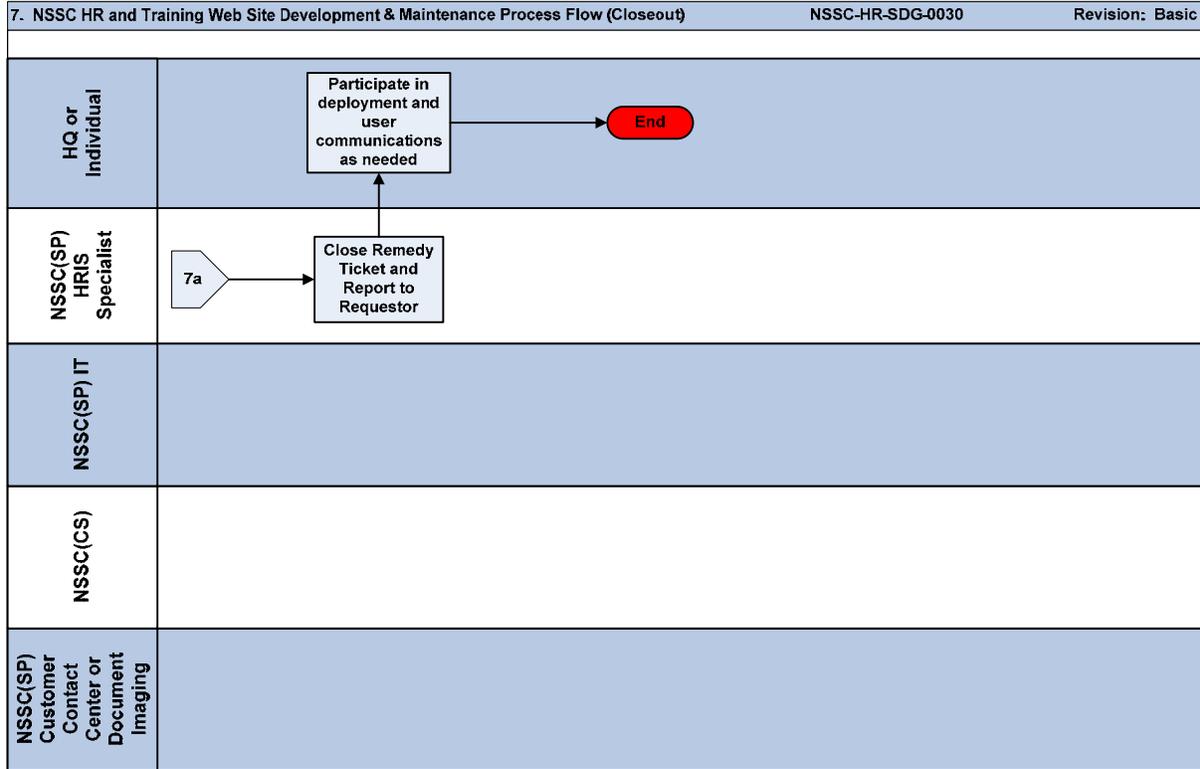
## Web Site Development and Maintenance Process Flow (Change and Development)



## Web Site Development and Maintenance Process Flow (Change and Development)



## Web Site Development and Maintenance Process Flow (Closeout)



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