National Aeronautics and Space Administration

nSSC NASA Shared Services Center

NSSC SERVICE LEVEL AGREEMENT

Fiscal Year (FY) 2022

Effective: October 1, 2021

DOCUMENT HISTORY LOG				
Status	Document Version	Date	Originator/Phone	Description
Basic	1.0	10/01/2021	Nikki Tubbs 228.813.6814	FY 2022 Service Level Agreement
Revision	2.0	10/21/2021	Nikki Tubbs 228.813.6814	Update of Staffing SLI
Revision	3.0	7/8/2022	Nikki Tubbs 228.813.6814	Update to Grants SLIs

FOREWORD

This year has seen our Agency accomplish amazing things despite extraordinary circumstances. The laser focus NASA's workforce has shown, to successfully complete mission critical activities in a way that appears seamless to the world around us, is inspiring. It is fuel to the fire that motivates us at the NSSC -- not only to continue our current path, but to strive to improve in ways that best serve our NASA customers and the Agency mission.

The information in this document describes the details of our current path. Services, rates, and metrics are essential pieces of our day-to-day activities. This document defines these essential pieces, provides transparency, and offers some basic explanation of our practices. Understanding current business practice is important, and we think most things are going well, but we are still moving forward, still looking for ways to improve. You are a big part of that process. Last year, we introduced our new improved customer experience program. It is still going strong. Right now, we are receiving a 25% survey response rate. We are eager to use customer feedback to improve services.

One of our most visible improvements this year has been our new Website. The updated site is more straightforward and intuitive. We have reduced redundancy and increased usefulness. We are confident that this upgrade will not only make it easier to find information, but also increase confidence that the information available on each page is accurate and timely. We hope you enjoy the enhancements!

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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.

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
Office of Chief Information Officer	Agency Chief Information Officer

Organization	Signatory
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
Performance Reporting and Strategic Integration and Communications	Chief, Strategic Integration and Communications
Working Capital Fund, Chargeback, Rates and Status Billing	Chief, Budget and Accounting

Service	Contact
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

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 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 $1/12^{th}$ 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 2022. 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 Website. 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 an Innovation and Continuous Improvement program and our employees are always quick to make suggestions. Ideas are tracked and evaluated. The customer experience gives life to our metrics. It matters, and we are working hard to ensure the customer experience exceeds expectations. In FY21, NSSC fine-tuned our recently modernized survey program and web presence. We hope you are noticing the improvements.

In FY22, the NSSC has taken on an a "pain point sprint project" initiative to take ownership of the Grants and Cooperative Agreements end-to-end processing in partnership with the Science Mission Directorate (SMD). Outcomes of this initiative include: (1) greater transparency for our stakeholders (in particular; SMD), (2) improved performance tracking, (3) improved data accuracy, and (4) overall management and

facilitation of the end-to-end grants management process. Section 3.3 Procurement Services contains more specific service level indicator changes related to this initiative.

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 available via a performance dashboard in ServiceNow. For instructions on accessing the performance dashboard, visit the metrics page. 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. 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) for the AWASS contract representatives in accordance with the AWASS contract, if applicable.

The Centers will provide occupancy space for Center employees realigned or detailed to the NSSC as part of a transition (i.e., Simplified Acquisition Threshold (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 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.

Service	Unit of Measure	FY 2022Rate	Service Level Indicator
Accounts Payable (AP)	# of Invoices, Cash Grant Payments (non-advance commercial payments), IPAC Payments, and Center Advances and Liquidations	$69.18	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	$50.36	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	$4.80	90% of all FBWT Differences should be less than 30 days old.
Domestic Travel Voucher Payments and All Travel Advances	# of Domestic Travel Vouchers, Domestic post payment reviews and all Advances	$22.21	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)	$399.89	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)	$399.89	Validate and process 85% of ETDY expense reports within 5 business days of receipt of a complete expense report (including adequate funding).

Change of Station (COS) Voucher Payments	# 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).	$399.89	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). 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). 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). 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).
Relocation Services Contract Technical Management and Support	# of COS Travel Authorizations and Amendments	$4,333.58	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.
ETDY Authorization & Voucher Preparation	# of Authorizations and Vouchers prepared, including amendments and cancellations	$239.50	90% of ETDY travel authorizations will be completed in the travel system within 4 business days from receipt of a Travel Request.

			90% of ETDY travel vouchers will be completed in the travel system within 3 business days from receipt of a Travel Request.

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. 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, Presidential Rank Awards (PRA) and Senior Executive Service (SES) Case Documentation.

Service	Unit of Measure	FY 2022 Rate	Service Level Indicator
Support to Personnel Programs	# Full Time Equivalent (FTE) as validated against N2	$173.26	98% of awards/recognition items/supplies are to be delivered to Center Awards Point of Contact (POC)/Recipient accurately. 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.
Employee Development and Training	# of FTE as validated against N2	$36.88	N/A

Service	Unit of Measure	FY 2022 Rate	Service Level Indicator
Training Administration	N/A	This service will be billed to customer at direct cost.	N/A
Employee Benefits	# of FTE as validated against N2	$214.99	Retirement Estimates, Deposits, Redeposits, and Application Processing: 90% of retirement estimate requests are completed within 15 business days. 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.
HR & Training Information Systems Operations and Maintenance	# of FTE as validated against N2	$95.14	No SLI.
Personnel Action Processing (PAP)	# of PAP Transactions	$52.19	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. 97% of personnel transactions are processed

Service	Unit of Measure	FY 2022 Rate	Service Level Indicator
			accurately as defined by regulations and references.

Service	Unit of Measure	FY 2022 Rate	Service Level Indicator
Electronic Official Personnel Folder (eOPF) Maintenance and Record Keeping	# of FTE as validated against N2	$6.15	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	$11.16	No SLI.
On-line Course Management	# of Hours required to complete course conversion, test, and upload to the SATERN learning management system	$200.06	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	$119.65	90% of registration and procurement documentation shall be completed accurately within 5 business days of approved training request.

Service	Unit of Measure	FY 2022 Rate	Service Level Indicator
	purchase has been completed		
On-Site Training Purchases	# of On-site training purchases awarded	$327.90	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	$64.11	Process 99.9% Payroll/Time & Attendance (including pay and leave adjustments) accurately and on-time to the Department of Interior. 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

Service	Unit of Measure	FY 2022 Rate	Service Level Indicator
			questions(s).
Classification Services	# of FTE as validated against the N2	$36.29	90% of all non-Agency Standard Position Descriptions (PD) classifications will be completed within 30 business days (age of case). 90% of all PD edits will be complete within 3 business days (age of case). 90% of all desk audits/position reviews will be completed within 30 business days upon receipt of complete package.
Employee Reinvestigations (Mission Support Future Architecture Program (MAP) realigned, formerly a part of Support to Personnel Programs)	# of FTE as validated against N2	$22.82	No SLI.
Staffing Services	N/A	This service will be billed to customer at direct costs.	For 85% of vacancy announcements (excluding Pathways), Announcement Close to Certificate Issued shall be within 15 business days. For 85% of vacancy announcements (excluding Pathways),

Service	Unit of Measure	FY 2022 Rate	Service Level Indicator
			Audit of Selection to Tentative Offer Sent shall be within 5 business days
Senior Executive Services (SES) Appointments and Candidate Development Program	# of ECQ or CDP cases submitted to cases submitted to OPM	$37.43	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. 90% of finalized Executive Core Qualifications (ECQ) Presentations and Mentor Evaluations for the SES Candidate Development Program (CDP) will be forwarded to the designated POC no later than 30 business days after receipt of a completed package.
Presidential Rank Awards (PRA)	# of PRA nominations submitted to OPM	$12.19	100% of PRA Nominations that are received at the NSSC by the established timeline will be forwarded to OCHCO prior to five (5) business days before the OPM deadline.

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 2022 Rate	Service Level Indicator
NASA Procurement Programs Support	# of FTE as validated against N2	$14.08	No SLI.
Agency Contracting Services	# of FTE and Work Year Equivalent (WYE) as validated against N2	$108.39	No SLI.
Grants & Cooperative Agreements Awards and Administration	# of open Grant & Cooperative Agreement instruments with an active period of performance during the month billed	$87.95	90% of award packages are awarded within 35 calendar days of receipt of a complete technical 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	$191.17	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 SAT Requests	$1,316.55	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 30 calendar days of receipt of complete package.

Service	Unit of Measure	FY 2022 Rate	Service Level Indicator
Purchase Card Support	Number of FTE	$53.03	No SLI.
Grants Management Services	Funded by SMD	$274,757.00 (annual cost, billed monthly)	90% of GMS packages with technical requirements package, initial budget justification and PR are released to the Prep/Processor team within 6 calendar days of receipt of a complete technical requirements package.

3.4 Enterprise Services

The NSSC provides enterprise services in support of the Agency Chief Information Office programs, and Center and Mission Directorate programs. Enterprise customer support includes technical support, enterprise technical solutions, account management tools, and service ordering portals. Enterprise solutions supports business transformation, and Information Technology (IT) is at the center of these transformations and needs solutions to handle change rapidly and seamlessly. Enterprise 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, receiving. resolving 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 proper resolution. The ESD distributes customer satisfaction surveys and reports the results for resolved incidents.

Tier 0 Website

The ESD provides a Web interface offering program managers and end users a variety of online services, including self-help, service ordering, and a notifications tool.

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. Users should Log in using their NASA

credentials. For best viewing, users should use Google Chrome or Microsoft Edge.

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 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 Website and/or sent via e-mail to subscribers, an entire Center, or the entire Agency.

Service	Unit of Measure	FY 2022 Rate	Service Level Indicator
ESD	# of FTE and WYE as validated against N2	$240.39	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. 80% of customer calls are answered within 60 seconds. 90% Customer Satisfaction Rating will be maintained. 90% of incidents submitted via Tier 0 or email are escalated or resolved by ESD within two (2) business hours of receipt. The call abandonment rate shall be less than 7%.

3.4.2 ESD (Supplemental Services for Centers and Programs)

NASA's Enterprise IT Services have 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 and other Center/Mission programs.

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 and other Services. Enterprise Services have been categorized into different portfolios:

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

Service	Unit of Measure	FY 2022 Rate	Service Level Indicator
ESD (Supplemental Services)	Determined by customer requirements		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. 80% of customer calls are answered within 60 seconds.

Service	Unit of Measure	FY 2022 Rate	Service Level Indicator
			90% Customer Satisfaction Rating will be maintained. 90% of incidents submitted via Tier 0 or e-mail are escalated or resolved by ESD within two (2) business hours of receipt. 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. Note: the rate provided as a Special Project is for direct costs only and does not contain any overhead or Operation & Maintenance costs.

Service	Unit of Measure	FY 2022 Rate	Service Level Indicator
NASA Enterprise Automation Service	# of Hours required to complete development and testing	• Development Rate: 105.49 • 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). Please note, NICS will soon be replaced by Advanced Enterprise Global Information Technology Solutions (AEGIS).

Agency Consolidated Contract Services	Funding Sources
NEST	Working Capital Fund
EAST2	Working Capital Fund
NICS (Future AEGIS*)	Working Capital Fund
EIS	Working Capital Fund

*AEGIS will not be part of the Working Capital Fund

Service	Unit of Measure	FY 2022 Rate	Service Level Indicator
IT Business Services	# of FTE and WYE as validated against N2	$48.50	No SLI.

Contracts	Unit of Measure	FY 2022 Rate	Service Level Indicator
NEST	$1 of Contract Cost	$1	No SLI.
EAST2	$1 of Contract Cost	$1	No SLI.
NICS (Future AEGIS)	$1 of Contract Cost	$1	No SLI.
EIS	$1 of Contract Cost	$1	No SLI.

3.6 Cross-Cutting Services

These services are allocated in various methods to NSSC customers.

3.6.1 Institutional IT

Service	Unit of Measure	FY 2022 Rate	Service Level Indicator
IT Services	N/A	N/A	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) = 8,760 (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. 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.

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

3.6.4 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

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 FY22, 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 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 and SBIR/STTR Status Websites

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 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 at 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 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 FY22 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	OCFO	ARC	AFRC	GRC	GSFC	HQ	HQ Agency	HQ OIG	JSC	KSC	LaRC	MSFC	SSC	ARMD	HEO-ES	HEO-SO	SMD	OSTEM	STMD
Accounts Payable	# of Invoices, Cash Grant, & IPAC Payments	89,560	89,560	6,659	3,424	8,128	18,300	11,443	-	-	8,045	8,130	12,150	10,536	2,745						
Accounts Receivable	# of Billings, write offs and Collections: Direct and Reimbursable	39,110	39,110	5,159	1,097	2,304	6,712	5,317	-	-	4,911	3,777	3,183	3,500	3,150						
Fund Balance with Treasury	# of Travel Payments, AP, and AR Collections	148,915	148,915	11,619	5,080	12,146	29,335	21,449	-	-	16,733	12,734	18,380	16,766	4,673						
Domestic Travel Services	# of Domestic Travel Vouchers and Advances	37,134	37,134	2,393	1,050	2,940	6,410	6,548			5,734	2,898	4,466	4,315	380						
COS, Foreign & ETDY Travel Services	# of COS, Foreign, & ETDY Payments (including reversals)	3,699	3,699	205	98	162	883	1,051			730	147	234	189							
ETDY Travel Authorization & Voucher Preparation	# of Foreign & Domestic ETDY Travel Authorizations and Vouchers Prepared	2,445	2,445	266	89	126	95	422			564	409	83	379	13						
Relocation Assistance	# of COS Moves	65	65	2	1	2	19	20			10	5									
Payroll/Time & Attendance Processing	# of FTE	16,468	16,468	1,135	494	1,499	2,858	1,358			2,914	1,900	1,764	2,264	282						
Grants Awards and Administration	# of Open Grants & Cooperative Agreements	73,086	23,047	3,715	428	1,394	12,254	122			2,166	401	1,435	1,064	68	6	26	24	43,000	2,729	4,200
Financial Disclosure Processing	# of OGE-450, OGE-450A, & OGE-278 Forms Filed	11,229	11,229	765	370	1,031	2,200	1,170			1,786	1,075	1,270	1,351	211						

Office of the Chief Human Capital Officer (OCHCO)

Service	Unit	Total Volume	ARC	AFRC	GRC	GSFC	HQ	HQ Agency	HQ OIG	JSC	KSC	LaRC	MSFC	SSC
Support to Personnel Programs	# of FTE	16,468	1,135	494	1,499	2,858	1,358	-	-	2,914	1,900	1,764	2,264	282
Employee Development and Training	# of FTE	16,468	1,135	494	1,499	2,858	1,358	-	-	2,914	1,900	1,764	2,264	282
Employee Benefits	# of FTE	16,468	1,135	494	1,499	2,858	1,358	-	-	2,914	1,900	1,764	2,264	282
HR & Training Information Systems	# of FTE	16,468	1,135	494	1,499	2,858	1,358	-	-	2,914	1,900	1,764	2,264	282
Personnel Action Processing	# of PAP Transactions	25,938	1,793	933	2,174	4,395	1,793	-	-	4,973	3,369	2,822	3,277	409
Senior Executive Services	# of FTE	16,468	1,135	494	1,499	2,858	1,358	-	-	2,914	1,900	1,764	2,264	282
e-OPF Record Keeping	# of FTE	16,468	1,135	494	1,499	2,858	1,358	-	-	2,914	1,900	1,764	2,264	282
Online Course Management	# of Hours	1,615	94	38	236	118	-	660	-	47	94	28	164	136
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	444	14	13	25	87	43			52	67	38	98	7
Classification	# of FTE	16,468	1,135	494	1,499	2,858	1,358	-		2,914	1,900	1,764	2,264	282
Presidential Rank Awards	# of FTE	16,468	1,135	494	1,499	2,858	1,358			2,914	1,900	1,764	2,264	282
Training Purchases $	$1 of Training Cost	12,031,217	950,000	600,000	900,000	2,040,000	1,000,000	135,400	275,000	1,200,000	1,265,817	1,720,000	1,750,000	195,000

Service	Unit	Total Volume	ARC	AFRC	GRC	GSFC	HQ	HQ Agency	HQ OIG	JSC	KSC	LaRC	MSFC	SSC
Support to Personnel Programs	# of FTE	16,468	1,135	494	1,499	2,858	1,358	-	-	2,914	1,900	1,764	2,264	282
Employee Development and Training	# of FTE	16,468	1,135	494	1,499	2,858	1,358	-	-	2,914	1,900	1,764	2,264	282
Employee Benefits	# of FTE	16,468	1,135	494	1,499	2,858	1,358	-	-	2,914	1,900	1,764	2,264	282
HR & Training Information Systems	# of FTE	16,468	1,135	494	1,499	2,858	1,358	-	-	2,914	1,900	1,764	2,264	282
Senior Executive Services		25,938	1,793	933	2,174	4,395	1,793	-	-	4,973	3,369	2,822	3,277	409
Personnel Action Processing	# of PAP Transactions	16,468	1,135	494	1,499	2,858	1,358	-	-	2,914	1,900	1,764	2,264	282
e-OPF Record Keeping	# of FTE	16,468	1,135	494	1,499	2,858	1,358	-	-	2,914	1,900	1,764	2,264	282
Online Course Management	# of Hours	1,615	94	38	236	118	-	660	-	47	94	28	164	136
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	444	14	13	25	87	43	-	-	52	67	38	98	7
Classification	# of FTE	16,468	1,135	494	1,499	2,858	1,358	-	-	2,914	1,900	1,764	2,264	282
Presidential Rank Awards		16,468	1,135	494	1,499	2,858	1,358	-	-	2,914	1,900	1,764	2,264	282
Training Purchases $	$1 of Training Cost	12,031,217	950,000	600,000	900,000	2,040,000	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	OP	Anticipated Annual Volume By Customer																	
				ARC	AFRC	GRC	GSFC	HQ	HQ Agency	HQ NMO	JSC	KSC	LaRC	MSFC	SSC	ARMD	HEO-ES	HEO-SO	SMD	OSTEM	STMD
PR Processing & Other Admin. Services	# of FTE	16,468	16,468	1,135	494	1,499	2,858	1,358	-	-	2,914	1,900	1,764	2,264	282	-	-	-	-	-	-
Agency Contracting Services	# of FTE & WYE	37,117	15,165	1,146	350	1,300	2,861	1,923	-	-	1,837	1,177	1,646	2,393	532	2,176	7,417	7,334	4,031	38	957
SBIR/STTR Awards and Administration	# of Open SBIR/STTR	12,498	12,498	1,650	350	2,357	1,860	-	-	1,458	1,014	280	1,915	1,312	302	-	-	-	-	-	-
Simplified Acquisition Threshold (SAT)	# of SAT Acquisition Requests	3,487	3,487	247	201	398	922	143	-	-	362	408	494	264	48	-	-	-	-	-	-
Purchase Card	# of FTE	16,468	16,468	1,135	494	1,499	2,858	1,358	-	-	2,914	1,900	1,764	2,264	282	-	-	-	-	-	-

Office of the Chief Information Officer (OCIO)

Service	Unit	Total Volume	OCIO	Anticipated Annual Volume By Customer																	
				ARC	AFRC	GRC	GSFC	HQ	HQ Agency	HQ OIG	JSC	KSC	LaRC	MSFC	SSC	ARMD	HEO-ES	HEO-SO	SMD	OSTEM	STMD
ESD	# of FTE & WYE	37,117	15,165	1,146	350	1,300	2,861	1,923	-	-	1,837	1,177	1,646	2,393	532	2,176	7,417	7,334	4,031	38	957
IT Business Services	# of FTE & WYE	37,117	15,165	1,146	350	1,300	2,861	1,923	-	-	1,837	1,177	1,646	2,393	532	2,176	7,417	7,334	4,031	38	957

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	16,468	1,135	494	1,499	2,858	1,358	-	-	2,914	1,900	1,764	2,264	282

APPENDIX B: NSSC POINTS OF CONTACT

Service	Contact	Name	Phone	E-mail
Overall SLA Issues	Deputy Director, SOD (Detailed)	Nikki Tubbs	228.813.6814	nicolina.s.tubbs@nasa.gov
Service Delivery and Performance Management	Director, Service Delivery Directorate	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 (Acting)	Alison Butsch	228-813-6176	alison.m.butsch@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 (Acting)	Troy Taylor	228-813-6830	troy.d.taylor@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
NEAS QSP and Intelligent Automation Services (Robotics)	Chief, Enterprise Services Division (Acting)	Troy Taylor	228.813.6830	troy.d.taylor@nasa.gov

APPENDIX C: ACRONYMS

Acronym	Description
AA	Associate Administrator
ABS	Agency Business Support
AEGIS	Advanced Enterprise Global Information Technology Solutions
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
NEAS	NASA Enterprise Automation Service
NEST	NASA End User Services and Technologies
NICS	NASA Integrated Communications Services

Acronym	Description
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
OGE	Office of Government Ethics
OIG	Office of Inspector General
OPM	Office of Personnel Management
OPS	Office of Protective Services
PAP	Personnel Action Processing
PD	Position Description
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

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, ES, 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:

_____
Executive Director, NSSC   Date

_____
Associate Administrator for ARMD   Date
(or Designee)

_____
Associate Administrator for STEM   Date
Engagement (or Designee)

_____
Associate Administrator for HEO   Date
(or Designee)

_____
Associate Administrator for MSD   Date
(or Designee)

_____
Associate Administrator for SMD   Date
(or Designee)

_____
Assistant Administrator for OPS   Date
(or Designee)

_____
Associate Administrator for STMD   Date
(or Designee)

_____
CFO (or Designee)   Date

_____
CIO (or Designee)   Date

_____
IG (or Designee)   Date

_____
Assistant Administrator for OCHCO   Date
(or Designee)

_____
Assistant Administrator for Procurement Date
(or Designee)

_____