



**nssc**

**NASA Shared Services Center**

# **NSSC SERVICE LEVEL AGREEMENT**

**Fiscal Year (FY) 2017**

**Effective: October 1, 2016**

NASA SHARED SERVICES CENTER  
FY 2017 SERVICE LEVEL AGREEMENT

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## **FORWARD**

The NASA Shared Services Center (NSSC) provides more than 60 services to NASA in the areas of Financial Management, Human Resources, Procurement, Enterprise Services, and Agency Business Support. Our diverse workforce possesses a number of unique skillsets and works not just to complete the transactions at hand, but to provide something bigger than ourselves – mission support that enables NASA to pursue its vision and accomplish its goals. Our team looks forward to continuing this tradition of service to the Agency in FY17.

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## 1.0 INTRODUCTION AND OBJECTIVES

### 1.1 Introduction

This document represents a mutual agreement between the National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) and its customers consisting of the NASA Centers, NASA Headquarters (HQ), Mission Directorates, Office of Education, Office of the Chief Information Officer (OCIO), and the Office of the Inspector General (OIG). The services covered by this Service Level Agreement (SLA) are:

- Financial Management (FM) Services;
- Human Resources (HR) Services;
- Procurement (PR) Services;
- Enterprise Services; and
- Agency Business Support (ABS) Services.

### 1.2 Purpose of Agreement

The purpose of this SLA is to formally quantify performance expectations for services provided by the NSSC. This SLA defines the roles and responsibilities of the NSSC and its customers, as well as service level commitments and associated performance standards.

### 1.3 Parties to the Agreement

This SLA is between representatives from each of the NSSC customers and the NSSC. The following representatives or their designee(s) are the authorized parties to this agreement:

NSSC	Executive Director
Centers	Director Executive Director, HQ Operations

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	Chief Financial Officer (CFO) Chief Information Officer (CIO) Director, Human Resources Procurement Officer
Mission Directorates, OCIO, Education	Associate Administrator Deputy Associate Administrator Resources Management Officer, Education NASA CIO
OIG	Assistant Inspector General, Management and Planning

The authorized representatives are responsible for the performance of the obligations entered into by this SLA. They have the authority to recommend consensus changes in service levels, service standards, and service charges outlined in this SLA by mutual consent of the parties in accordance with Section 1.6, "Updates and Changes to the Agreement and Version Control." Understanding that the NSSC's Service Level Indicators (SLIs) may have a direct relationship to the rates which are based on projected customer utilization, changes to rates or SLIs during the year of execution are limited to those that are necessary, highly visible, and/or present an unacceptable organizational risk. Once established, changes to rates during an execution year must be approved by the Agency CFO.

Additionally, the authorized representatives will attempt to resolve any disputes resulting from services covered by this SLA. The dispute resolution process is detailed in Section 5.0.

## 1.4 Points of Contact

The following representatives are the designated points of contact within the NSSC for the specific services covered by this SLA:

<b>Service</b>	<b>Contact</b>
Performance Reporting	Deputy Director, Service Delivery
Strategic Integration & Communications	Chief, Strategic Integration & Communications

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Working Capital Fund, Chargebacks, Rates, and Status Billing	Chief, Budget and Accounting
Financial Management Services	Chief, Financial Management Services
Human Resources Services	Chief, Human Resources Services
Enterprise Services	Chief, Enterprise Services
- Enterprise Service Desk & Customer Contact Center	
- National Center for Critical Information Processing and Storage (NCCIPS)	
Procurement Services	Chief, Procurement Services
Agency Business Support Services	Chief, Budget and Accounting
- Information Technology (IT) Business Services	

## 1.5 Working Capital Fund

The NSSC operates under the NASA Working Capital Fund (WCF) in accordance with NASA Procedural Requirements (NPR) 9095.1, “Working Capital Fund Policies and Requirements.” Customers are typically charged for the services they receive via a usage-driven methodology. This approach results in charges based on the estimated value of service provided to the customers. It clearly communicates to the customers their financial commitments for each budget year of the Agency’s Planning, Programming, Budgeting, and Execution (PPBE) submit. Where the NSSC is unable to develop a service charge based upon a usage-driven transactions, a method of equitably distributing the costs of the services to NSSC customers is developed typically based upon some form of workforce distribution.

To recover full costs for NSSC services, customer funds must be provided in advance of the expenditure or commitment of the funds by the NSSC. Customer-advanced funding is to be provided to the NSSC incrementally during the fiscal year (FY). Service rates (prices) for each service will approximate the expenses of operation and will be based on a price schedule established through a rate-setting process following the Agency PPBE schedule. The financial goal of the NSSC, operating as a WCF business entity, is to break even for each service. Based on estimated costs and customer consumption, NSSC service rates are calculated as accurately as possible to achieve a neutral Net Operating Result for the FY. Service rates are not changed during the year of execution unless the NSSC is granted a waiver from the NASA CFO, usually as the result of an event that has a significant impact on the NSSC cost of operations or on Agency strategic direction.

In the event that a customer overruns their forecasted utilization, additional funding will be required in that current year using appropriated funds available for obligation at the time of the overutilization. In the event a customer underruns their forecasted

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utilization, the excess funds will be credited to the periodic Intra-Governmental Payment and Collection System (IPACs) in the following year assuming the current year funds remain available for obligation in the following year. The NSSC and customers must work diligently each year to minimize credit balances rolling from the current year into the following year to ensure any possible expiring funds balances per customer are minimized. For workforce based services, there is no risk of utilization underruns or overruns since these services are based on Agency-planned workforce, and utilization is assessed at 1/12th of total annual planned workforce to each customer on their monthly bill. This workforce based assessment, for applicable services, is consistent with NSSC and customer processes utilized since NSSC Go-Live in March 2006.

The Agency's annual PPBE budget formulation process is the mechanism used to ensure that adequate resources are budgeted in the customer's appropriated funds accounts to pay the established service rates and resulting customer-specific chargebacks. The NSSC will bill its customers and recognize revenue in accordance with the guidelines established by NPR 9095.1. Typically, funds are advanced four times each FY of operations (in August of the prior FY for Periods 1-2 (October-November) of the current FY assuming the appropriated funds remain available for obligation in the current FY; in November for Periods 3-5 (December-February); in February for Periods 6-8 (March-May); and in May for Periods 9-12 (June-September)) through an IPAC prepayment push of funds. If these funds are not pushed by the scheduled month, then the NSSC may pull the prepayments, identified in customer orders, to enable the NSSC to fund operational costs. This last resort method of pulling the prepayments would be well coordinated with the affected customer and with the Office of the Chief Financial Officer (OCFO) prior to any actions taken by the NSSC.

Adjustments to the advanced funding schedule may be necessary to accommodate special events such as overutilization by a customer, changes in a customer's training purchases plan, or the use of one-year appropriated funds. In the event of one-year appropriated funds used for advanced funding, there will be no August IPAC for the follow-on FY October-November Services or training purchases. Forward funding NSSC support for October-November of the following FY is not a bona fide need of the current FY using appropriated funds only available in the current FY. In such events as described here, the NSSC will work with the customers to develop and publish an adjusted schedule as early as possible once the impact is known and understood by all.

The service rates reflected in this document are the billing rates for PPBE18 FY17. Once the service performance metrics and customer utilization data have been collected and analyzed, the monthly Performance and Utilization Report is created and available on the metrics page on the NSSC website ([www.nssc.nasa.gov/metrics](http://www.nssc.nasa.gov/metrics)). This report includes the SLIs as measured against the performance goals and the Utilization Report by customer which reflects the current month utilization and the year-to-date utilization by service. This monthly report is considered the official customer billing and reflects the status of current

month and year-to-date funding received and the percentage of customer funding consumed based on service utilization and training purchases.

## 1.6 Updates and Changes to the Agreement and Version Control

The SLA document is the responsibility of the NSSC to maintain and manage. Any changes to the document must be agreed to by the NSSC Executive Director and authorized representatives before being incorporated into the document. Changes to the document are maintained by the Support Operations Directorate (SOD), Strategic Integration and Communications (SIC) Division, using a change log to provide an audit trail. Recommended changes will be recorded in a change log and resolution of that change will be assigned by the SOD. The chief of SIC will resolve SLA-related issues with the appropriate senior management representative within the NSSC. Suggested changes will then be presented to the NSSC Executive Director for acceptance. If accepted, the SLA will be modified and forwarded to the appropriate individuals within the Agency.

A register of signatories and targeted stakeholders is maintained, allowing for these individuals to receive updated versions to the SLA, as needed. Iterations of the SLA can be identified by version number and date. Changes to the SLA are provided in a summary format and accompany the revised SLA.

If recommended or requested changes cannot be resolved to the requestor's satisfaction, the requestor may follow the procedures and protocols set out in the Formal Dispute Resolution Process in Section 5.0.

## 1.7 Continuous Service Improvement Initiatives

The NSSC utilizes Agile Scrum methodologies to create better results faster for internal continuous service improvement initiatives and for customer facing systems to enhance the customer experience and to provide better overall customer service. Along with the Lean Six Sigma (L6S) approach to improving the performance of shared services and enabling the NSSC to transform service performance, enhance customer satisfaction, and improve the "bottom line." The emphasis on rigorously establishing and then aligning towards customer requirements is particularly significant for shared services. In order to reduce operational costs, the NSSC must introduce innovation and employ consistent processes to provide cost-effective services. During FY17, the NSSC will continue to employ innovation and continuous service improvement methodologies to improve and enhance service experience as well as to identify cost drivers and other factors that drive the most efficient and cost effective methods for delivering services. Key areas of opportunity in FY17 include: (1) ServiceNow enhancements for

continuous service improvement and Data Center optimization, (2) leveraging the Enterprise Service Desk (ESD) investment by transitioning/integrating Center Help Desks, (3) Simplified Acquisition Threshold (SAT) transition, (4) expanding the scope of Procurement Services to include Center P-Card Coordinator Support and SBIR Phase III Award & Administration, and (5) transitioning Staffing & Classification Services to the NSSC.

## 2.0 OVERALL RESPONSIBILITIES

The NSSC transitioned a variety of transactional and administrative activities previously performed at each NASA Center and HQ in FM, HR, Enterprise Services, PR, and ABS. Key concepts of shared services include increasing operational efficiency, reducing the cost of services, enhancing customer experience and improving overall customer service. The NSSC operates in a manner that provides for transparency and accountability of costs and services. The following sections define the critical NSSC and customer roles and responsibilities required to successfully support this Agency initiative.

### 2.1 NSSC Overall Responsibilities

The NSSC will supply the services detailed in this agreement and as defined in the [NSSC Service Delivery Guides](#). The NSSC will employ qualified staff to deliver the services prescribed within this SLA. The NSSC maintains standard business hours from 8:00 a.m. to 4:30 p.m. CT, Monday – Friday, and receives customer inquiries from 7:00 a.m. to 7:00 p.m. CT, Monday – Friday, in the Customer Contact Center. After-hours inquiries will be addressed the next business day. The Enterprise Service Desk (ESD) provides customer support 24 hours per day, seven (7) days a week.

The NSSC will not make or interpret policy and will work with Agency policy makers in applying and interpreting policy, as required.

The NSSC will provide all requested documentation, information, and necessary support when requested by both internal and external audit organizations, as appropriate (e.g., NASA OIG and Government Accountability Office (GAO)).

The NSSC will be responsible for maintaining the confidentiality of customer information.

Any changes to customer responsibilities to enable the NSSC to achieve approved service levels will be requested and agreed upon by following the procedures and protocols set out in Section 1.6, “Updates and Changes to the Agreement and Version Control.”

The NSSC will supply the customers with a monthly Performance and Utilization Report (PUR). Reports will be made available on the metrics page of the NSSC website (<https://www.nssc.nasa.gov/metrics>). Remedial action plans will be implemented where service standards fall below those identified in this SLA, as appropriate.

In the event of a prolonged system outage or other external occurrence (e.g., Systems, Applications, and Products in Data Processing (SAP) year-end, SAP Release shutdowns, and issues involving Treasury interfaces), both expected and unexpected, the NSSC will not be held to the established service standards outlined in this agreement. The NSSC will resume accountability to the established service standards beginning in the first full month following recovery or startup. The NSSC currently operates under a Business Continuity Plan to address business interruption. Downtimes for the different services vary and have been coordinated with Agency Functional Managers.

The NSSC Executive Director is responsible for the overall program management of all aspects of the NSSC. The NSSC will be responsible for complying with the most current approved processes. Updates and changes to the NSSC documented procedures will be coordinated with the customer if customer interfaces are impacted.

The NSSC will follow the PPBE process as established and documented by the Agency.

## 2.2 Customer Overall Responsibilities

The customers will maintain the reliable operation of the customers’ IT systems that provide information required by the NSSC to perform its services. In order for the NSSC to provide timely service, it is important that customers submit requests, funding, and transactions timely and accurately in accordance with Agency requirements and guidelines.

The customers will provide occupancy space, supplies, and Agency End-user Services support for the Agency-Wide Contract Closeout Services (AWCCS) contract representatives in accordance with the institutional-provided services clause of the contract. Additionally, customers will provide the AWCCS contractor access to SAP, Contract Management Module (CMM),

and other associated systems necessary for efficient and effective contract closeout procedures in accordance with the NSSC Agency-wide Contract Closeout Services Service Delivery Guide.

The customers will provide occupancy space for Center employees realigned or detailed to the NSSC as part of a transition; i.e. SAT 1105 purchasing agents.

Centers may use either current or unexpired prior year funds available in the planned FY in creating a Funds Commitment for charges using their Center Management and Operations (CMO) Appropriation or Agency Management and Operations (AMO) Appropriation for HQ to fund prepayments to the NSSC through the WCF. Mission Directorates, OIG, and Office of Education may use appropriate programmatic funding. Per OCFO direction, oldest year funds are to be used first and the IPAC must identify all funds by Program year and Project Management Information Improvement structure for budget formulation.

The customers may also purchase Agency-provided services via established Agency contract mechanisms, including, but not limited to, transaction-based services, such as the Agency Relocation Services, by forecasting anticipated levels of service during the acquisition process and directly awarding and funding task orders in accordance with the applicable contract agreement, respectively.

### **3.0 SERVICE DESCRIPTIONS AND SERVICE RATES**

#### **3.1 Financial Management Services**

FM Services are defined as the provision of efficient management of Agency Financial Services to include: Accounts Payable (AP) (including Financial Invoices); Accounts Receivable (AR) (to include reimbursable and non-reimbursable billing and collections); Fund Balance with Treasury (FBWT) Reporting; Travel; and Relocation Services Contract Technical Management and Support.

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Accounts Payable (AP)	# of Invoices, Cash Grant Payments (non-advance commercial payments), and IPACs	\$88.40	Process 98% of payments on time.  Pay no more than \$200 interest penalties per \$1,000,000 in payments.
Accounts Receivable (AR)	# of Billings, Write-offs, and Collections: Direct and Reimbursable	\$55.18	98% of bills will be created without error attributed to the NSSC.
Fund Balance with Treasury (FBWT)	# of Travel Payments, Accounts Payable, and Accounts Receivable Collections	\$5.26	No SLI.
Domestic Travel Voucher Payments and All Travel Advances	# of Domestic Travel Vouchers and all Advances	\$32.58	Validate and process 85% of domestic travel vouchers within 4 business days of receipt of complete travel voucher (including adequate funding).
Foreign Travel Voucher Payments	# of Foreign Travel Vouchers (including reissued payments)	\$384.61	Validate and process 85% of foreign travel vouchers within 5 business days of receipt of complete travel voucher (including adequate funding).
Extended Temporary Duty (ETDY)	# of ETDY Domestic and Foreign Travel Vouchers	\$384.61	Validate and process 85% of ETDY travel vouchers within 5 business days of receipt of a complete travel voucher (including adequate funding).

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Service	Unit of Measure	FY 2017 Rate	Measure
Change of Station (COS)	# of COS payments for en route, house hunting, direct reimbursement real estate related expenses, home marketing incentive payments, direct reimbursement property management related expenses, self-move transportation, storage of household goods, temporary quarters subsistence expenses, miscellaneous expense allowance, and Relocation Income Tax Allowance (RITA).	\$384.61	<p>Validate and process 85% of Permanent Change of Station (PCS)/Temporary Change of Station (TCS) travel vouchers within 15 business days of receipt of complete voucher (including adequate funding).</p> <p>Validate and process 85% of en route, miscellaneous expense allowance, fixed temporary quarters, and house hunting (fixed/actual) COS vouchers within 6 business days of receipt of complete voucher (Including adequate funding).</p> <p>Validate and process 85% of actual temporary quarters, real estate, constructive, and all other vouchers within 15 business days of receipt of a complete voucher (including adequate funding).</p> <p>Validate and process 85% of RIT Allowance and Extended TDY Tax Reimbursement Allowance (ETRA) vouchers within 30 business days of receipt of a complete voucher (including adequate funding). Processing of RIT allowance and ITRA vouchers are dependent upon annual software updates, which typically occur in the Q2 of each calendar year.</p>
Relocation Services Contract Technical Management and Support	# of COS Orders and Amendments	\$3,120.13	90 % of approved COS Travel Authorizations will be delivered to the traveler within 25 business days from receipt of a complete and accurate Relocation Web Form from the Center.

### 3.2 Human Resources Services

Defined as the provision of efficient management of Agency HR Services to include: Support to Personnel Programs which includes Drug Testing Administration, Employee Recognition and Awards Processing and Suitability Adjudications; Employee Development and Training Programs Support; Employee Benefits to include Survivor and Retirement Counseling and Processing, On-Boarding/In-Processing, Administration of Leave Programs, Federal Workers' Compensation Program

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(FWCP) and Unemployment Compensation; Human Resource and Training Information Systems to include hosting, system administration, and reporting; Senior Executive Service (SES) Case Documentation; Personnel Action Processing (PAP); Electronic Official Personnel Folder (eOPF) Maintenance; Financial Disclosure Processing; On-line Course Management; Payroll and Time and Attendance Processing; and Training Purchases.

Service	Unit of Measure	FY 2017 Rate	Service Level Indicator
Support to Personnel Programs	# of Full Time Equivalent (FTE) as validated against N2	\$233.88	<p>Employee Recognition and Awards Processing:            98% of Awards/recognition items/supplies are to be delivered to Center Awards POC/recipient accurately and on-time as negotiated between the NSSC Service Provider, NSSC Civil Servants and the customer.</p> <p>90% of finalized ECQ Presentations and Mentor Evaluations for the SES CDP will be forwarded to the Center no later than 30 business days after receipt of a completed package.</p> <p>100% of SES Appointment ECQ documents that are received at the NSSC by the established timeline will be delivered to OHCM, prior to two business days before the OPM deadline.</p> <p>100% of PRA Nominations that are received at the NSSC by the established timeline be forwarded to OHCM prior to five business days before the OPM deadline.</p>
Employee Development and Training	# of FTE as validated against N2	\$69.84	No SLI.
Employee Benefits	# of FTE as validated against N2	\$170.72	<p>Retirement Estimates, Deposits, Redeposits, and Application Processing:</p> <p>90% of retirement estimate requests are completed within 15 business days.</p> <p>90% of expedited retirement actions are processed by COB the next business day after receipt of the request. (Definition of an</p>

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Service	Unit of Measure	FY 2017 Rate	Service Level Indicator
			Expedited Action – Retirement applications that must be expedited because the employee is retiring within 7 business days.) Conditions: Meeting this SLI is predicated on receipt of a complete retirement application package.
HR & Training Information Systems Operations and Maintenance	# of FTE as validated against N2	\$167.65	No SLI.
Personnel Action Processing (PAP)	# of PAP Transactions*	\$56.03	97% of personnel transactions that are received at the NSSC by the established deadline are processed within 5 business days from the effective date.  97% of personnel transactions are processed accurately as defined by regulations and references.

\*A PAP transaction is defined as: Each employee and/or position change which may or may not create a Standard Form (SF)-50 that is processed in the Federal Personnel Payroll System (FPPS). The unit of measure does not include system generated actions that are created, generated, and completed through an automated system (e.g., NASA Automated Awards System, FPPS, and Employee Express), corrections caused by NSSC error, retirement actions, and death actions. However, the unit of measure does include system generated actions if the action enters the Servicing Personnel Office Mass Prints Process (SPPR) box within FPPS requiring manual intervention (awards with the same effective date, pay adjustments for those employees on retained pay, etc.). Centers may still utilize spreadsheets to submit work to the NSSC; however, each action (SF-50 or non-SF-50) processed is defined as an individual transaction.

Service	Unit of Measure	FY 2017 Rate	Service Level Indicator
Electronic Official Personnel Folder (eOPF) Maintenance and Record Keeping	# of FTE as validated against N2	\$16.86	90% of documents will be filed in the employee’s eOPF within 15 business days of receipt at the NSSC or after being processed by the NSSC.
Financial Disclosure Processing	# of Office of Government Ethics (OGE)-450, OGE-450A, OGE-278, & OGE 278-T Forms Filed	\$30.92	No SLI.

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Service	Unit of Measure	FY 2017 Rate	Service Level Indicator
On-line Course Management	# of Hours required to complete course conversion, test, and upload to the SATERN learning management system	\$168.19	No SLI.
Off-site Training Purchases	# of Off-site individual training registrations resulting in a purchase, and Center cancellations when the cancellation is received after purchase has been completed	\$127.25	90% of registration and procurement documentation shall be completed accurately within 5 business days of approved training request.
On-Site Training Purchases	# of training purchases awarded	\$685.41	90% of on-site training actions (less than or equal to \$25,000) are awarded within 10 business days of receipt of a complete purchase request package.  90% of on-site training actions (greater than \$25,000) are awarded within 30 business days of receipt of a complete purchase request package.
Payroll and Time and Attendance Processing	# of FTE as validated against the N2	\$41.27	Process 99.9% Payroll/Time & Attendance (including pay and leave adjustments) accurately and on-time to the Department of Interior.

### 3.3 Procurement Services

Defined as the provision of efficient management of Agency-wide services in support of the Award and Administration of Grants and Cooperative Agreements; the Award and Administration of Small Business Innovative Research (SBIR) / Small Business Technology Transfer (STTR) Contracts, the Award and Administration of Agency-level Contracts (including Enterprise Software License Agreements); Award and Administration of select Agency simplified acquisitions; and the performance of general Agency PR services.

Service	Unit of Measure	FY 2017 Rate	Service Level Indicator
Procurement Processing and Other Administrative Services	# of FTE as validated against N2	\$52.15	No SLI.

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Service	Unit of Measure	FY 2017 Rate	Service Level Indicator
Agency Contracting Services	# of FTE and Work Year Equivalent (WYE) as validated against N2	\$99.36	No SLI.
Grants & Cooperative Agreements Awards and Administration	# of open Grant & Cooperative Agreement instruments with an active period of performance during the month billed	\$98.22	90% of award packages are prepared within 29 calendar days of receipt of a complete requirements package.
Small Business Innovative Research/ Small Business Technology Transfer (SBIR/STTR) Awards and Administration	# of open SBIR/STTR instruments with an active period of performance during the month billed	\$323.10	95% of the new Phase I awards made within the award schedule prescribed by the SBIR Project Management Office and approved by Small Business Administration.
Simplified Acquisition Threshold (SAT)	One (1) SAT Acquisition Request	\$1,205.54	30 days from receipt of complete PR Package to Award for all requests <u>not</u> requiring a synopsis  35 days from receipt of complete PR Package to Award for all requests requiring a synopsis

### 3.4 Enterprise Services

The NSSC provides Enterprise Services through the ESD, which consists of a Tier 1 Service Desk and Tier 0 website that support the Agency’s Enterprise IT Services Program (formerly the IT Infrastructure Integration Program (I3P)) and other Center-specific and program-specific initiatives. Enterprise Services are also provided at the National Center for Critical Information Processing and Storage (NCCIPS), a Tier III-equivalent federal shared services data center designed for sensitive and secure data processing and storage.

#### Tier 1 Service Desk

The ESD is a 24/7 resource for reporting and receiving resolution for help tickets. The ESD is able to answer many frequently-asked questions from its extensive knowledge base containing articles generated within the ESD and by Tier 2/Center providers. In cases when support is needed at a specific location, or a ticket requires more advanced knowledge, ESD coordinates with the appropriate provider to ensure resolution is received. The ESD distributes customer satisfaction surveys and reports the results for resolved incidents.

### **Tier 0 Website**

#### Self Help:

With the ESD's Tier 0 website, end users can access hundreds of knowledge articles, submit a help ticket, and check the status of a ticket. Service owners can create knowledge articles for ESD agents and Tier 0 end users.

The Tier 0 site is customized to each user. Behind the NASA firewall, no login is required when using Internet Explorer or Firefox. Log in using your NASA LaunchPad credentials if you are using another browser or are outside of the firewall.

#### Service Ordering:

End users can browse or search for a desired item in the ESD catalog, add it to a cart, and check out when they have found everything they need.

ESD grants access to service owners (or their delegates) to the Service Definition Repository (SDR) to define, test, and publish services within the catalog. Services can be Agency-wide or limited to a specific Center. Approval workflow for each service offered comes standard, including cost approval, if desired. Up to three Center approvals may be required (Organization, IT Representative and Center Resource). Service Owners have the ability to bundle services to simplify end-user ordering. ESD distributes customer satisfaction surveys and reports the results for resolved orders.

#### Notifications:

Service Owners or delegates receive 24/7 Web access to the ESD notifications tool, which is used to issue notifications of outages or other events that will affect end users. End users can subscribe to receive notifications and view those that have been sent. Notifications are displayed on the ESD Website and/or sent via e-mail to subscribers, an entire Center, or the entire Agency.

### **3.4.1 ESD**

NASA's Enterprise IT Services has transformed NASA's IT Infrastructure services from a Center-based model to a standard, enterprise-based management and provisioning model shared across the Agency. The scope of Enterprise IT Services is broad, entailing consolidation and central management of IT services in the areas of Tier 0/1 service desk and ordering, Web services and technologies, enterprise business and management applications, integrated

network/communications services and end-user services. The NSSC provides the Agency ESD in support of NASA's Enterprise IT Services program.

The ESD at the NSSC provides a Single Point of Contact (SPOC) for incident management in the Enterprise IT Services environment and a single ordering system for requesting Enterprise IT Services. Enterprise IT Services have been categorized into three different portfolios:

- Agency Consolidated End-user Services (ACES);
- NASA Integrated Communications Services (NICS); and
- Web Enterprise Services Technologies (WESTPrime).

The scope of the ESD includes:

- Providing a SPOC for initial reporting of incidents related to Enterprise IT Services;
- Providing a SPOC for ordering of Enterprise IT Services;
- Collecting SLI-based performance metrics for Enterprise IT Services using the ESD support systems and databases;
- Managing notifications for planned/unplanned outages/changes affecting Enterprise IT Services; and
- Issuing and reporting Enterprise IT Services surveys.

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Service	Unit of Measure	FY 2017 Rate	Service Level Indicator
ESD	# of FTE and WYE as validated against N2	\$185.21	<p>85% of routine customer inquiries are resolved on initial contact (call, Tier 0, e-mail) during NSSC business hours. Routine is defined as a knowledge article exists to resolve the inquiry.</p> <p>80% of customer calls are answered within 60 seconds during NSSC business hours.</p> <p>90% of incidents submitted via Tier 0 are escalated or resolved by the Customer Contact Center (CCC) within two (2) business hours of receipt.</p> <p>90% of incidents submitted via e-mail are escalated or resolved by CCC within 12 business hours of receipt.</p> <p>The call abandonment rate shall be less than 7%</p> <p>95% of documents received are accurately electronically scanned and routed.</p>

### 3.4.2 ESD (Supplemental Services for Centers and Programs)

The ESD is available to provide full Service Desk capabilities for services provided by Center programs to Center and Agency users. These Center services may or may not be IT-related.

ESD support includes licensed ServiceNow access for Center or Program support staff to work incidents within a single ServiceNow queue for any incident not resolved at Tier 0/1. Additional ServiceNow queues can be added for additional one-time cost. Personnel at Center or Program Office will receive incident tickets within ESD ServiceNow in accordance with direction provided in knowledge articles.

The ESD Tier 0 Website and the ESD Notification Tool are available with no extra charge to Centers and Programs.

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Centers can add services (Service Definition) to the catalog for a one-time fee.

Service	Unit of Measure	FY 2017 Rate	Service Level Indicator
ESD (Supplemental Services)	Determined by customer requirements	<ul style="list-style-type: none"> <li>• Service Definition (standard service, standalone Center service offering): \$900</li> <li>• Service Definition (enhanced service, two or more bundled Center services): \$1,800</li> <li>• Additional ServiceNow Queue (Incident or Service Request): \$1,300</li> </ul>	<p>85% of routine customer inquiries are resolved on initial contact (call, Tier 0, e-mail) during NSSC business hours. Routine is defined as a knowledge article exists to resolve the inquiry.</p> <p>80% of customer calls are answered within 60 seconds during NSSC business hours.</p> <p>90% of incidents submitted via Tier 0 are escalated or resolved by CCC within two (2) business hours of receipt.</p> <p>90% of incidents submitted via e-mail are escalated or resolved by CCC within 12 business hours of receipt.</p> <p>The call abandonment rate shall be less than 7%            95% of documents received are accurately electronically scanned and routed.</p>

### 3.4.3 National Center for Critical Information Processing and Storage (NCCIPS)

NCCIPS is a Tier III-equivalent federal shared services data center (as defined by the Uptime Institute) designed for sensitive and secure data processing and storage.

NCCIPS provides the following infrastructure/services: five layers of security, dedicated commercial power, a fully redundant power infrastructure, generator backup, ample chilled water cooling capacity, robust fiber network infrastructure, expert IT staff, 24x7 facility operations staff monitoring, and FE-25 clean agent fire suppression.

### 3.5 Agency Business Support Services

ABS provides business support services to the Agency as required. The IT Business Services supports the following contracts:

Agency Consolidated Contract Services	Funding Sources
Agency Consolidated End-User Services Contract (ACES)	Working Capital Fund
Enterprise Applications Service Technologies Contract (EAST)	Working Capital Fund
NASA Integrated Communications Services Contract (NICS)	Working Capital Fund
Network Delivery Orders	Working Capital Fund
Web Enterprise Services Technologies Contract (WESTPrime)	Working Capital Fund

Service	Unit of Measure	FY 2017 Rate	Service Level Indicator
IT Business Services	# of FTE and WYE as validated against N2	\$44.94	No SLI.

Contracts	Unit of Measure	FY 2017 Rate	Service Level Indicator
ACES	\$1 of Contract Cost	\$1	No SLI.

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Contracts	Unit of Measure	FY 2017 Rate	Service Level Indicator
NICS	\$1 of Contract Cost	\$1	No SLI.
EAST	\$1 of Contract Cost	\$1	No SLI.
Networx Delivery Orders	\$1 of Contract Cost	\$1	No SLI.
WESTPRIME	\$1 of Contract Cost	\$1	No SLI.

### 3.6 Cross-Cutting Services

#### 3.6.1 Institutional IT

These services are not separately priced but are allocated to the FM, HR, PR, ES, and ABS services.

Service	Unit of Measure	FY 2017 Rate	Service Level Indicator
IT Services	N/A	N/A	<p>ESD, CCC and IT Security Tools systems shall be available for use 99.95% of 24 hours per day, 365 days per year excluding scheduled outages. Requirements will be calculated as a percentage of: 24 (hours per day) X 365 (Days per year) = 8760 (hours per year); availability requirement of 99.95% equates to an uptime of 8755.6 hours per year and only permitting 4.4 hours of unscheduled downtime in that same period.</p> <p>NSSC IT systems, except those designated for ESD, CCC or IT Security, shall be available for use 99.95% between the hours of 0700 and 1900 CT as applicable, excluding weekends, Federal holidays, and scheduled outages.</p>

#### 3.6.2 Customer Contact Center (CCC)

CUSTOMER CONTACT CENTER	
Service	Service Level Indicator
Call Resolution Rate	85% of routine customer inquiries are resolved on initial contact (call, Tier 0, e-mail) during NSSC business hours. Routine is defined as a knowledge article exists to resolve the inquiry.

Call Response Rate	80% of customer calls are answered within 60 seconds during NSSC business hours.
Call Abandonment Rate	The call abandonment rate shall be less than 7%.

### 3.6.3 Document Imaging

The NSSC offers technology to transfer current, NSSC generated, and NSSC processed documentation to an electronic environment for viewing, storage, retrieval, and distribution via on-line sources, facsimile, and e-mail.

## 4.0 QUALITY INDICATORS AND PERFORMANCE REPORTING

### 4.1 NSSC Quality Control Program

The NSSC is committed to providing superior quality products and services to all internal and external customers. Using our customers' input and data analysis, the NSSC has established quality objectives that drive continuous improvement, greater efficiency, and improved customer satisfaction. The NSSC is committed to customer satisfaction.

The NSSC seeks to provide a comprehensive quality program that employs effective quality control techniques, quality assurance reviews or audits, and customer satisfaction reviews aimed at continually improving value over the long term by focusing on customers while addressing the needs of all stakeholders. The NSSC will seek to provide high-quality services that exceed customer expectations and needs. Primary elements of service quality include: timeliness, courtesy, consistency, accessibility, accuracy, and responsiveness. The NSSC has developed Quality Control Templates for all core activities to include: AP, AR, Payroll, Travel Voucher Processing, Benefits Processing, PAP, Training Purchases Processing, Grants and Cooperative Agreements Awards, and SBIR/STTR Awards. Quality Control Points assessed include Receipt of Action, Service Provider to Civil Servant interface, and Escapes (quality failures that leave the NSSC). In the event of quality failures, the NSSC will initiate a structured Service Recovery action to rectify the situation for the customer or organization, as required. The NSSC will develop corrective action plans, as necessary. Quality measurement data is included in the monthly [Performance & Utilization Report](#).

## 4.2 NSSC Quality Incentive Program

The NSSC start-up approach included rework costs in its base service rates. However, the NSSC found that this approach did not encourage the reduction of rework and thereby the reduction of costs. Moreover, customers managing the quality of their inputs inequitably carried the cost of excessive rework on behalf of other customers.

To proactively address the issue of rework, the NSSC deployed multiple tactics in the NSSC Quality Incentive Program to include:

- Collaborating with Center management and other representatives (e.g., Agency Applications Office (AAO)) to identify and review processes and interfaces to locate the probable cause of the rework;
- Reengineering processes, as appropriate, to reduce the occurrence of rework;
- Containing rework within reasonable and manageable parameters; and
- Collaborating with Center management to design processes that are less prone to errors.

The NSSC has established a Quality Incentive Goal (QIG) of 5% that applies only to high-volume transactional activities. Customers are not billed for corrections processed due to an NSSC error.

- Customers with a controllable rework percentage less than or equal to 5% for a given activity will not be charged for rework for that month for that activity; and
- Customers with a controllable rework percentage greater than 5% for a given activity will be charged for that controllable rework in excess of the 5% QIG for that activity for the month.

## 4.3 Performance Reporting

The expectations of the customers and the NSSC are clearly defined in Section 2.0. The NSSC will generate monthly reports to document performance of cost recovery against budget, timeliness, quality, customer satisfaction, and specific service standards established and agreed to as part of this SLA.

The Performance Reports to be provided by the NSSC to the customers will be in accordance with the following requirements:

Report	Frequency
<a href="#">NSSC Performance &amp; Utilization Report</a>	Monthly
Formal Review	As Requested

Upon request, a formal review will occur between the parties to the SLA. This review will entail:

- Review of financial performance against budget;
- Review of operational performance against service standards;
- Review of issues arising relating to performance where remedial action plans are required to be prepared; and
- Identification of opportunities for continuous improvement.

Where remedial action plans are required, this meeting will be used to agree on the timeframes in which the plans will be established or forwarded for approval by the NSSC Executive Director or Designee.

#### 4.4 ESD Tier 0 Website

The ESD Tier 0 Website provides knowledge articles and customer interface capabilities concerning Enterprise IT Services. This Tier 0 Website provides an interface for requesting Enterprise IT Services, a viewable log of Enterprise IT Services contract notifications, and the capability for users to enter and/or obtain status of reported incidents or help desk tickets. The goal of Tier 0 is to reduce the cost/workload related to the Tier 1 help desk and to provide users with an alternate channel for obtaining Enterprise IT Services related information. The ESD Portal can be accessed at <https://esd.nasa.gov>.

#### 4.5 Grants Status Website

The NSSC maintains a Grants Status Search capability on the NSSC website. The Grants Status Website can be used by Grantees to perform a NASA Grants Status search to check the status of funding. NASA employees can use the Grants Status Search ([www.nssc.nasa.gov/grantstatus](http://www.nssc.nasa.gov/grantstatus)) to determine where a Grant is in the process, from receipt of the Grant at the NSSC to making funds available to the Grantee.

## 4.6 Training Purchases Reconciliation Tool

The NSSC maintains the Training Purchases Reconciliation Tool to provide search capability for all Center Training Officers (CTO) on the NSSC website. By accessing this tool, CTO's can search the training purchases data by Center and/or date ranges. This tool also has adhoc capabilities to allow for refined searching on specific training purchases data elements. Data can be downloaded into Microsoft Excel for further analysis, formatting, or other customization to meet individual customer needs. The Training Purchases Reconciliation Tool Website (<http://tprt.nssc.nasa.gov/>) includes all purchases made by the NSSC since January 2012, as well as the NSSC approved requests for reimbursement, no-cost events, and prepaid events. The Training Purchases data warehouse is updated nightly. Customers should allow 24-48 hours for data to be added or changed in the system.

## 4.7 On-line Training Status Website

The NSSC maintains the On-line Training Status Report which provides updates to current online course content development requests. This report can be used to determine the development status of each course as well as the priority for each request. This report is updated each Monday and can be found on the following Web page (<https://www.nssc.nasa.gov/onlinetraining>) under the [Online Training Support Status Report](#) section.

# 5.0 FORMAL DISPUTE RESOLUTION PROCESS

## 5.1 Purpose and Principles

The purpose of the formal dispute resolution process is to achieve the prompt resolution of formal disputes to the satisfaction of all parties. Only after all attempts have been made to resolve issues at the working level should a dispute be formally issued to the Chief of SIC. The dispute process is based on the following principles:

- All formal disputes raised will be adequately documented including agreed upon actions taken to resolve the dispute;
- Formal disputes shall only be considered resolved when agreed-upon actions have been implemented to the satisfaction of all parties; and

- In the event an agreement is not reached, all formal disputes will be referred to the NSSC Executive Director for discussion, negotiations, and an advisory opinion.

## 5.2 Dispute Categorization

All formal disputes raised will fall into four categories:

- Failure to meet the responsibilities of the NSSC and the customer as outlined in this SLA;
- Failure to reach resolution on recommended changes to the SLA;
- Requests for amendment to required service standards; and
- Service quality or customer satisfaction disputes.

## 5.3 Raising and Recording Formal Disputes

Authorized representatives will raise formal disputes with SOD only after attempting to resolve disputes independently through the service delivery process. The chief of SIC will communicate the accountability for the formal dispute to the NSSC. All formal disputes raised will be documented in a disputes log within one working day and responsibility will be assigned for resolution.

The Chief of SIC will seek to identify and agree upon satisfactory, immediate resolution of the dispute with NSSC Service Delivery and/or the Support Operations Directorate. Agreed-upon actions will be vetted with the NSSC Executive Director, documented in the formal disputes log, and confirmed with the customer representative. Actions not in agreement will be communicated to the NSSC Executive Director for further disposition.

## 5.4 Dispute Escalation Process

If the customer representative cannot resolve the dispute through either the service delivery process, or facilitation with the Chief of SIC, the following apply:

- The formal dispute will be escalated to the Director, SOD for the purpose of discussion and fact finding resulting in the issuance of a formal report;

- The formal dispute may be escalated to the NSSC Executive Director for discussion, negotiation, or an advisory opinion when resolution cannot be reached by the Director, SOD; and
- If actions to resolve the dispute are not agreeable between the NSSC Executive Director and the customer, the dispute will be referred to the Associate Administrator (AA) for the Mission Support Directorate (MSD) for discussion and resolution. The decision of the AA MSD will be the final ruling.

The AA MSD will identify and agree to satisfactory actions and resolution with the NSSC Executive Director.

## 5.5 Monitoring of Dispute Reporting

At the subsequent meeting, the AA MSD will:

- Receive a report from the NSSC Executive Director summarizing formal disputes raised, unresolved, and resolved since its previous meeting; and
- Agree upon actions to resolve disputes escalated by the customers.

## APPENDIX A: DETAILED VOLUMES BY CUSTOMER

### Financial Management Services

Service	Unit	Total Volume	Anticipated Annual Volume By Customer											
			ARC	AFRC	GRC	GSFC	HQ	HQ OIG	HQ OCIO	JSC	KSC	LaRC	MSFC	SSC
Accounts Payable	# of Invoices and IPAC Payments	84,014	7,704	3,424	6,580	19,141	11,812	-	-	9,150	7,503	8,736	7,415	2,549
Accounts Receivable	# of Billings, write offs and Collections: Direct and Reimbursable	44,033	5,961	1,097	2,589	7,388	6,119	-	-	5,172	3,718	3,300	3,923	4,766
Fund Balance with Treasury	# of Travel Payments, AP, and AR Collections	157,758	13,905	5,292	11,651	32,443	24,587	-	-	19,577	12,863	16,536	15,649	5,255
Domestic Travel Services	# of Domestic Travel Payments and Advances	48,159	3,150	1,250	3,900	8,637	8,628	-	-	7,020	3,444	5,850	5,800	480
COS, Foreign & ETDY Travel Services	# of COS, Foreign, & Extended TDY Payments (including reversals)	4,559	300	105	221	961	1,265	-	-	970	120	350	245	22
Relocation Assistance	# of COS Moves	150	16	5	6	19	20	-	-	46	5	9	21	3

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**Human Resources Services**

Service	Unit	Anticipated Annual Volume By Customer											
		AFRC	GRC	GSFC	HQ	HQ Agency	HQ OIG	HQ OCIO	JSC	KSC	LaRC	MSFC	SSC
Support to Personnel Programs	# of FTE	536	1,539	3,263	1,364	-	-	-	2,961	1,967	1,809	2,324	305
Employee Development and Training	# of FTE	536	1,539	3,263	1,364	-	-	-	2,961	1,967	1,809	2,324	305
Employee Benefits	# of FTE	536	1,539	3,263	1,364	-	-	-	2,961	1,967	1,809	2,324	305
Human Resource & Training Information Systems	# of FTE	536	1,539	3,263	1,364	-	-	-	2,961	1,967	1,809	2,324	305
e-OPF Record Keeping	# of FTE	536	1,539	3,263	1,364	-	-	-	2,961	1,967	1,809	2,324	305
Personnel Action Processing	# of PAP Transactions	900	2,100	4,200	2,355	-	-	-	4,866	3,196	2,580	3,155	531
Financial Disclosure Processing	# of OGE-450, OGE-450A, & OGE-278 Forms Filed	370	1,031	2,058	1,100	-	-	-	1,786	1,075	1,235	1,100	245
Online Course Management	# of Hours	70	250	210	-	600	-	-	40	150	25	278	144
Off-site Training	# of Individual Training Registrations Resulting in a Purchase & Center Cancellations	240	415	700	625	-	250	-	820	500	925	346	150
On-site Training	# of On-Site Training Purchases	13	26	70	40	-	-	-	130	72	40	99	8
Payroll/Time & Attendance Processing	# of FTE	536	1,539	3,263	1,364	-	-	-	2,961	1,967	1,809	2,324	305
Training Purchases \$	\$1 of Training Cost	600,000	900,000	1,967,608	750,000	350,000	300,000	-	2,500,000	2,429,825	1,500,000	1,750,000	268,284

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**Procurement Services**

Service	Unit	Total Volume	Anticipated Annual Volume By Customer								
			ARC	AFRC	GRC	GSFC	HQ	HQ Agency	HQ OIG	HQ OCIO	HQ NMO
PR Processing & Other Admin. Services	# of FTE	17,228	1,161	536	1,539	3,263	1,364	-	-	-	-
Agency Contracting Services	# of FTE & WYE as validated against N2	41,247	1,265	421	1,342	4,027	1,852	-	-	-	-
Grants Awards and Administration	# of Open Grants & Cooperative Agreements	69,591	4,346	307	1,247	10,147	84	-	-	-	-
SBIR/STTR Awards and Administration	# of Open SBIR/STTR	6,801	279	785	1,387	727	-	-	-	-	869
Simplified Acquisitions Threshold (SAT)	# of SAT Acquisition Requests	5,400	244	180	1,051	1,573	146	-	-	-	-

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**Procurement Services (continued)**

Service	Unit	Total Volume	Anticipated Annual Volume By Customer										
			JSC	KSC	LaRC	MSFC	SSC	ARMD	HQO-ES	SMD	HQO-SO	EDUC	STMD
PR Processing & Other Admin. Services	# of FTE	17,228	2,961	1,967	1,809	2,324	305	-	-	-	-	-	-
Agency Contracting Services	# of FTE & WYE as validated against N2	41,247	2,064	2,156	1,759	2,340	842	1,866	6,422	4,950	8,739	88	1,114
Grants Awards and Administration	# of Open Grants & Cooperative Agreements	69,591	2,122	498	1,602	589	66	12	12	41,520	28	3,551	3,460
SBIR/STTR Awards and Administration	# of Open SBIR/STTR	6,801	600	178	1,150	637	189	-	-	-	-	-	-
Simplified Acquisitions Threshold (SAT)	# of SAT Acquisition Requests	5,400	494	462	801	449	-	-	-	-	-	-	-

**Enterprise Services**

Service	Unit	Total Volume	Anticipated Annual Volume By Customer							
			ARC	AFRC	GRC	GSFC	HQ	HQ OIG	HQ OCIO	HQ NMO
ESD	# of FTE & WYE as validated against N2	41,247	1,265	421	1,342	4,027	1,852	-	-	-

**Enterprise Services (continued)**

Service	Unit	Total Volume	Anticipated Annual Volume By Customer										
			JSC	KSC	LaRC	MSFC	SSC	ARMD	HEO-ES	SMD	HEO-SO	EDUC	STMD
ESD	# of FTE & WYE as validated against N2	41,247	2,064	2,156	1,759	2,340	842	1,866	6,422	4,950	8,739	88	1,114

**Agency Business Support Services**

Service	Unit	Total Volume	Anticipated Annual Volume By Customer									
			ARC	AFRC	GRC	GSFC	HQ	HQ OIG	HQ OCIO	HQ NMO	JSC	
IT Business Service	# of FTE & WYE as validated against N2	41,247	1,265	421	1,342	4,027	1,852	-	-	-	-	2,064

Service	Unit	Total Volume	Anticipated Annual Volume By Customer									
			KSC	LaRC	MSFC	SSC	ARMD	HEO-ES	SMD	HEO-SO	EDUC	STMD
IT Business Service	# of FTE & WYE as validated against N2	41,247	2,156	1,759	2,340	842	1,866	6,422	4,950	8,739	88	1,114

## APPENDIX B: NSSC POINTS OF CONTACT

Service	Contact	Name	Phone	E-mail
Overall SLA Issues	Director, SOD	Anita Harrell	228-813-6809	<a href="mailto:anita.f.harrell@nasa.gov">anita.f.harrell@nasa.gov</a>
WCF, Chargebacks, Rates, & Status Billing	Chief, Budget and Accounting Division	Teri Green	228-813-6164	<a href="mailto:teri.l.green@nasa.gov">teri.l.green@nasa.gov</a>
Performance Reporting	Deputy Director, Service Delivery	Bob Poncet	228-813-6017	<a href="mailto:robert.a.poncet@nasa.gov">robert.a.poncet@nasa.gov</a>
Strategic Integration & Communication	Chief, Strategic Integration & Communication	Michael Sweigart (Acting)	228-813-6342	<a href="mailto:michael.l.sweigart@nasa.gov">michael.l.sweigart@nasa.gov</a>
Financial Management Services	Chief, Financial Management Services Division	Peggy Mosteller	228-813-6340	<a href="mailto:peggy.j.mosteller@nasa.gov">peggy.j.mosteller@nasa.gov</a>
Human Resources Services	Chief, Human Resources Services Division	Amy Alexander	228-813-6146	<a href="mailto:amy.m.alexander@nasa.gov">amy.m.alexander@nasa.gov</a>
Enterprise Services (ESD & Customer Contact Center)	Chief, Enterprise Services Division	Pam Wolfe	228-813-6223	<a href="mailto:pamela.j.wolfe@nasa.gov">pamela.j.wolfe@nasa.gov</a>
Procurement Services	Chief, Procurement Services Division	Mark Chadwick	228-813-6022	<a href="mailto:mark.w.chadwick@nasa.gov">mark.w.chadwick@nasa.gov</a>
Agency Business Support Services (Includes IT Business Services)	Chief, Budget and Accounting Division	Teri Green	228-813-6164	<a href="mailto:teri.l.green@nasa.gov">teri.l.green@nasa.gov</a>

## APPENDIX C: ACRONYMS

Acronym	Description
AAO	Agency Applications Office
ABS	Agency Business Support
ACES	Agency Consolidated End-Users Services
AMO	Agency Management and Operations
AP	Accounts Payable
AR	Accounts Receivable
AWCCS	Agency-Wide Contract Closeout Services
BAD	Budget and Accounting Division
BOC	Bill of Collection
CCC	Customer Contact Center
CDP	Candidate Development Program
CIO	Chief Information Officer
CFO	Chief Financial Officer
CMM	Contract Management Module
CMO	Center Management and Operations
COS	Change of Station
COR	Contracting Officer's Representative
CTO	Center Training Officer
DOI	Department of the Interior
DOL	Department of Labor
EAST	Enterprise Applications Service Technology
ECQ	Executive Core Qualification
eOPF	electronic Official Personnel Folder
ESD	Enterprise Service Desk

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Acronym	Description
ETDY	Extended Temporary Duty
ETTRA	Extended TDY Tax Reimbursement Allowance
FBWT	Fund Balance with Treasury
FI	Financial Invoices
FM	Financial Management
FPPS	Federal Personnel Payroll System
FTE	Full Time Equivalent
FWCP	Federal Workers' Compensation Program
FY	Fiscal Year
GAO	Government Accountability Office
GL	General Ledger
HQ	Headquarters
HR	Human Resources
IPAC	Intra-governmental Payment and Collection
L6S	Lean Six Sigma
LOC	Letter of Credit
MSC	Mission Support Council
NASA	National Aeronautics and Space Administration
NASTRAN	NASA Structural Analysis Program
NICS	NASA Integrated Communications Services
NMO	NASA Management Office
NPR	NASA Procedural Requirements
NSSC	NASA Shared Services Center
OCFO	Office of the Chief Financial Officer
OCIO	Office of the Chief Information Officer
OGE	Office of Government Ethics

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Acronym	Description
OIG	Office of Inspector General
OPM	Office of Personnel Management
PAP	Personnel Action Processing
PATRAN	Patches to NASTRAN
PPBE	Planning, Programming, Budgeting, and Execution
PR	Procurement
PUR	Performance Utilization Report
QIG	Quality Incentive Goal
RITA	Relocation Income Tax Allowance
ROM	Rough Order of Magnitude
SAP	Systems, Applications, and Products in Data Processing
SAT	Simplified Acquisition Threshold
SBIR	Small Business Innovative Research
SES	Senior Executive Service
SEWP	Solutions for Enterprise-Wide Procurement
SIC	Strategic Integration & Communication
SF	Standard Form
SLA	Service Level Agreement
SLI	Service Level Indicator
SOD	Support Operations Directorate
SPOC	Single Point of Contact
SPPR	Servicing Personnel Office Mass Prints Process
STTR	Small Business Technology Transfer
TPRT	Training Purchases Reconciliation Tool
UC	Unemployment Compensation
WAWF	Wide Area Work Flow

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Acronym	Description
WCF	Working Capital Fund
WESTPrime	Web Enterprise Services Technologies
WYE	Work Year Equivalent

## APPENDIX D: SIGNATORIES

This SLA applies to the provision of specific services from the NSSC to the NSSC customers as identified in Section 1.0 in the areas of FM, HR, PR, Enterprise Services, and ABS. Selected HR services for the OIG are included; however, detailed and specific information regarding HR Services for the OIG is contained in the “Human Capital Management Roles and Responsibility Agreement” between the NSSC and the NASA OIG.

This agreement is entered into by:

*Signatures on File*

_____ CIO (or Designee)	_____ Date	_____ STMD Associate Administrator (or Designee)	_____ Date	_____ IG (or Designee)	_____ Date
_____ Education Associate Administrator (or Designee)	_____ Date	_____ ARMD Associate Administrator (or Designee)	_____ Date	_____ HEO Associate Administrator (or Designee)	_____ Date
_____ SMD Associate Administrator (or Designee)	_____ Date	_____ HQ Operations Executive Director (or Designee)	_____ Date	_____ NSSC Executive Director	_____ Date
_____ GRC Director (or Designee)	_____ Date	_____ ARC Director (or Designee)	_____ Date	_____ AFRC Director (or Designee)	_____ Date
_____ KSC Director (or Designee)	_____ Date	_____ GSFC Director (or Designee)	_____ Date	_____ JSC Director (or Designee)	_____ Date
_____ SSC Director (or Designee)	_____ Date	_____ LaRC Director (or Designee)	_____ Date	_____ MSFC Director (or Designee)	_____ Date

*Signatures on File*