



NASA Shared Services Center

NSSC SERVICE LEVEL AGREEMENT

Fiscal Year (FY) 2021

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NASA SHARED SERVICES CENTER
FY 2021 SERVICE LEVEL AGREEMENT

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FOREWORD

The NASA Shared Services Center (NSSC) is evolving to meet the ever-changing needs of the Agency, enabling mission success. As the world encountered changes in FY20, the NSSC also adjusted and kept moving forward. Using processes already in place and existing technologies, the NSSC demonstrated an exceptional ability to leverage and engage its workforce in this new environment to successfully complete services. We are improving the NSSC business model and continuing to provide timely, high-quality, and cost-effective customer support with a renewed focus on the customer experience.

The Mission Support Architecture Program (MAP) process reveals that the NSSC's full cost business model needed some changes; therefore, we are adapting. The NSSC derived a more equitable distribution of costs and reimagined the cost allocation model. In FY20, we used accumulated operating funds to fund the first month of the fiscal year. We were also able to reduce the advanced funding requirement from 2 months to 1 month for the first month of the fiscal year. While we have some remaining challenges to navigate, the NSSC remains committed to supporting our NASA customers in an agile and meaningful manner.

Providing timely, high-quality, and cost effective customer support has always been key to enabling mission success. This year, implementing and stabilizing MAP initiatives was an important ingredient to meeting this criteria and reaching our goal. Leveraging existing technology, like the ServiceNow Enterprise Resource Platform, to become more efficient in utilizing the new Human Resources Service Delivery module was not only resourceful but also cost-effective. The Agency now has the opportunity to implement a one-stop Employee Service Center, while eliminating many of the customizations required in legacy module(s). And, it's not just Human Resources experiencing significant change. From FY18-22, new business at NSSC increased \$14.4 million, while service allocation costs were reduced by \$900,000.

While the NSSC has always taken pride in the quality of the service we provide, we know it is not just about metrics. Customer experience is paramount to ensuring mission success. This year we have updated our Customer Experience program. We have implemented dashboards with survey results which will provide NSSC managers near real-time feedback and greater insight into customer experience than ever before. Previously, a response rate of 5-7% was average. Our latest response rate is 15%. Now, more than ever, your experience is driving all that we do. That's because we know your experience is an important part to enabling mission success.

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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 STEM Engagement, Office of the Chief Information Officer (OCIO), Office of the Chief Financial Officer (OCFO), the Office of the Inspector General (OIG), Office of Procurement, Office of the Chief Human Capital Officer (OCHCO), and Office of Protective Services (OPS). The services covered by this Service Level Agreement (SLA) are:

- Financial Management (FM) Services;
- Human Resources (HR) Services;
- Procurement (PR) Services;
- Enterprise Services (ES); and
- Agency Business Support (ABS) Services; and
- National Center for Critical Information Processing & Storage (NCCIPS).

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.

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:

Organization	Signatory
NSSC	Executive Director
Mission Directorates	Associate Administrators
Office of STEM Engagement	Associate Administrator

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Organization	Signatory
Office of Chief Information Officer	Agency Chief Information Officer
Office of the Chief Financial Officer	Agency Chief Financial Officer
Office of the Inspector General	Inspector General
Office of Procurement	Assistant Administrator
Office of the Chief Human Capital Officer	NASA Chief Human Capital Officer
Office of Protective Services	Assistant Administrator

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 Chief Financial Officer (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:

Service	Contact
Service Delivery and Performance Management	Director, Service Delivery

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Service	Contact
Performance Reporting and Strategic Integration and Communications	Chief, Strategic Integration and Communications
Working Capital Fund, Chargeback, Rates and Status Billing	Chief, Budget and Accounting
Financial Management Services	Chief, Financial Management Services
Human Resources Services	Director, Human Resources Services
Enterprise Services - Enterprise Service Desk & Customer Contact Center - NASA Enterprise Automation Service (NEAS) Qualified Service Provider (Robotic Process Automation (RPA)) - NSSC Intelligent Automation Services	Chief, Enterprise Services
Procurement Services	Chief, Procurement Services
Agency Business Support Services - Information Technology (IT) Business Services	Chief, Budget and Accounting
National Center for Critical Information Processing and Storage (NCCIPS)	NCCIPS Program Director

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 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 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

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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 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 through an IPAC prepayment push of funds 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). 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 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 PPBE21 FY 2021. Once the service performance metrics and customer utilization data have been collected and analyzed, a monthly Utilization and Billing Report will be created and made available on the [metrics page](#) on the NSSC Web site. This report includes the utilization 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. To view performance data, visit the dashboard, which is accessible to any employee with NASA credentials (an AUID and UUPIC) via ServiceNow. Specific instructions for accessing the dashboard are also available on the [metrics page](#).

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 emphasis on rigorously establishing and then aligning towards customer expectations while meeting or exceeding requirements is particularly significant for shared services. The NSSC makes use of tools, such as Agile Scrum and Lean Six Sigma, to ensure our process and services are streamlined and efficient. Customer experience and the ability to adapt and change is paramount. To continue to improve in these areas we have created a culture of continuous improvement. Our culture is built upon the ideas of those who understand the business the best our employees and also from the experiences and feedback of our NASA customers. We have implemented an Innovation and Continuous

Improvement program and our employees have been quick to respond. Their ideas are tracked and evaluated using Lean Six Sigma and other tools to determine the potential benefits to our customers, which is at the heart of everything the NSSC does. The customer experience gives life to our metrics. It matters, and we are working hard to ensure the customer experience exceeds expectations. In FY20, NSSC modernized our survey program and web presence to be more in tune to the Customer Experience. NSSC is currently in midst of a major migration effort within the ServiceNow ERP platform; implementing a one stop shop Employee Service Portal (HR Services) and service portals for Financial Services and Procurement Services to align with portals already in operation for ESD and HR Services. In partnership with OCHCO, transforming Staffing Services implementing USA Staffing, USA On-boarding, and USA Hire while sunsetting legacy systems.

2.0 OVERALL RESPONSIBILITIES

The NSSC transitioned a variety of transactional and administrative activities previously performed at each NASA Center and NASA HQ in FM, HR, ES, 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 Services Catalog](#). 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 (CCC). After-hours inquiries will be addressed the next business day. The Enterprise Service Desk (ESD) provides customer support 24 hours per day, 7 days a week.

The NSSC will work with Agency policy makers in making, 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).

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 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 reporting is [now available](#) via a performance dashboard in ServiceNow. 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 Leaders.

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.

Center organizations ordering services under the Agency-Wide Acquisition Support Services (AWASS) contract will be responsible for providing office space, office furniture, and utilities, Agency standard IT hardware, and Agency standard software loads (to include access to SAP, Procurement for Public Sector) for the AWASS contract representatives in accordance with the AWASS contract.

The Centers will provide occupancy space for Center employees realigned or detailed to the NSSC as part of a transition (i.e., SAT 1105 purchasing agents located at Goddard Space Flight Center (GSFC)/ Glenn Research Center; in accordance with NASA distributed workforce approach).

Grants Management Services require access to NASA's Research and Analysis Program Tracking of Resources and NASA Solicitation and Proposal Integrated Review and Evaluation System managed by the Science Mission Directorate (SMD). SMD Funding will be utilized at the GSFC level—GSFC/Regional Finance Office Procurement Requisition Funding release strategies are created in SAP to include the NSSC Budget and Accounting Division.

Customers may use either current or unexpired prior year funds available in the planned FY in creating a Funds Commitment for charges using their Management and Operations Appropriation or Agency Management and Operations Appropriation for HQ to fund prepayments to the NSSC through the WCF. Funding organizations 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 for budget formulation.

The Centers 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 Services; and Relocation Services Contract Technical Management and Support.

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Accounts Payable (AP)	# of Invoices, Cash Grant Payments (non-advance commercial payments), IPAC Payments, and Center Advances and Liquidations	\$76.43	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	\$51.16	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	\$4.68	90% of all FBWT Differences should be less than 30 days old
Domestic Travel Voucher Payments and All Travel Advances	# of Domestic Travel Vouchers and all Advances	\$24.52	Validate and process 85% of domestic travel expense reports within 4 business days of receipt of complete expense report (including adequate funding).
Foreign Travel Voucher Payments	# of Foreign Travel Vouchers (including reissued payments)	\$370.85	Validate and process 85% of foreign travel expense reports within 5 business days of receipt of complete expense report (including adequate funding).
Extended Temporary Duty (ETDY) Voucher Payments	# of ETDY Domestic and Foreign Travel Vouchers (including reissued payments)	\$370.85	Validate and process 85% of ETDY expense reports within 5 business days of receipt of a complete expense report (including adequate funding).

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<p>Change of Station (COS) Voucher Payments</p>	<p># 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, Relocation Income Tax Allowance (RITA) and ETDY Tax Reimbursement Allowance (ETTRA), (including reissued payments).</p>	<p>\$370.85</p>	<p>Validate and process 85% of Permanent Change of Station /Temporary Change of Station travel vouchers within 6/15/30 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 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 RITA, ETTRA, and Income Tax Reimbursement Allowance (ITRA) vouchers within 30 days of receipt of a complete voucher (including adequate funding).</p>
<p>Relocation Services Contract Technical Management and Support</p>	<p># of COS Travel Authorizations and Amendments</p>	<p>\$3,821.81</p>	<p>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.</p>
<p>ETDY Authorization & Voucher Preparation</p>	<p># of Authorizations and Vouchers prepared, including amendments and cancellations</p>	<p>\$252.33</p>	<p>90% of ETDY travel authorizations will be completed in the travel system within 4 business days from receipt of a complete web form.</p>

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			90% of ETDY travel vouchers will be completed in the travel system within 3 business days from receipt of a complete web form.
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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, Suitability Adjudications, General Employment Inquiries, Classification Appeals, Development of Information Materials, Employee Notices, Presidential Rank Awards (PRA) and Senior Executive Service (SES) Case Documentation; Employee Benefits to include Survivor and Retirement Counseling and Processing, On-Boarding/In-Processing, Administration of Leave Programs, Federal Workers' Compensation Program (FWCP) and Unemployment Compensation; Human Resource and Training Information Systems to include hosting, system administration, and reporting; Personnel Action Processing (PAP); Electronic Official Personnel Folder (eOPF) Maintenance; Financial Disclosure Processing; On-line Course Management; Payroll and Time and Attendance Processing; Classification Services; Staffing Services; Employee Training Administration and Training Purchases

Service	Unit of Measure	FY 2021 Rate	Service Level Indicator
Support to Personnel Programs	# Full Time Equivalent (FTE) as validated against N2	\$236.95	<p>98% of awards/recognition items/supplies are to be delivered to Center Awards Point of Contact (POC)/Recipient accurately.</p> <p>98% of awards/recognition items/supplies are to be delivered to Center Awards POC/Recipient on-time as negotiated between the NSSC Service Provider, NSSC Civil Servants, and the customer.</p> <p>90% of finalized Executive Core Qualifications (ECQ) Presentations and Mentor Evaluations for the SES Candidate Development</p>

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Service	Unit of Measure	FY 2021 Rate	Service Level Indicator
			<p>Program (CDP) will be forwarded to the designated POC no later than 30 business days after receipt of a completed package.</p> <p>100% of SES Appointment ECQ cases that are requested by the established timeline will be delivered to the Office of Personnel Management (OPM) prior to the OPM deadline.</p> <p>100% of PRA Nominations that are received at the NSSC by the established timeline will be forwarded to OCHCO prior to five business days before the OPM deadline.</p>
Employee Development and Training	# of FTE as validated against N2	\$38.41	N/A
Training Administration	N/A	This service will be billed as a special project and customer will pay actual direct costs only.	N/A
Employee Benefits	# of FTE as validated against N2	\$214.36	Retirement Estimates, Deposits, Redeposits, and Application Processing:

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Service	Unit of Measure	FY 2021 Rate	Service Level Indicator
			<p>90% of retirement estimate requests are completed within 15 business days.</p> <p>90% of expedited retirement actions are processed by close-of-business the next business day after receipt of the request. (Definition of an 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.</p>
HR & Training Information Systems Operations and Maintenance	# of FTE as validated against N2	\$109.49	No SLI.
Personnel Action Processing (PAP)	# of PAP Transactions	\$54.82	<p>97% of personnel transactions that are received by the NSSC Personnel Action Processing team by the established deadline are processed within 5 business days from the effective date.</p> <p>97% of personnel transactions are processed accurately as defined by regulations and references.</p>

Service	Unit of Measure	FY 2021 Rate	Service Level Indicator
Electronic Official Personnel Folder (eOPF) Maintenance and Record Keeping	# of FTE as validated against N2	\$11.64	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

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Service	Unit of Measure	FY 2021 Rate	Service Level Indicator
			the NSSC.
Financial Disclosure Processing	# of Office of Government Ethics (OGE)-450, OGE-450A, OGE-278, & OGE 278-T Forms Filed	\$10.25	No SLI.
On-line Course Management	# of Hours required to complete course conversion, test, and upload to the SATERN learning management system	\$389.61	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	\$115.92	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	\$383.79	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 35 calendar days of receipt of a complete purchase request package.
Payroll and Time and Attendance Processing	# of FTE as validated against the N2	\$64.32	Process 99.9% Payroll/Time & Attendance (including pay and leave adjustments) accurately and on-time to the Department of Interior.

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			90% of Payroll inquiries related to coding the proper hour type in WebTADS for the current pay period will be responded to within 3 business days. (Note: During the last 4 days of a pay period, the customer contact center shall provide a warm hand-off to a payroll subject matter expert, if they are unable to answer payroll/time and attendance related questions(s).
Classification Services	# of FTE as validated against the N2	\$35.26	90% of all non-Agency Standard Position Descriptions classifications will be completed within 30 business days (age of case).
Employee Reinvestigations (MAP realigned, Formerly a part of Support to Personnel Programs)	# of FTE as validated against N2	\$26.27	No SLI.
Staffing Services	N/A	This service will be billed as a special project and customer will pay actual direct costs only.	N/A

3.3 Procurement Services

Defined as the provision of efficient management of Agency-wide services in support of NASA Procurement Programs (e.g., Federal Acquisition Certification in Contracting); the Award and Administration of Grants and Cooperative Agreements; the Award and Administration of Small Business Innovation 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 Grants Management Services.

Service	Unit of Measure	FY 2021 Rate	Service Level Indicator
NASA Procurement Programs Support	# of FTE as validated against N2	\$22.05	No SLI.
Agency Contracting Services	# of FTE and Work Year Equivalent (WYE) as validated against N2	\$119.34	No SLI.
Grants & Cooperative Agreements Awards and Administration	# of open Grant & Cooperative Agreement instruments with an active period of performance during the month billed	\$91.86	90% of award packages are prepared within 29 calendar days of receipt of a complete requirements package.
Small Business Innovation 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	\$260.43	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)	# of Simplified Acquisition Threshold (SAT) Requests	\$1,429.39	90% of all SAT packages that include a synopsis awarded within 35 calendar days of receipt of complete package. 90% of all SAT packages that do not include a synopsis awarded within

Service	Unit of Measure	FY 2021 Rate	Service Level Indicator
			30 calendar days of receipt of complete package.
Purchase Card Support	Number of Cardholders per Month	\$49.59	No SLI.
Grants Management Services	Funded by SMD	\$301,723 (annual cost, billed monthly)	No SLI.

3.4 Enterprise Services

The NSSC provides enterprise IT services in support of the Agency Chief Information Office Programs and government-wide data center initiatives. Enterprise customer support includes technical support, enterprise technical solutions, account management tools, and service ordering portals. Enterprise solutions supports business transformation, and IT is at the center of these transformations and needs solutions to handle change rapidly and seamlessly. Enterprise IT Services help you create efficiencies across people, processes, and technologies.

3.4.1 Enterprise Service Desk (ESD)

Tier 1 Service Desk

The ESD is a 24X7X365 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 Enterprise IT Services Tier 2/Center or Program 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 Web site

The ESD provides a Web interface offering program managers and end users a variety of online services.

Self Help

With the ESD's Tier 0 Web site, 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 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. 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 24X7X365 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 Web site and/or sent via e-mail to subscribers, an entire Center, or the entire Agency.

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Service	Unit of Measure	FY 2021 Rate	Service Level Indicator
ESD	# of FTE and WYE as validated against N2	\$246.53	<p>95% of routine customer ESD inquiries received by ESD are resolved on the initial contact (call, Tier 0, e-mail). 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% Customer Satisfaction Rating will be maintained.</p> <p>90% of incidents submitted via Tier 0 or email are escalated or resolved by ESD within two (2) business hours of receipt.</p> <p>The call abandonment rate shall be less than 7%.</p>

3.4.2 ESD (Supplemental Services for Centers and Programs)

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, 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 different portfolios:

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- Agency Applications
- Communications Services
- Computing Services
- Cybersecurity Services
- End User Services
- Information Management Services
- Web Services

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.

Service	Unit of Measure	FY 2021 Rate	Service Level Indicator
ESD (Supplemental Services)	Determined by customer requirements		<p>95% of routine customer ESD inquiries received by ESD are resolved on the initial contact (call, Tier 0, e-mail). 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% Customer Satisfaction Rating will be maintained.</p> <p>90% of incidents submitted via Tier 0 or e-mail are escalated or resolved by ESD within two (2) business hours of receipt.</p>

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Service	Unit of Measure	FY 2021 Rate	Service Level Indicator
			The call abandonment rate shall be less than 7%.

3.4.3 NASA Enterprise Automation Service (NEAS) Qualified Service Provider (QSP)

The NSSC will provide this capability to NASA customers as a Qualified Service Provider (QSP) within the NASA Enterprise Automation Service (NEAS) agency-wide program. Services provided during FY21 will be charged at the development rate. The maintenance rate will become effective FY22.

Service	Unit of Measure	FY 2021 Rate	Service Level Indicator
NASA Enterprise Automation Service	# of Hours required to complete development and testing	<ul style="list-style-type: none"> Development Rate: \$175.40 Funded as Special Project by requesting organization 	Not Applicable

3.5 Agency Business Support Services

The NSSC Budget and Accounting Division provides IT business services support to the Agency Chief Information Officer (CIO) Enterprise Services contracts to include: NASA End User Services and Technologies (NEST), Enterprise Applications Service Technology 2 (EAST2), NASA Integrated Communications Services (NICS), and Enterprise Infrastructure Solution (EIS).

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Agency Consolidated Contract Services	Funding Sources
NEST	Working Capital Fund
EAST2	Working Capital Fund
NICS	Working Capital Fund
EIS	Working Capital Fund

Service	Unit of Measure	FY 2021 Rate	Service Level Indicator
IT Business Services	# of FTE and WYE as validated against N2	\$49.38	No SLI.

Contracts	Unit of Measure	FY 2021 Rate	Service Level Indicator
NEST	\$1 of Contract Cost	\$1	No SLI.
EAST2	\$1 of Contract Cost	\$1	No SLI.
NICS	\$1 of Contract Cost	\$1	No SLI.
EIS	\$1 of Contract Cost	\$1	No SLI.

3.6 National Center for Critical Information Processing and Storage (NCCIPS)

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

- Co-location services to NASA and other Federal Agencies;
- Supporting infrastructure (power, cooling, and fiber cable plant);
- Redundant electrical distribution from the national power grid to the rack;
- Commercial power capacity of 32MVA;
- Commercial power backed up by 21MW of diesel generator capacity and fifteen 1MW Uninterruptible Power Supplies;

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Metered electric bill for conditioned IT power at a kilowatt per hour rate lower than the national average;
24x7x365 onsite security on a Federal campus;
Onsite and on call maintenance staff in a facility built to withstand significant environmental challenges;
Historical overall facility uptime of 99.999% and conditioned power uptime to IT equipment of 100% since October 2013;
Business Services Support Provided by the NSSC Budget and Accounting Division; and
Contract Administration, SAT, and Acquisition Support provided by the NSSC Procurement Services Division and the NCCIPS facility support Contractor.

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Service	Unit of Measure	FY 2021 Rate	Service Level Indicator
Raised Data Center Floor Space	Square Foot	\$136.92	<p>98% of facility related problems are responded to within 30 minutes of being reported or identified. Original Equipment Manufacturer (OEM) must respond within 4 hours for items covered under the maintenance contracts.</p> <p>98% of facility related problems are resolved or mitigated within 8 hours of certified OEM maintenance response</p> <p>IT networks, security tools and internal systems supporting Supervisory Control and Data Acquisition and Building Automation System 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>
Office Floor Space	Square Foot	\$97.97	Same as Raised Data Center Floor Space
Power	KWhr	Direct charged per metered usage	No SLI
DEMAND Projects	Per project	Direct charged per cost of DEMAND project	90% of the Customer DEMAND projects and infrastructure upgrades are

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Service	Unit of Measure	FY 2021 Rate	Service Level Indicator
			completed within the estimated cost and schedule

3.7 Cross-Cutting Services

These services are allocated in various methods to NSSC customers.

3.7.1 Institutional IT

Service	Unit of Measure	FY 2021 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 Central Time as applicable, excluding weekends, Federal holidays, and scheduled outages.</p>

3.7.2 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%.

3.7.3 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. This capability is also available for Special Projects—Request a Quote.

3.7.4 Intelligent Automation Services (IAS)

The NSSC provides intelligent automation services to include robotics process automation (RPA) internal to the NSSC as part of its continuous improvement program.

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. Quality Control Points assessed include Receipt of Action, Service

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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 available via the [performance dashboard](#) in ServiceNow.

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) 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 defined in Section 2.0. In FY21, the NSSC will continue 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, as the NSSC has done in previous years. This reporting is available via the [performance dashboard](#) in ServiceNow.

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 Web site

The ESD Tier 0 Web site provides knowledge articles and customer interface capabilities concerning Enterprise IT Services. This Tier 0 Web site 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 and SBIR/STTR Status Web sites

The NSSC maintains a Grants Status page (<https://www.nssc.nasa.gov/grantstatus>) and SBIR/STTR Status page (<https://www.nssc.nasa.gov/sbir-search>) on the NSSC Website. The Grants Status page can be used by Grantees and NASA personnel to perform a search to check the status of funding for a specific Grant. The SBIR / STTR Status page can be used by vendors and NASA personnel to check status of an SBIR/STTR contract award or modification.

4.6 On-line Training Status Web site

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 Status Report](#) Quick Link.

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

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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; or
- 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 SOD. 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 FY21 ANTICIPATED VOLUMES BY CUSTOMER

Please note: Services in this section are now MAP aligned. Instead of being displayed according to the organizational structure of the NSSC (as they are in the rest of this document), the charts below are organized to clearly indicate the actual funding source for each service. NSSC POCs for NSSC services are listed in Appendix B.

Office of the Chief Financial Officer (OCFO)

Service	Unit	Total Volume	Anticipated Annual Volume By Customer																			
			OCFO	ARC	AFRC	GRC	GSFC	HQ	HQ Agency	HQ_OIG	JSC	KSC	LaRC	MSFC	SSC	ARMED	HQ-ES	HQ-SO	SMD	OSTEM	STMD	
Accounts Payable	# of Invoices, Cash Grant, & IPAC Payments, advances and liquidations	88,800	88,800	7,422	3,424	8,128	18,300	11,443	-	-	8,045	8,130	11,080	10,083	2,745							
Accounts Receivable	# of Billings, write offs and Collections: Direct and Reimbursable	39,866	39,866	6,082	1,097	2,304	6,713	5,317	-	-	4,911	3,778	3,126	3,388	3,150							
Fund Balance with Treasury	# of Travel Payments, AP, and AR Collections	162,642	162,642	13,785	5,236	13,465	31,606	24,832	-	-	18,877	13,213	18,930	17,907	4,791							
Domestic Travel Services	# of Domestic Travel Vouchers and Advances	50,375	50,375	3,256	1,250	4,200	8,637	9,600	-	-	7,482	3,444	6,044	5,887	575							
COS, Foreign & ETDY Travel Services	# of COS, Foreign & ETDY Payments (including reissued payments)	4,591	4,591	301	100	231	941	1,350	-	-	972	135	313	246	2							
ETDY Travel Authorization & Voucher Preparation	# of Foreign & Domestic ETDY Travel Authorizations and Vouchers Prepared	3,204	3,204	111	273	180	91	606	-	-	858	446	130	461	48							
Relocation Assistance	# of COS Authorizations and Amendments	70	70	1	1	6	19	20	-	-	10	5	2	6	-							
Payroll/Time & Attendance Processing	# of FTE	16,440	16,440	1,143	519	1,492	2,811	1,358	-	-	2,914	1,900	1,758	2,264	282							
Grants Awards and Administration	# of Open Grants & Cooperative Agreements	73,747	24,099	4,480	428	1,394	12,254	122	-	-	2,166	401	1,349	1,437	68	60	26	24	42,996	2,729	3,813	
Financial Disclosure Processing	# of OGE-450, OGE-450A, & OGE-278 Forms Filed	11,053	11,053	800	370	1,031	2,200	1,170	-	-	1,786	1,075	1,235	1,175	211							

Office of the Chief Human Capital Officer (OCHCO)

Service	Unit	Total Volume	Anticipated Annual Volume By Customer											
			ARC	AFRC	GRC	GSFC	HQ	HQ Agency	HQ_OIG	JSC	KSC	LaRC	MSFC	SSC
Support to Personnel Programs	# of FTE	16,440	1,143	519	1,492	2,811	1,358	-	-	2,914	1,900	1,758	2,264	282
Employee Development and Training	# of FTE	16,440	1,143	519	1,492	2,811	1,358	-	-	2,914	1,900	1,758	2,264	282
Employee Benefits	# of FTE	16,440	1,143	519	1,492	2,811	1,358	-	-	2,914	1,900	1,758	2,264	282
HR & Training Information Systems	# of FTE	16,440	1,143	519	1,492	2,811	1,358	-	-	2,914	1,900	1,758	2,264	282
Personnel Action Processing	# of PAP Transactions	33,640	2,325	1,210	2,820	5,700	2,325	-	-	6,450	4,370	3,660	4,250	530
e-OPF Record Keeping	# of FTE	16,440	1,143	519	1,492	2,811	1,358	-	-	2,914	1,900	1,758	2,264	282
Online Course Management	# of Hours	1,713	100	40	250	125	-	700	-	50	100	30	174	144
Off-site Training	# of Individual Training Registrations Resulting in a Purchase & Center Cancellations	5,527	700	240	415	857	651	-	260	631	416	900	307	150
On-site Training	# of On-Site Training Purchases	466	15	13	26	92	45	-	55	70	40	103	7	
Classification	# of FTE	16,440	1,143	519	1,492	2,811	1,358	-	-	2,914	1,900	1,758	2,264	282
Training Purchases \$	\$1 of Training Cost	12,011,217	950,000	600,000	900,000	2,020,000	1,000,000	135,400	275,000	1,200,000	1,265,817	1,720,000	1,750,000	195,000

Office of Procurement (OP)

Service	Unit	Total Volume	Anticipated Annual Volume By Customer																		
			OP	ARC	AFRC	GRC	GSFC	HQ	HQ Agency	HQ_NMO	JSC	KSC	LaRC	MSFC	SSC	ARMED	HQ-ES	HQ-SO	SMD	OSTEM	STMD
PR Processing & Other Admin. Services	# of FTE	16,440	16,440	1,143	519	1,492	2,811	1,358	-	-	2,914	1,900	1,758	2,264	282	-	-	-	-	-	-
Agency Contracting Services	# of FTE & WYE	37,697	15,203	1,146	350	1,300	2,899	1,923	-	-	1,837	1,177	1,646	2,393	532	2,187	7,438	7,490	4,321	38	1,019
SBIR/STTR Awards and Administration	# of Open SBIR/STTR	8,997	8,997	1,011	312	1,433	1,231	-	-	1,147	779	225	1,535	1,040	284	-	0	-	-	-	-
Simplified Acquisition Threshold (SAT)	# of SAT Acquisition Awards	3,315	3,315	218	197	425	781	180	-	-	329	391	476	288	30	-	-	-	-	-	-
Purchase Card	# of Card Holders Per Month	20,301	20,301	2,190	514	2,602	4,158	939	-	-	2,994	1,014	2,862	2,743	285	-	-	-	-	-	-

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Office of the Chief Information Officer (OCIO)

Service	Unit	Total Volume	Anticipated Annual Volume By Customer																		
			OCIO	ARC	AFRC	GRC	GSFC	HQ	HQ Agency	HQ OIG	JSC	KSC	LaRC	MSFC	SSC	ARMD	HEO-IS	HEO-SO	SMD	OSTEM	STMD
ESD	# of FTE & WYE	37,697	15,203	1,146	350	1,300	2,899	1,923	-	-	1,837	1,177	1,646	2,393	532	2,187	7,438	7,490	4,321	38	1,019
IT Business Services	# of FTE & WYE	37,697	15,203	1,146	350	1,300	2,899	1,923	-	-	1,837	1,177	1,646	2,393	532	2,187	7,438	7,490	4,321	38	1,019

Office of Protective Services (OPS)

Service	Unit	Total Volume	Anticipated Annual Volume By Customer											
			ARC	AFRC	GRC	GSFC	HQ	HQ Agency	HQ OIG	JSC	KSC	LaRC	MSFC	SSC
Employee Reinvestigations	# of FTE	16,440	1,143	519	1,492	2,811	1,358	-	-	2,914	1,900	1,758	2,264	282

APPENDIX B: NSSC POINTS OF CONTACT

Service	Contact	Name	Phone	E-mail
Overall SLA Issues	Director, SOD	Michael Sweigart	228-813-6342	michael.l.sweigart@nasa.gov
Service Delivery and Performance Management	Director, SDD	Ken Newton	228-813-6007	Kenneth.l.newton@nasa.gov
WCF, Chargebacks, Rates, & Status Billing	Chief, Budget and Accounting Division	Teri Green	228-813-6164	teri.l.green@nasa.gov
Performance Reporting and Strategic Integration and Communications	Chief, Strategic Integration and Communications	Anna Turner	228-813-6411	anna.turner@nasa.gov
Financial Management Services	Chief, Financial Management Services Division	Nicolina Tubbs	(228) 813-6814	nicolina.s.tubbs@nasa.gov
Human Resources Services	Director, Human Resources	Amy Alexander	228-813-6146	amy.m.alexander@nasa.gov
Enterprise Services (ESD and CCC)	Chief, Enterprise Services Division	Pam Wolfe	228-813-6223	pamela.j.wolfe@nasa.gov
Procurement Services	Chief, Procurement Services Division	Michael Vicory	228-813-6798	michael.j.vicory@nasa.gov
Agency Business Support Services (Includes IT Business Services)	Chief, Budget and Accounting Division	Teri Green	228-813-6164	teri.l.green@nasa.gov
NCCIPS	NCCIPS Program Director	Bob Poncet	228-813-6017	robert.a.poncet@nasa.gov
NEAS QSP and Intelligent Automation Services (Robotics)	Chief, Enterprise Services Division	Pam Wolfe	228-813-6223	pamela.j.wolfe@nasa.gov

APPENDIX C: ACRONYMS

Acronym	Description
AA	Associate Administrator
ABS	Agency Business Support
AP	Accounts Payable
AR	Accounts Receivable
AWASS	Agency-Wide Acquisition Support Services
CCC	Customer Contact Center
CDP	Candidate Development Program
CIO	Chief Information Officer
CFO	Chief Financial Officer
COS	Change of Station
EAST2	Enterprise Applications Service Technology 2
ECQ	Executive Core Qualification
EIS	Enterprise Infrastructure Solutions
eOPF	Electronic Official Personnel Folder
ES	Enterprise Services
ESD	Enterprise Service Desk
ETDY	Extended Temporary Duty
ETTRA	ETDY Tax Reimbursement Allowance
FBWT	Fund Balance with Treasury
FM	Financial Management
FTE	Full Time Equivalent
FWCP	Federal Workers' Compensation Program
FY	Fiscal Year
GSFC	Goddard Space Flight Center
HQ	Headquarters
HR	Human Resources
IAS	Intelligent Automation Services
IPAC	Intra-governmental Payment and Collection
IT	Information Technology
ITRA	Income Tax Reimbursement Allowance
MAP	Mission Support Future Architecture Program
MSD	Mission Support Directorate
NASA	National Aeronautics and Space Administration
NCCIPS	National Center for Critical Information Processing Storage
NEAS	NASA Enterprise Automation Service
NEST	NASA End User Services and Technologies

NASA SHARED SERVICES CENTER
 FY 2021 SERVICE LEVEL AGREEMENT

Acronym	Description
NICS	NASA Integrated Communications Services
NPR	NASA Procedural Requirements
NSSC	NASA Shared Services Center
OCFO	Office of the Chief Financial Officer
OCHCO	Office of the Chief Human Capital Officer
OCIO	Office of the Chief Information Officer
OEM	Original Equipment Manufacturer
OGE	Office of Government Ethics
OIG	Office of Inspector General
OPM	Office of Personnel Management
OPS	Office of Protective Services
PAP	Personnel Action Processing
POC	Point of Contact
PPBE	Planning, Programming, Budgeting, and Execution
PR	Procurement
PRA	Presidential Rank Award
QIG	Quality Incentive Goal
QSP	Qualified Service Provider
RPA	Robotic Process Automation
RITA	Relocation Income Tax Allowance
SAP	Systems, Applications, and Products in Data Processing
SAT	Simplified Acquisition Threshold
SBIR	Small Business Innovative Research
SES	Senior Executive Service
SIC	Strategic Integration and Communications
SLA	Service Level Agreement
SLI	Service Level Indicator
SMD	Science Mission Directorate
SOD	Support Operations Directorate
SPOC	Single Point of Contact
STTR	Small Business Technology Transfer
WCF	Working Capital Fund
WYE	Work Year Equivalent

