



**nssc**

**NASA Shared Services Center**

# **NSSC SERVICE LEVEL AGREEMENT**

**Fiscal Year 2012**

**Effective: October 1, 2011**

NASA SHARED SERVICES CENTER  
FY 2012 SERVICE LEVEL AGREEMENT

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## 1.0 INTRODUCTION AND OBJECTIVES

### 1.1 Introduction

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

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

### 1.2 Purpose of Agreement

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

### 1.3 Parties to the Agreement

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

NSSC	Executive Director
Centers	Director

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Executive Director, HQ Operations  
Chief Financial Officer (CFO)  
Chief Information Officer  
Director of Human Resources  
Procurement Officer

Mission Directorates, OCIO, OCT, Education, NMO

Associate Administrator  
Deputy Associate Administrator  
Resources Management Officer, Education  
NASA CIO  
NASA Chief Technologist  
Director, HQ NMO

OIG

Assistant Inspector General for Management and Planning

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

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

## 1.4 Points of Contact

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

***Service***

Customer Contact Center and Performance Reports  
Customer Satisfaction and Communication  
Working Capital Fund, Chargebacks, Rates, and Status Billing  
Financial Management  
Human Resources  
Information Technology Services  
Procurement  
Agency Business Support Services

***Contact***

Associate Director, Service Delivery  
Lead, Customer Satisfaction and Communication  
Lead, Operations and Budget Management  
Chief, Financial Management Services Division  
Chief, Human Resources Services Division  
Chief, Information Technology Division  
Chief, Procurement Services Division  
Chief, IT Infrastructure Integration Business Office

## 1.5 Working Capital Fund

The NSSC operates under the NASA Working Capital Fund (WCF) in accordance with NASA Procedural Requirements (NPR) 9095.1, "Working Capital Fund Policies and Requirements." Customers are typically charged for the services they receive via a usage-driven methodology. This approach results in charges based on the estimated value of service provided to the customers. It clearly communicates to the customers their financial commitments for each budget year of the Agency's Planning, Programming, Budgeting, and Execution (PPBE) submit. Where the NSSC is unable to develop a service charge based upon a usage-driven transaction, 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 a fiscal year. 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 fiscal year. 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 Agency 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 four times each fiscal year of operations (in August of the prior fiscal year for Periods 1-2 (Oct-Nov) of the current fiscal year (FY) assuming the appropriated funds remain available for obligation in the current FY; in November for Periods 3-5 (Dec-Feb); in February for Periods 6-8 (Mar-May); and in May for Periods 9-12 (Jun-Sep)) through Intra-governmental Payment and Collection (IPAC) prepayment push of funds. If these funds are not pushed by the scheduled month, then the NSSC may pull the prepayments, identified in customer orders, to enable the NSSC to pay for its costs of operation. This last resort method of pulling the prepayments would be well coordinated with the affected customer and with the Office of the Chief Financial Officer (OCFO) prior to any actions taken by the NSSC.

Adjustments to the advanced funding schedule may be necessary to accommodate special events such as overutilization by a customer, changes in a customer's Training purchases plan, or the use of one-year appropriated funds. In the event of one-year appropriated funds used for advanced funding, there will be no August IPAC for the follow-on fiscal year Oct-Nov Services or Training purchases. Forward funding NSSC support for Oct-Nov 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 to all.

The service rates reflected in this document are the billing rates for PPBE13 FY12. Once the service performance metrics and customer utilization data have been collected and analyzed, the monthly Performance and Utilization Report is created and posted to the NSSC Customer Service Web site. This report includes the SLIs as measured against the performance goals and also includes the Utilization Report by customer which reflects the current month utilization and the year-to-date utilization by

Service. This monthly report is considered the official customer billing and reflects the status of current month and year-to-date funding received and the percentage of customer funding consumed based on Service utilization and Training Purchases.

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

The SLA document is the responsibility of the NSSC to maintain and manage. Any changes to the document must be agreed to by the NSSC Executive Director and authorized representatives before being incorporated into the document. Changes to the document are maintained by the Business and Administration (B&A) Office, Customer Satisfaction and Communication (CS&C) Team, 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 B&A Office. The CS&C Team Lead 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 individuals possessing a copy of the SLA 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 Dispute Resolution Process in Section 5.0.

## 1.7 Continuous Improvement Initiatives

The NSSC adopted Lean Six Sigma as its formal approach and methodology for continuous improvement. The Lean Six Sigma (L6S) approach to improving the performance of shared services processes is enabling the NSSC to transform service performance, enhance customer satisfaction, and catalyze the "bottom line". The emphasis on rigorously establishing and then aligning towards customer requirements is particularly significant for shared services. In order to reduce operational costs, the NSSC must introduce innovation and employ consistent processes to provide cost-effective services. During FY 2012, the NSSC will continue to employ innovation and continuous improvement methodologies to improve and enhance service experience as well as to identify cost drivers and other factors that impact the most efficient and cost effective methods for delivering services. Key areas of opportunity in FY12 include: (1) efforts to optimize IT Infrastructure support operations, (2)

e-Invoicing capability implementation within the accounts payable process, (3) implementing new Human Resource tools to enhance NSSC and Center processes, and (4) development of an integrated tool to optimize the travel voucher statistical sampling process. The NSSC Board of Directors will be briefed during the regularly scheduled meetings on the implementation of specific continuous improvement activities that have reportable and validated information. Customers will be briefed during periodic NSSC Updates.

## **2.0 OVERALL RESPONSIBILITIES**

The NSSC has transitioned a variety of transactional and administrative activities previously performed at each NASA Center and HQ in FM, HR, ITS, and PR. Key concepts of shared services include increasing operational efficiency, reducing the cost of services, 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 NASA Shared Services Center Overall Responsibilities**

The NSSC will supply the services detailed in this agreement and as defined in the NSSC Service Delivery Guides (available at <http://www.nssc.nasa.gov/references>). 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. CST, Monday – Friday, and receives customer inquiries from 7:00 a.m. to 7:00 p.m. CST, Monday – Friday, in the Customer Contact Center. After-hours inquiries will be addressed the next business day.

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

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

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

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

The NSSC will supply the customers with a monthly performance and utilization report. Reports will be made available on the NSSC Customer Service Portal (<https://www.nssc.nasa.gov/metrics>). Remedial action plans will be implemented where service standards fall below those identified in this SLA, as appropriate.

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

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

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

## 2.2 Customer Overall Responsibilities

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

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

other associated systems necessary for efficient and effective contract closeout procedures in accordance with the NSSC Service Delivery Guide, “AWCCS.”

Centers may use either current or unexpired prior year funds available in the planned fiscal year in creating a Funds Commitment for charges using their Center Management & Operations (CMO) Appropriation or Agency Management & Operations (AMO) Appropriation for HQ to fund prepayments to the NSSC through the WCF. Mission Directorates, OIG, OCT, NMO, and Office of Education may use appropriate programmatic funding. Amounts earned by the NASA WCF are available without regard to fiscal year limitation. Per OCFO direction, oldest year funds are to be used first and the IPAC must identify all funds by Program year and Project Management Information Improvement structure for budget formulation.

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

### 3.0 SERVICE DESCRIPTIONS AND SERVICE RATES

#### 3.1 Financial Management Services

FM Services are defined as the provision of efficient management of Agency Financial Services to include: Accounts Payable (AP) (including Financial Invoices (FI)); Accounts Receivable (AR) (to include reimbursable and non-reimbursable billing and collections); Fund Balance with Treasury Reporting; Payroll and Time and Attendance Processing; Travel; Conference Reporting; Extended Temporary Duty (ETDY); and Change of Station (COS) Relocation Assistance.

Service	Unit of Measure	FY 2012 Rate	Measure
Accounts Payable	# of Invoices and IPAC Payments (including FI invoices)	\$118	Process 98 percent of payments on time. - Between 98 percent and 97 percent (Yellow) - Less than 97 percent (Red) Pay no more than \$200 interest penalties per \$1,000,000 in payments. - Between \$201 and \$300 (Yellow)

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			<ul style="list-style-type: none"> <li>- More than \$300 (Red)</li> </ul> Duplicate and erroneous payments will not exceed 2 percent.
Accounts Receivable	# of Billings, Write-offs, and Collections: Direct and Reimbursable	\$71	Billing errors to measure rework attributable to the NSSC.  98 percent of bills will be created without error. <ul style="list-style-type: none"> <li>- This Service Level Indicator (SLI) will be implemented once a report can be automated. The report will include the rework percentage associated with accounts receivable and provide details on what it includes.</li> </ul> Examples of NSSC Errors: <ul style="list-style-type: none"> <li>- Direct: Bill created against wrong customer</li> <li>- Direct: Bill created against wrong General Ledger (GL) account</li> <li>- Direct: Incorrect Agency Location Code</li> <li>- Direct: Erroneous bill</li> </ul> Examples of Center Errors: <ul style="list-style-type: none"> <li>- Direct: Travel rescinds Bill of Collection (BOC) due to employee providing receipts</li> <li>- Reimbursable: Center requests rescind bill due to accrual in reimbursable billing</li> <li>- Reimbursable: Center requests rescind bill due to cost analysis</li> <li>- Direct: Center provided incorrect GL account in creation of BOC</li> </ul> Percentage of bills issued on time. <ul style="list-style-type: none"> <li>- 98 percent of bills will be created based on established OCFO monthly calendar.</li> </ul>

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Service	Unit of Measure	FY 2012 Rate	Measure
Domestic Travel Expense Report Payments and All Travel Advances	# of Domestic Travel Expense Reports and all Advances	\$22	Validate and process 85 percent of domestic travel expense reports within 4 business days of receipt of a complete expense report (including adequate funding).
Fund Balance with Treasury	# of Travel Payments, Accounts Payable, and Accounts Receivable Collections	\$9	No SLI.
Foreign Travel Expense Report Payments	# of Foreign Travel Expense Reports (including reissued payments)	\$344	Validate and process 85 percent of foreign travel expense reports within 5 business days of receipt of a complete expense report (including adequate funding).
ETDY	# of ETDY Domestic and Foreign Travel Expense Reports	\$344	Validate and process 85 percent of ETDY expense reports within 5 business days of receipt of a complete expense report (including adequate funding).
Payroll and Time and Attendance Processing	# of Full Time Equivalent (FTE)	\$75	Process 99.9 percent of payroll and time and attendance accurately and on time to the Department of Interior.
COS — Actual Temporary Quarters, Real Estate, Constructive, and All Other Vouchers	# of COS Voucher Payments	\$344	Validate and process 85 percent of COS vouchers within 15 business days of receipt of a complete voucher (including adequate funding).
COS — Enroute, Miscellaneous, Fixed Temporary Quarters, House Hunting Trip (Fixed/Actual)	# of COS Voucher Payments	\$344	Validate and process 85 percent of COS vouchers within 6 business days of receipt of a complete voucher (including adequate funding).
COS — Relocation Income Tax Allowance (RITA) and Income Tax Reimbursement Allowance (ITRA)*	# of RITA and ITRA Voucher Payments	\$344	Validate and process 85 percent of RITA and ITRA vouchers within 30 business days of receipt of a complete voucher (including adequate funding).
COS & ETDY Relocation Assistance	# of COS Orders and Amendments	\$1,992	90 percent of approved COS/Temporary Change of Station Travel Authorizations will be received by the traveler within 25 business days from receipt of a complete and accurate Relocation Form from the Center.
Conference Reporting	# of FTE	\$8	No SLI.

\*Processing of RITA and ITRA vouchers is dependent upon annual software updates, which typically occur in Q1 or early Q2 of each calendar year.

### 3.2 Human Resources Services

Defined as the provision of efficient management of Agency HR Services to include: Support to Personnel Programs, Employee Development and Training Programs Support, Employee Benefits, Human Resource and Training Information Systems (to include hosting, system administration, and reporting), Senior Executive Service (SES) Case Documentation, Personnel Action Processing (PAP), electronic Official Personnel Folder (e-OPF) Maintenance, Financial Disclosure Processing, On-line Course Management, and Off-site Training.

Service	Unit of Measure	FY 2012 Rate	Service Level Indicator
Support to Personnel Programs	# of FTE	\$144	Agency Honor Awards and Processing: 98 percent of awards/recognition items/supplies delivered to Center awards Point of Contact (POC) or recipient accurately and on-time as negotiated with the customer. In no case will awards/recognition items/supplies be delivered on or after scheduled dates for awards ceremonies.
Employee Development and Training	# of FTE	\$102	No SLI.
SES Case Documentation	# of SES Appointments / Mentor Evaluation Memos and Executive Core Qualification (ECQ) Presentations Completed and Submitted for Approval	\$7,737	Of the complete SES selection packages submitted for ECQs, 98 percent will be completed and sent to Office of Human Capital Management within 30 business days of receipt. The NSSC will maintain a 98 percent Office of Personnel Management (OPM) approval rate.  90 percent of finalized Mentor Evaluation Memos and ECQ Presentations for the SES Candidate Development Program will be forwarded to the Center (for Mentor for package completion and signature) within 30 business days after receipt of a completed package.

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Service	Unit of Measure	FY 2012 Rate	Service Level Indicator
Employee Benefits	# of FTE	\$186	<p>Retirement Estimates, Deposits, Redeposits, and Application Processing:</p> <p>90 percent of expedited actions are processed by close of business the next business day after receipt of the request.</p> <p>Definition of an Expedited Action: Retirement applications and/or estimates that must be expedited because the employee is retiring within seven business days.</p> <p>90 percent of retirement estimates requests are completed within 10 business days for requests with retirement dates within the same year. For requests with retirement dates over one year to five years, 20 business days. For requests 5 years and out, 45 business days.</p> <p>This service level indicator is based on one retirement estimate per employee within a twelve-month period. Employees may submit additional requests, but these requests will be worked on a low-priority, non-interference basis.</p> <p>Deposit/redeposit requests received in conjunction with an estimate or retirement package follow the same metric.</p> <p>Retirement estimates: Meeting this service level indicator is conditioned on no break in service refunds involved; a single request for estimates, not multiples; and availability of view capability in e-OPF.</p> <p>95 percent of completed retirement packages will be submitted to DOI within 10 business days.</p> <p>Retirement application processing: Meeting this service level indicator is predicated on receipt of a complete retirement application package, based on the retirement package checklist.</p>

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Service	Unit of Measure	FY 2012 Rate	Service Level Indicator
HR & Training Information Systems Operations and Maintenance	# of FTE	\$167	95 percent Uptime (HR & Training Information Systems).  HR & Training Web site Development & Maintenance: Non-developmental content changes: <ul style="list-style-type: none"> <li>- Urgent (Urgent Priority): 98 percent of urgent requests completed within 4 business hours.</li> <li>- Expedited (High Priority): 98 percent of expedited requests will be completed within 8 business hours.</li> <li>- Normal/Routine (Medium to Low Priority): 95 percent of normal/routine requests will be completed within 5 business days.</li> </ul>
Personnel Action Processing	# of PAP Transactions*	\$88	97 percent of personnel transactions are processed accurately as defined by regulations and references.  97 percent of personnel transactions that are received at the NSSC by the established deadline are processed by the cutoff date established by Personnel Bulletin 2006-41- CIa.

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

Service	Unit of Measure	FY 2012 Rate	Service Level Indicator
eOPF Maintenance and Record Keeping	# of FTE	\$49	90 percent of documents will be filed in the employee's e-OPF within 15 days of receipt.
Financial Disclosure Processing	# of OGE-450, OGE-450A, & SF-278 Forms Filed	\$30	No SLI.
On-line Course Management	# of hours required to complete course upload	\$76	In work.

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Service	Unit of Measure	FY 2012 Rate	Service Level Indicator
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	\$98	90 percent of purchasing, registration, and confirmation activities for external (off-site) training purchases that can be purchased with a credit card shall be completed accurately within five business days of receipt of an approved training request.

### 3.3 Procurement Services

Defined as the provision of efficient management of PR and Other Administrative Services including PR surveys, NASA Contracting Intern Program support, General Schedule (GS)-1102 Training Program support, Contract Audit and Administration Services support, Federal Acquisition Certification for Contracting Officer’s Technical Representative support, and Purchase Card (P-card) Administration; Agency Contracting Services; Grants and Cooperative Agreements Award and Administration; Pre-Award of Small Business Innovative Research (SBIR) and Small Business Technology Transfer (STTR) contracts, Award and Administration of SBIR/STTR contracts; and On-site Training Purchases processing.

Service	Unit of Measure	FY 2012 Rate	Service Level Indicator
Procurement Processing and Other Administrative Services	# of FTE	\$47	No SLI.
Agency Contracting Services	# of FTE	\$59	No SLI.
Grants, Cooperative Agreements, and SBIR/STTR Awards	# of Grants, Cooperative Agreements, and SBIR/STTR Awards	\$1,982	Grants/Cooperative Agreement Awards: 90 percent of award packages prepared within 29 calendar days of receipt of the completed requirements package.  SBIR/STTR Contract Awards: Complete 95 percent of qualified SBIR/STTR Phase I awards within the Program Office prescribed deadline.  Complete 90 percent of qualified SBIR/STTR Phase II awards within the Program Office prescribed deadline.

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Service	Unit of Measure	FY 2012 Rate	Service Level Indicator
Grants, Cooperative Agreements, and SBIR/STTR Administration	# of Grants Supplements, Cooperative Agreements & SBIR/STTR Funding Supplements and Modifications Issued	\$965	Grants/Cooperative Agreements Administration: 90 percent of supplements prepared within 14 calendar days of receipt of funding and/or other required data.  SBIR/STTR Administration: 90 percent of modifications occur within 14 calendar days of receipt of funding document.
On-Site Training Purchases	# of On-Site Training Classes	\$521	90 percent of on-site training actions (\$3,001-\$25,000) are awarded within 10 business days of receipt of a complete purchase request package.  90 percent of on-site training actions (greater than \$25,000) are awarded within 30 business days of receipt of a complete purchase request package.
Payment of Training Purchases (On-Site/Off-Site)	\$1 of Training Cost	\$1	No SLI.

The following table represents the Agency Consolidated Contracts currently managed by the NSSC, as well as the funding source:

Agency Consolidated Contract Services	Funding Sources
Agency-wide Contract Closeout Services	AMO (NSSC Administered)
International Organization of Standardization (ISO) Registration Services	CMO and AMO Direct (PR to NSSC for Award)
Outsourcing Desktop Initiative for NASA (Scheduled to transition to ACES in FY12)	CMO and AMO Direct (Center Awarded Task Order)
Agency Membership to Radio Technical Commission for Aeronautics (RTCA)	CMO and AMO Direct (PR to NSSC for Award)
Agency Multifunction Device Services (Scheduled to transition to NICS in FY12)	CMO and AMO Direct (Center Awarded Task Order)

PR = Purchase Request

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Agency Consolidated Contract Services	Funding Sources
Agency Relocation Services	CMO and AMO Direct (PR to NSSC for Award)
COTR Training Services	CMO and AMO Direct (Center Awarded Task Order)
Institute of Electrical and Electronic Engineers Journals Licenses	CMO and AMO Direct (PR to NSSC for Award)
MacNeal-Schwendler Corporation (MSC) Patches to NASTRAN (PATRAN) and NASA Structural Analysis Program (NASTRAN) Licenses	CMO and AMO Direct (PR to NSSC for Award)
SAP Software License	CMO and AMO Direct (PR to NSSC for Award)
Maximo Software License	CMO and AMO Direct (PR to NSSC for Award)
CyberFED Subscription Services	CMO and AMO Direct (PR to NSSC for Award)
Oracle Software License (Solutions for Enterprise Wide PR (SEWP) III contract)	CMO and AMO Direct (PR to NSSC for Award)
Oracle Software License <i>New Requirements</i> (SEWP IV contract)	CMO and AMO Direct (PR to NSSC for Award)
Thermal Desktop Imaging Software License	CMO and AMO Direct (PR to NSSC for Award)
Agency-wide Contract Audit Services and Related Support	AMO (NSSC Administered)
Agency-wide Contract Administration Services and Related Support	AMO (NSSC Administered)
Agency-wide Administrative Services for Grants and Cooperative Agreements	AMO (NSSC Administered)
Employee Payroll Services	AMO (NSSC Administered)

PR = Purchase Request

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Agency Consolidated Contract Services	Funding Sources
OPM Employee Express	AMO (NSSC Administered)
SATERN Hosting, Licensing, and Technical Support Services	CMO and AMO Direct (PR to NSSC for Award)
Windchill Software License	CMO and AMO Direct (PR to NSSC for Award)
ARM Software License	CMO and AMO Direct (PR to NSSC for Award)
Primavera Software License	CMO and AMO Direct (PR to NSSC for Award)
ESRI Software License	CMO and AMO Direct (PR to NSSC for Award)
CRADLE Software License	CMO and AMO Direct (PR to NSSC for Award)
XWind 32 Software License	CMO and AMO Direct (PR to NSSC for Award)
Compusearch (Contract Management Module (CMM))	OCIO Direct (PR to NSSC for Award)
FedTraveler.com (eTravel Solution)	OCIO Direct (PR to NSSC for Award)

PR = Purchase Request

### 3.4 Information Technology Services

Information Technology Services are defined as the provision of efficient management of Agency IT Services to include: Agency Consolidated End-Users Services (ACES) Program Management, Enterprise License Management (ELM), Enterprise Service Desk (ESD), and support to Emergency Notification System (ENS) operations.

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IT Services also include: support for the NSSC functional services of FM, HR, PR, and ABS; support for NSSC internal operations; support for NSSC IT Security; and support of NASA and other Federal Government IT Initiatives. These costs are directly or indirectly allocated to the various functional services in FM, PR, ITS, HR, and ABS.

ACES Program Management includes:

- Technical, administrative, and contractual support for the ACES contract;
- Service Office Management for ACES contract supporting 10 NASA Centers including:
  - COTR and contracting officer support for contract totaling over \$190M/year;
  - Monthly and semiannual performance surveillance and reporting for over 43,000 desktops (plus local area network (LAN), radio, video, personal digital assistant (PDA), etc.);
  - Oversight of quarterly software loads and hardware updates;
  - Oversight of desktop standard integration with Outsourcing Desktop Initiative for NASA (ODIN)/ACES software;
  - Consolidation of Center input into the ODIN/ACES contract award fee process (Performance Retainage Pool (PRP) and Metric Performance Retainage Pool (MPRP));
  - Management and oversight of IT security issues related to six IT service areas (desktop, voice, Secure Virtual Team Meeting (SVTM), radio, help desk) including Certification and Accreditation coordination for new systems, and continuous monitoring coordination for existing systems;
- OCIO and Agency reporting of end-user services activities to Office of Management and Budget (OMB) as requested;
- Handling of all end-user services related Inspector General (IG) and GAO investigations and reporting requests;
- Oversight of end-user services enterprise functions such as:
  - Agency end-user services help desk services;
  - Agency e-mail services;
  - Agency virtual team meeting and SVTM services;
  - ACES catalog coordination;
- Project management of Agency desktop initiatives and upgrades including:
  - NASA Consolidated Active Directory (NCAD) implementation and management;
  - NASA's Operational Messaging and Directory Service (NOMAD);
  - Windows 7 and Snow Leopard Upgrades;
  - Federal Desktop Core Configuration (FDCC) compliance implementation;
  - Data at Rest (DAR) implementation to comply with OMB requirement; and
  - Contract Management and Administration.

Enterprise License Management provides support for the discovery, analysis, establishment, and management of Agency enterprise licensing. The ELM Team works to consolidate software license contracts resulting in reduced administrative costs, and best value pricing models. ELM services specifically include:

- Coordination with Center/Agency Information Technology Asset Managers to identify software assets and define future software requirements at the Center level;
- Negotiating economy-of-scale pricing for selected software and information technology seat management; and
- Maintaining Licensing, Contract Consolidation Initiatives, and Seat Management activities.

ESD supports the Agency's IT Infrastructure Integration Program (I3P) strategy.

The scope of the ESD includes:

- Providing a single POC for initial reporting of incidents related to I3P services;
- Providing a single POC for ordering of I3P services;
- Housing all I3P services in the Service Definition Repository (SDR), which will be accessed through Enterprise Service Request System (ESRS);
- Providing 24x7 Tier-0, Tier-1 help desk operations, and ESRS availability and support;
- Processing and escalating incidents and problems and service requests as per defined service level indicators;
- Establishing and maintaining an Incident Management System (IMS) to log, track, manage, and process incidents, problems, and service requests;
- Collecting and reporting service level indicator-based performance metrics for I3P services using ESD support systems and databases;
- Managing notifications for planned or unplanned outages or changes affecting I3P services;
- Providing a funds check feature to ensure funds are available when placing orders and a reconciliation tool for matching ESRS orders with I3P invoices;
- Maintaining a "heartbeat" gauge showing the availability of all systems (this feature can be used to show availability for any NASA system, not just I3P related systems); and
- Providing for continuity of operations.

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NSSC provides the following support to the ENS operations:

- Technical support for maintenance enhancements to the system as directed by Office of Protective Services;
- Annual ENS Strategic Planning Guidance to Centers; and
- IT Security.

Service	Unit of Measure	FY 2012 Rate	Service Level Indicator
ACES Service Office *Transferred to MSFC effective 3/1/2012	# of N2 workforce (FTE and Work Year Equivalent (WYE))	\$33	Provide technical evaluations for requested contract modifications/unsolicited proposals to the I3P Business Office Contracting Officer within 5 business days of receipt of a completed package.  Pursuant to the IT Infrastructure Library framework and I3P Problem Management process, ensure a Corrective Action Plan is developed within 7 business days of receipt of an assigned Problem.
Enterprise License Management	# of Enterprise Licenses Managed	\$3	No SLI.
Enterprise Service Desk	# of N2 workforce (FTE and WYE)	\$338	Average Speed to Answer: 80 percent calls within 60 seconds. ESD Call Abandonment Rate: Less than 7 percent of calls abandoned. ESD Applications Availability: 97 percent availability. First Call Resolution: 90 percent. ESD Customer Satisfaction: 85 percent satisfied.
Emergency Notification System Support	Identity Management and Account Exchange badged personnel	\$2	No SLI.
NSSC Systems Uptime	NA	NSP	99.95 percent Uptime.
NSSC Web site Availability	NA	NSP	99.95 percent Availability.

NSP = Not Separately Priced

### 3.5 Agency Business Support Services

Agency Business Support provides support to the Agency’s I3P program. The I3P Business Office is charged with providing the I3P Service Offices with business-related support including administration of the I3P contracts listed in the table below. The composition of the I3P Business Office is built around three main functions specific to I3P support:

- Resource Management
  - Budget Formulation
  - Resource Management and IPAC Processing
  - Billing
  - Invoice and Voucher Reconciliation
- Administration and Reporting
  - Services/Catalog Management
  - SLA Administration
  - Utilization Coordination and Analysis
  - Performance and Utilization Reporting
  - Survey Administration, Analysis, and Reporting
- Contract Administration
  - Contract Management
  - Contract Funding

Service	Unit of Measure	FY 2012 Rate	Service Level Indicator
I3P Business Office	# of FTE and WYE as validated against N2	\$68	95% of advances with complete funds commitment documents are processed within 4 business days.  Process 95% of liquidation transactions with available funding by the end of the calendar month that the services are billed.  Award 90% of contract funding modifications within 5

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Service	Unit of Measure	FY 2012 Rate	Service Level Indicator
			<p>business days after receipt of released Purchase Request. (This SLI includes NASA Interagency Purchase Requests).</p> <p>Issue 90% of Request for Proposals for proposed contract changes or new services within 10 business days of receipt of COTR's completed package. (This SLI includes Tail Circuits, Out of Bank Access, etc.)</p> <p>Prepare 90% of modifications to the appropriate Master Agreement / Delivery Order to add new services within 7 business days after of receipt of completed package.</p> <p>Process 95% of advances within 5 business days upon notification from NSSC Accounts Payable.</p> <p>Process 95% of Purchase Requests within 2 business days of posting of advance.</p> <p>Validate and process 90% of reconciliations within 5 business days of invoice receipt and Funding Check and Reconciliation Tool report and submitted to Center Resource Analysts for analysis and any adjustments.</p> <p>Process Utilization Report against advance prior to month end 90% of the time.</p>

I3P Contracts	Unit of Measure	FY 2012 Rate	Service Level Indicator
ACES	\$1 of Contract Cost	\$1	No SLI.
NASA Integrated Communications Services (NICS)	\$1 of Contract Cost	\$1	No SLI.
Enterprise Applications Service Technology (EAST)	\$1 of Contract Cost	\$1	No SLI.

I3P Contracts	Unit of Measure	FY 2012 Rate	Service Level Indicator
Network Delivery Orders	\$1 of Contract Cost	\$1	No SLI.

### 3.6 Cross-Cutting Services

#### 3.6.1 Customer Contact Center

These services are not separately priced but are allocated to the FM, HR, PR, ITS, and ABS services costs based on the percentage of use by the services.

CUSTOMER CONTACT CENTER	
Service	Service Level Indicator
Call Resolution Rate	85 percent of inquires are resolved on initial telephone call during NSSC business hours.
Call Response Rate	80 percent of customer calls are answered within 30 seconds during NSSC business hours. Customer inquiries via telephone shall not experience queue times of greater than 3 minutes in total.
Call Abandonment Rate	Less than 7 percent of customer calls abandoned.

#### 3.6.2 Document Imaging

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

## 4.0 QUALITY INDICATORS AND PERFORMANCE REPORTING

### 4.1 NSSC Quality Control Program

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

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

### 4.2 NSSC Quality Incentive Program

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

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

- Collaborating with Center management and other representatives (e.g., NASA Enterprise Applications Competency Center (NEACC)) 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 Board of Directors (BOD) approved a Quality Incentive Goal (QIG) of 5 percent 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 percent for a given activity will not be charged for rework for that month for that activity;
- Customers with a controllable rework percentage greater than 5 percent for a given activity will be charged for that controllable rework in excess of the 5 percent QIG for that activity for the month.

### 4.3 Performance Reporting

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

#### Enterprise Service Desk (ESD) Tier-0 Web site

The Enterprise Service Desk Tier-0 Web site is being established to provide knowledge articles and customer interface capabilities concerning I3P services. This Tier-0 Web site will provide critical system status updates, an interface for the Enterprise Service Request System, a viewable log of I3P 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 provide users with an alternate channel for obtaining I3P related information. Additionally, users will be able to access incidents or help desk tickets submitted for all NSSC services within their My ESD Portal. The ESD Portal can be accessed at <https://esd.nasa.gov>.

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Grants Status Web site

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

Training Purchases Status Web site

The NSSC maintains a Training Purchases Status search capability on the NSSC Customer Service Web site. Center Training Offices can search the Training Purchases Status Web site by Center or a range of dates. Data can be downloaded into Microsoft Excel for further analysis, formatting, or other customization to meet individual customer needs. The Training Purchases Status Web site ([www.nssc.nasa.gov/offsitetraining](http://www.nssc.nasa.gov/offsitetraining)) includes all purchases made by the NSSC since September 30, 2006, as well as the NSSC approved requests for reimbursement, no cost events, and prepaid events.

The Training Purchases data warehouse is updated nightly. Customers should allow 24 hours for data to be added or changed in the system.

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

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

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

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

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

## **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 B&A Office, CS&C Team Lead. The dispute process is based on the following principles:

- All formal disputes raised will be adequately documented including agreed upon actions taken to resolve the dispute;
- Formal disputes shall only be considered resolved when agreed-upon actions have been implemented to the satisfaction of all parties; and
- In the event an agreement is not reached, all formal disputes will be referred to the NSSC Executive Director for discussion, negotiations, and an advisory opinion.

### **5.2 Dispute Categorization**

All formal disputes raised will fall into four categories:

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

### **5.3 Raising and Recording Formal Disputes**

Authorized representatives will raise formal disputes with the B&A Office only after attempting to resolve disputes independently through the service delivery process. The CS&C Team Lead 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 CS&C Team Lead will seek to identify and agree upon satisfactory, immediate resolution of the dispute with the NSSC Service Delivery and/or the B&A Office. 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 B&A Office, CS&C Team Lead, the following apply:

- The formal dispute will be escalated to the Director, B&A Office 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, B&A Office; and
- If actions to resolve the dispute cannot be agreed upon between the NSSC Executive Director and the customer, it will be referred to the NSSC BOD for discussion and resolution - the decision of the NSSC BOD will be the final ruling.

The NSSC BOD 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 NSSC BOD will:

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

## APPENDIX A: DETAILED VOLUMES BY CUSTOMER

### Financial Management Services

Service	Unit	Total Volume	Anticipated Annual Volume By Customer											
			ARC	DFRC	GRC	GSFC	HQ	HQ OCIO	HQ OIG	JSC	KSC	LaRC	MSFC	SSC
Accounts Payable	# of Invoices and IPAC Payments	109,834	9,526	4,278	10,100	25,112	11,034	-	-	14,106	7,702	15,657	9,138	3,181
Accounts Receivable	# of Billings, write offs and Collections: Direct and Reimbursable	44,785	7,479	1,212	2,736	7,878	7,801	-	-	5,368	2,308	2,653	2,525	4,825
Payroll/Time & Attendance Processing	# of FTE	18,283	1,231	555	1,652	3,394	1,420	-	-	3,225	2,095	1,927	2,490	294
Fund Balance with Treasury	# of Travel Payments, AP, and AR Collections	205,100	19,079	7,211	16,494	40,687	25,617	-	-	29,492	14,675	25,626	19,560	6,659
Domestic Travel Services	# of Domestic Travel Payments and Advances	66,788	5,200	2,200	5,000	10,100	9,550	-	-	11,500	5,392	8,136	8,710	1,000
COS, Foreign & ETDY Travel Services	# of COS, Foreign, & Extended TDY Payments (including reversals)	6,615	440	189	330	1,445	1,260	-	-	1,440	420	540	490	61
Relocation Assistance	# of COS Moves	305	14	19	16	50	40	-	-	80	10	28	40	8
Conference Reporting	# of FTE	18,283	1,231	555	1,652	3,394	1,420	-	-	3,225	2,095	1,927	2,490	294

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**Human Resources Services**

Service	Unit	Total Volume	Anticipated Annual Volume By Customer											
			ARC	DFRC	GRC	GSFC	HQ	HQ OCIO	HQ OIG	JSC	KSC	LaRC	MSFC	SSC
Support to Personnel Programs	# of FTE	18,283	1,231	555	1,652	3,394	1,420	-	-	3,225	2,095	1,927	2,490	294
Employee Development and Training	# of FTE	18,283	1,231	555	1,652	3,394	1,420	-	-	3,225	2,095	1,927	2,490	294
Employee Benefits	# of FTE	18,283	1,231	555	1,652	3,394	1,420	-	-	3,225	2,095	1,927	2,490	294
Human Resource & Training Information Systems	# of FTE	18,283	1,231	555	1,652	3,394	1,420	-	-	3,225	2,095	1,927	2,490	294
e-OPF Record Keeping	# of FTE	18,283	1,231	555	1,652	3,394	1,420	-	-	3,225	2,095	1,927	2,490	294
Personnel Action Processing	# of PAP Transactions	24,945	1,500	943	2,062	4,110	2,200	-	-	4,800	3,600	2,230	3,000	500
SES Case Documentation	# of SES Appointments / CDP Appraisals	51	4	2	4	3	15	-	-	12	2	2	6	1
Financial Disclosure Processing	# of OGE-450, OGE-450A, & OGE-278 Forms Filed	10,095	735	353	1,050	1,955	950	-	-	1,780	900	1,173	1,002	197
Online Course Management	# of Hours	4,426	-	50	874	50	603	936	-	99	545	100	1,025	144
Off-site Training	# of Individual Training Registrations Resulting in a Purchase & Center Cancellations	9,404	775	350	875	905	800	-	250	1,999	1,325	1,140	800	185

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**Procurement Services**

Service	Unit	Total Volume	Anticipated Annual Volume By Customer											
			ARC	DFRC	GRC	GSFC	HQ	HQ OCIO	HQ OIG	JSC	KSC	LaRC	MSFC	SSC
PR Processing & Other Admin. Services	# of FTE	18,283	1,231	555	1,652	3,394	1,420	-	-	3,225	2,095	1,927	2,490	294
Agency Contracting Services	# of FTE	18,283	1,231	555	1,652	3,394	1,420	-	-	3,225	2,095	1,927	2,490	294
Grants, Cooperative Agreements & SBIR/STTR Awards	# of Grants, Cooperative Agreements, & SBIR/STTR Awards	2,491	189	24	157	600	1,050	-	-	136	55	175	87	18
Grants, Cooperative Agreements & SBIR/STTR Admin.	# of Grants Supplements, Cooperative Agreements, & SBIR/STTR Funding Modifications Issued	4,408	459	32	243	787	2,247	-	-	175	85	275	65	40
On-site Training	# of On-Site Training Purchases	735	15	20	50	120	40	-	-	200	110	45	125	10
Training Purchases \$	\$1 of Training Cost	\$ 18,377,112	\$1,150,000	\$ 750,000	\$1,533,947	\$1,800,000	\$1,100,000	\$ -	\$ 275,000	\$4,205,400	\$3,732,000	\$1,242,750	\$ 2,300,000	\$ 288,015

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**Information Technology Services**

Service	Unit	Total Volume	Anticipated Annual Volume By Customer																		
			ARC	DFRC	GRC	GSFC	HQ	HQ O CIO	HQ OIG	HQ NMO	JSC	KSC	LaRC	MSFC	SSC	ARM D	ESMD	SMD	SOM D	EDUC	OCT
ACES Service Office	# of FTE & WYE as validated against N2	42,602	1,103	535	1,315	3,488	1,912	-	-	-	2,819	2,845	2,062	2,341	512	2,143	5,618	4,889	9,518	126	1,375
Enterprise License Mgt	# of Licenses	242,218	10,054	4,161	10,676	24,872	7,056	30,858	-	-	26,639	15,462	15,196	34,826	2,722	4,287	23,595	9,778	19,035	251	2,750
ESD	# of FTE & WYE as validated against N2 (Phased)	32,801	781	483	1,039	3,145	1,723	-	-	-	1,871	2,398	1,368	1,849	405	1,592	4,051	4,154	6,775	100	1,067
ENS Support	# of IDMax Badged Personnel	81,171	4,089	1,477	3,662	11,735	2,436	-	-	7,500	19,676	13,878	4,808	9,972	1,938	-	-	-	-	-	-

**Agency Business Support**

Service	Unit	Total Volume	Anticipated Annual Volume By Customer																		
			ARC	DFRC	GRC	GSFC	HQ	HQ O CIO	HQ OIG	HQ NMO	JSC	KSC	LaRC	MSFC	SSC	ARM D	ESMD	SMD	SOM D	EDUC	OCT
I3P Service Office	# of FTE & WYE as validated against N2 (Phased)	42,602	1,103	535	1,315	3,488	1,912	-	-	-	2,819	2,845	2,062	2,341	512	2,143	5,618	4,889	9,518	126	1,375

## APPENDIX B: NSSC POINTS OF CONTACT

Service	Contact	Name	Phone	E-mail
Overall SLA Issues	Director, Business & Administration Office	Becky Dubuisson	228-813-6019	<a href="mailto:rebecca.s.dubuisson@nasa.gov">rebecca.s.dubuisson@nasa.gov</a>
WCF, Chargebacks, Rates, & Status Billing	Lead, Operations & Budget Management	Bob Poncet	228-813-6017	<a href="mailto:robert.a.poncet@nasa.gov">robert.a.poncet@nasa.gov</a>
Performance Reporting	Associate Director, Service Delivery	Mark Chadwick	228-813-6022	<a href="mailto:mark.w.chadwick@nasa.gov">mark.w.chadwick@nasa.gov</a>
Customer Satisfaction & Communication Customer Contact Center	Lead, Customer Satisfaction & Communication	Pat Tidmore	228-813-6486	<a href="mailto:c.patton.tidmore@nasa.gov">c.patton.tidmore@nasa.gov</a>
Financial Management	Chief, Financial Management Division	Cindy Epperson	228-813-6024	<a href="mailto:cynthia.h.epperson@nasa.gov">cynthia.h.epperson@nasa.gov</a>
Human Resources	Chief, Human Resources Division	Anita Harrell	228-813-6809	<a href="mailto:anita.f.harrell@nasa.gov">anita.f.harrell@nasa.gov</a>
IT Services	Chief, Information Technology Division	Bruce O'Dell	228-813-6233	<a href="mailto:bruce.c.odell@nasa.gov">bruce.c.odell@nasa.gov</a>
Procurement	Chief, Procurement Division	Mike Sweigart	228-813-6342	<a href="mailto:michael.l.sweigart@nasa.gov">michael.l.sweigart@nasa.gov</a>
Agency Business Support Office	Chief, I3P Business Office	Pam Wolfe	228-813-6223	<a href="mailto:pamela.j.wolfe@nasa.gov">pamela.j.wolfe@nasa.gov</a>

## APPENDIX C: ACRONYMS

Acronym	Description
ACES	Agency Consolidated End-Users Services
AP	Accounts Payable
AR	Accounts Receivable
AWCCS	Agency-Wide Contract Closeout Services
B&A	Business and Administration
BOC	Bill of Collection
BOD	Board of Directors
CFO	Chief Financial Officer
CMO	Center Management and Operations
COS	Change of Station
CS&C	Customer Satisfaction and Communication
COTR	Contracting Officer's Technical Representative
EAST	Enterprise Applications Service Technology
ECQ	Executive Core Qualification
ENS	Emergency Notification Service
ESD	Enterprise Service Desk
ETDY	Extended Temporary Duty
FI	Financial Invoices
FM	Financial Management
FPPS	Federal Personnel Payroll System
FTE	Full Time Equivalent
FY	Fiscal Year
GAO	Government Accountability Office
GL	General Ledger

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Acronym	Description
GS	General Schedule
HQ	Headquarters
HR	Human Resources
I3P	IT Infrastructure Integration Program
IG	Inspector General
IPAC	Intra-governmental Payment and Collection
ITRA	Income Tax Reimbursement Allowance
ITS	Information Technology Services
NASA	National Aeronautics and Space Administration
NASTRAN	NASA Structural Analysis Program
NEACC	NASA Enterprise Applications Competency Center
NPR	NASA Procedural Requirements
NICS	NASA Integrated Communications Services
NSSC	NASA Shared Services Center
OCFO	Office of the Chief Financial Officer
ODIN	Outsourcing Desktop Initiative for NASA
OCIO	Office of the Chief Information Officer
OGE	Office of Government Ethics
OIG	Office of Inspector General
OMB	Office of Management and Budget
OPM	Office of Personnel Management
PAP	Personnel Action Processing
PATRAN	Patches to NASTRAN
POC	Point of Contact
PPBE	Planning, Programming, Budgeting, and Execution
PR	Procurement

NASA SHARED SERVICES CENTER  
FY 2012 SERVICE LEVEL AGREEMENT

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Acronym	Description
QIG	Quality Incentive Goal
RITA	Relocation Income Tax Allowance
RTCA	Radio Technical Commission for Aeronautics
SBIR	Small Business Innovative Research
SES	Senior Executive Service
SEWP	Solutions for Enterprise-Wide Procurement
SF	Standard Form
SLA	Service Level Agreement
SLI	Service Level Indicator
STTR	Small Business Technology Transfer
SVTM	Secure Virtual Team Meeting
WCF	Working Capital Fund
WEST	Web Enterprise Service Technologies
WYE	Work Year Equivalent

## APPENDIX D: SIGNATORIES

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

This agreement is entered into by:

**\*Signatures on file**

_____ CIO (or Designee)	_____ Date	_____ Chief Technologist (or Designee)	_____ Date	_____ IG (or Designee)	_____ Date
_____ Education Associate Administrator (or Designee)	_____ Date	_____ ARMD Associate Administrator (or Designee)	_____ Date	_____ HEO Associate Administrator (or Designee)	_____ Date
_____ SMD Associate Administrator (or Designee)	_____ Date	_____ HQ Operations Executive Director (or Designee)	_____ Date	_____ NSSC Executive Director	_____ Date
_____ Director, NASA Management Office (or Designee)	_____ Date	_____ ARC Director (or Designee)	_____ Date	_____ DFRC Director (or Designee)	_____ Date
_____ GRC Director (or Designee)	_____ Date	_____ GSFC Director (or Designee)	_____ Date	_____ JSC Director (or Designee)	_____ Date
_____ KSC Director (or Designee)	_____ Date	_____ LaRC Director (or Designee)	_____ Date	_____ MSFC Director (or Designee)	_____ Date
_____ SSC Director (or Designee)	_____ Date				