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NASA Shared Services Center
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NASA Shared Services Center Service Delivery Guide

NSSDG-3271-0001 Revision 5.0

Effective Date: August 1, 2017

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ELECTRONIC OFFICIAL PERSONNEL FOLDER (eOPF) MAINTENANCE AND RECORD KEEPING

Responsible Office: Human Resources (HR) Services Division

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SUBJECT: Electronic Official Personnel Folder (eOPF) Maintenance and Record Keeping		

Approved by

Amy Alexander, Chief, HR Services Division

Date

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DOCUMENT HISTORY LOG

Status (Basic/Revision Cancelled)	Document Version	Effective Date	Description of Change
Basic	Basic	8/10/07	Basic Release
Revision	A	4/9/08	<ul style="list-style-type: none"> • Added Process 8 – eOPF Removal of Misfiled Document to the Processes section. • Added Process 8 – eOPF Removal of Misfiled Document to the Process Flow section. • Fixed formatting in several areas. • Updated Table of Contents. • Updated flowcharts. • Removal of processes utilized prior to the transition of New Hire, Transfer and Reassignment In-Processing Service Delivery Guide (3.2.3.3). • Removal of actions also documented in New Hire, Transfer and Reassignment In-Processing Service Delivery Guide (3.2.3.3).
Revision	3.0	01/24/14	<ul style="list-style-type: none"> • Revised and renumbered all processes within the document. • Removed eOPF Forms Maintenance Process. • Removed eOPF Help Desk Inquiries Process. • Updated the Metrics to include the SLA for Documents and the Goal for whole folder imports. • Document originated under NSSC-HR-SDG-0032. Renumbered to NSSDG-3271-0001 to align with SDNS

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			<p>numbering system adopted in March 2010</p> <ul style="list-style-type: none"> Revised all cross-functional work flows
Revision	4.0	04/01/14	<ul style="list-style-type: none"> Clarifies language on OPF data validation. Adds information regarding receipt and transfer of performance folders.
Revision	5.0	08/01/2016	<ul style="list-style-type: none"> Replaces references to Remedy with ServiceNow. Updates Process 4 to reflect that Document Imaging is now responsible for scanning of the folders. Updates Process 4 to reflect that performance folders are now imported into eOPF versus mailed to the Center. Updates Process 6 related to the performance folder and SF1150 process. Updated Process 7 to reflect NAMS process for access requests.
Revision	6.0	07/18/2017	<ul style="list-style-type: none"> Made several updates to formatting issues throughout the document. Updated Human Resources Division to Human Resources Services Division.

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eOPF MAINTENANCE AND RECORD KEEPING

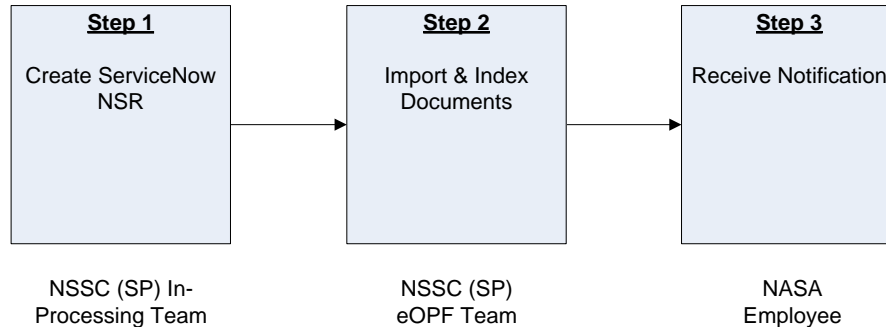
Introduction

The maintenance of official employee records includes receipt, management, and disposition of official personnel records in accordance with National Aeronautics and Space Administration (NASA) and Office of Personnel Management (OPM) guidance. As part of the government-wide Enterprise Human Resources Initiative (EHRI), OPM has mandated that the employee records historically maintained in hard copy format in the Official Personnel Folder (OPF) will be maintained in the electronic Official Personnel Folder (eOPF) system. Access is provided via a Web-based system maintained by the Interior Business Center (IBC) in the Department of the Interior (DOI). The NASA Shared Services Center (NSSC) Service Provider (SP) roles include:

- Maintaining, purging and updating the OPFs/eOPFs of all active NASA Civil Servants (CS) in accordance with NASA regulations, OPM regulations, and the applicable eOPF systems guidance on the function.
- Maintaining a Help Desk to provide assistance to NASA employees who experience access problems or have questions concerning navigation within the system, completion of searches, printing documents, etc.
- Utilizing the Transfer function within eOPF to transfer eOPF files to other agencies with electronic transfer functionality, when NASA employees accept employment with other agencies. For gaining agencies that do not currently have electronic transfer functionality, NSSC will initiate the manual hardcopy transfer of the OPF. NSSC will also coordinate the successful transfer and disposition of OPFs/eOPFs when employees resign or retire.
- Performing Systems Administrator functions for the eOPF accounts for all NASA employees. These functions include the following:
 - Creating, activating, and inactivating eOPF accounts
 - Establishing and deleting Human Resources (HR) Specialist and Super User access for HR Office employees and auditors/investigators
 - Processing transfer information on transferring employees in accordance with OPM guidance (via Standard Form (SF)-75, Request for Preliminary Employment Data)

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PROCESS 1 – eOPF NEW HIRE DOCUMENT IMPORT



Roles & Responsibilities

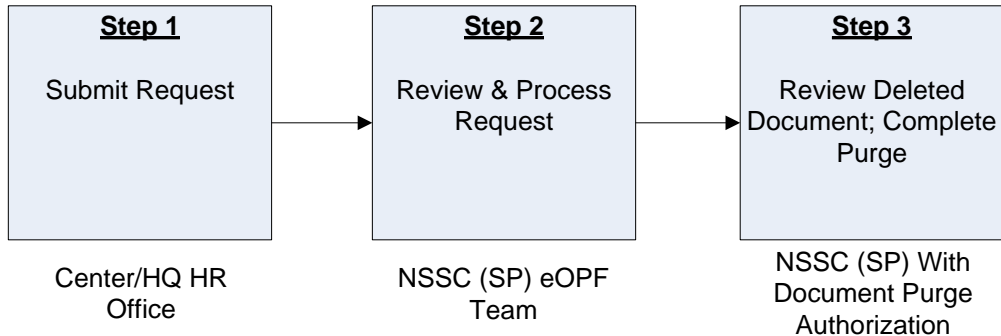
Process 1 – eOPF Document Import		
Roles and Responsibilities	Action	Tips/Notes
<p><u>Step 1</u></p> <p>NSSC (SP) In-Processing Team</p> <p>Receive Documents; Create ServiceNow NSSC Service Request (NSR)</p>	<p>Documents are received by the NSSC through several channels (e.g., Workforce Transformation and Tracking System (WTTS), Document Imaging, Entrance on Duty System (EODS)) for each new hire.</p> <p>The documents from these various channels are consolidated by the New Hire Case Worker into a single ServiceNow NSR that is sent to the eOPF team for processing.</p> <p>Output: Received Documents, ServiceNow NSR</p>	<p>See In-Processing Service Delivery Guide at www.nssc.nasa.gov/in-processing (under References) for related information.</p>
<p><u>Step 2</u></p> <p>NSSC (SP) eOPF Team</p> <p>Import & Index Documents</p>	<p>NSSC (SP) receives the NSR and locates the employee's file in the eOPF system.</p> <p>NSSC (SP) inserts the electronic images into the eOPF file and completes the indexing step.</p> <p>NSSC (SP) completes quality check of image quality and accuracy of indexing on a</p>	<p>The employee eOPF file is created automatically through the processing of the appointing personnel action in the Federal Personnel Payroll System (FPPS).</p> <p>The OPM Guide to Personnel Recordkeeping</p>

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Process 1 – eOPF Document Import		
Roles and Responsibilities	Action	Tips/Notes
	sample of imported documents. Output: Documents Filed and Indexed	(GPR) and the Master Forms List are followed for import of documents.
<u>Step 3</u> NASA Employee Receive Notification	NASA employee receives auto-generated e-mail from eOPF upon successful storage of document. Output: Notification Delivered	

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PROCESS 2 – eOPF DELETE / PURGE / RE-INDEX / ANNOTATE



Roles & Responsibilities

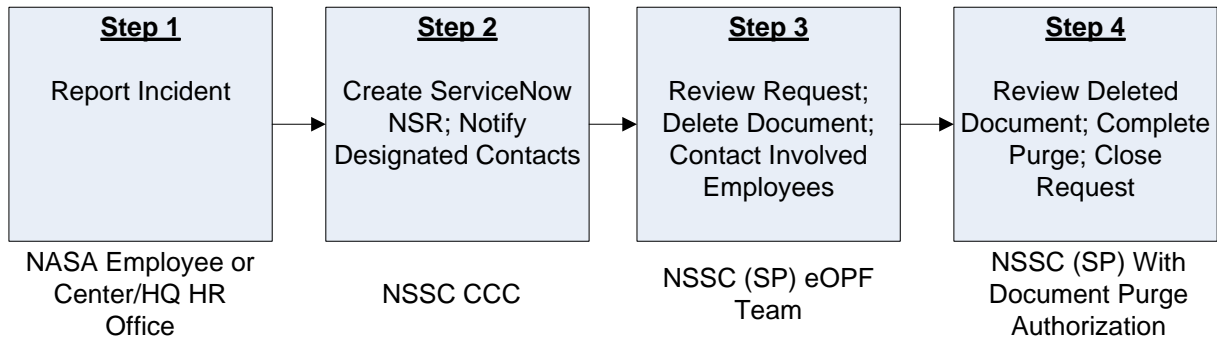
Process 2 – eOPF Delete / Purge / Re-index / Annotate & Misfiled Documents		
Roles and Responsibilities	Action	Tips/Notes
Step 1 Center/Headquarters (HQ) HR Office Submit Request	The Center/HQ Office HR representative submits request to the NSSC to delete/purge/re-index/annotate forms or other documents (or any specific pages within a document) that are inappropriate for retention in eOPF or are misfiled in another employees eOPF. NASA employees may submit requests for removal of misfiled documents found in the eOPF. Output: Request for Purge	Request must include reason for removal of document. If the misfiled document has been viewed by anyone other than an authorized party, the request is considered to be a Personally Identifiable Information (PII) incident. PII incidents require immediate action. See process 3.

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Process 2 – eOPF Delete / Purge / Re-index / Annotate & Misfiled Documents		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 2</p> <p>NSSC (SP) eOPF Team</p> <p>Receive & Process Request</p>	<p>NSSC (SP) receives request and verifies that the document should be removed from the file. A determination regarding potential PII should be made prior to document removal.</p> <p>NSSC (SP) locates specific form or document to be deleted and completes deletion.</p> <p>The document automatically moves to a final purge queue awaiting action from a Specialist with final purge authority.</p> <p>Output: Deleted Document</p>	<p>Document is no longer visible to employee or any other users who do not belong to the eOPF group with final purge authority.</p> <p>If a PII incident has occurred, proceed immediately with the PII process. See process 3.</p>
<p>Step 3</p> <p>NSSC (SP) with Document Purge Authorization</p> <p>Review Deleted Document; Complete Purge</p>	<p>An NSSC (SP) with purge authorization (normally the eOPF Systems Administrator or delegate) reviews document prior to final purge for concurrence and if in agreement, completes the purge process.</p> <p>Output: Purged Document</p>	<p>Any policy issues as to the appropriateness of the deletion of any eOPF document will be elevated to NSSC (CS).</p>

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PROCESS 3 – eOPF PII INCIDENT



Roles & Responsibilities

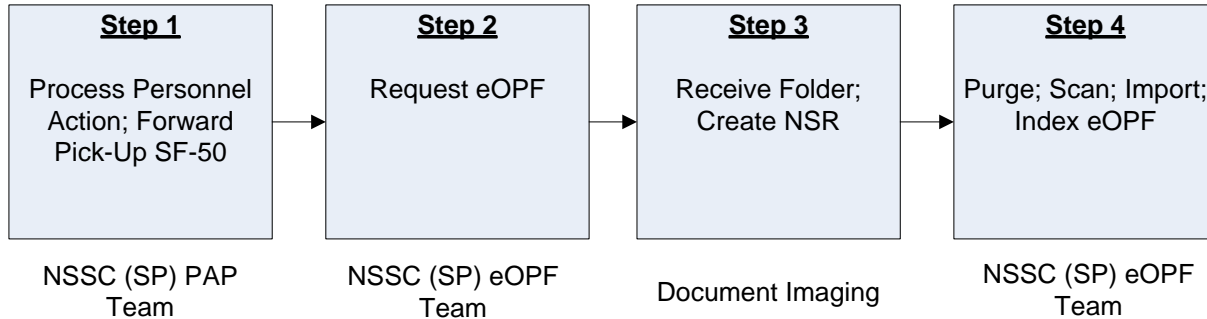
Process 3 – eOPF PII Incident		
Roles and Responsibilities	Action	Tips/Notes
Step 1 NASA Employee or Center/HQ HR Office Report Incident	Immediately upon discovery of a misfiled document in an eOPF containing PII, the individual making the discovery reports the incident to the NSSC Customer Contact Center (CCC). Output: Reported Incident	
Step 2 NSSC CCC Create ServiceNow NSR; Notify Designated Contacts	After receiving a report of PII incident, the NSSC CCC creates an urgent call ticket in ServiceNow and forwards call ticket to NSSC (SP). NSSC CCC notifies the following contacts: <ul style="list-style-type: none"> • CCC Management • NSSC (SP) eOPF Team Lead • NSSC (CS) eOPF • NSSC and Center Information Technology (IT) Security Manager • Privacy Act Manager Output: Notification of Required Contacts	PII Incidents must be resolved within one hour of notification.

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Process 3 – eOPF PII Incident		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 3</p> <p>NSSC (SP) eOPF Team</p> <p>Review Request; Delete Document; Contact Involved Employees</p>	<p>NSSC (SP) reviews request, locates specific form or document to be deleted, and completes deletion.</p> <p>The document automatically moves to a final purge queue awaiting action from Specialist with final purge authority.</p> <p>NSSC (SP) notifies each affected employee, separately, of the incident.</p> <p>Output: Deleted Document/Employee Notification</p>	<p>Document is no longer visible to employee or any other users who do not belong to the eOPF group with final purge authority.</p>
<p>Step 4</p> <p>NSSC (SP) with Document Purge Authorization</p> <p>Review Deleted Document; Complete Purge; Resolve Issue</p>	<p>An NSSC (SP) with purge authorization (normally the eOPF Systems Administrator or delegate) reviews the deleted document prior to final purge for concurrence and if in agreement, completes the purge process.</p> <p>NSSC (SP) notifies all Points of Contact (POCs) from Step 2 that PII issue has been resolved.</p> <p>Output: Purged Document & Resolved NSR</p>	<p>PII incidents must be resolved within one hour of notification.</p>

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PROCESS 4 – TRANSFER eOPF FROM LOSING AGENCY



Roles & Responsibilities

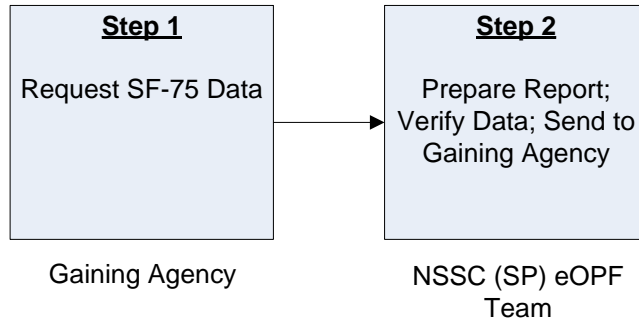
Process 4 – Transfer eOPF From Losing Agency		
Roles and Responsibilities	Action	Tips/Notes
Step 1 NSSC (SP) Personnel Action Processing (PAP) Team Process Personnel Action; Forward Pick-Up SF-50, Notification of Personnel Action	NSSC (SP) processes the Transfer/Reinstatement personnel action, notifies the NSSC (SP) eOPF Team of the appointment and provides a copy of the SF-50. Output: Pick-Up SF-50	
Step 2 NSSC (SP) eOPF Team Request eOPF	NSSC (SP) forwards the pick-up SF-50 and the request for transfer of the eOPF, SF-1150, Request of Leave Data and the Performance File to the losing agency. Output: eOPF Request	For Transfer Functional Agencies, the request is submitted through the eOPF system electronically. For Re-instatement actions, the request is sent to National Archives and Records Administration (NARA).

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Process 4 – Transfer eOPF From Losing Agency		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 3</p> <p>Document Imaging</p> <p>Receive Folder; Create NSR</p>	<p>Document Imaging receives the folder from the losing agency/NARA, scans the folder and creates the NSR for the NSSC (SP) eOPF team.</p> <p>Output: ServiceNow NSR</p>	<p>eOPFs from Transfer Functional Agencies are received electronically through the system.</p>
<p>Step 4</p> <p>NSSC (SP) eOPF Team</p> <p>Purge; Scan; Import; Index eOPF</p>	<p>NSSC (SP) receives the folder attached to the link of the NSR and purges the documents in accordance with the GPR.</p> <p>NSSC (SP) views the folder contents and imports into the employee's eOPF folder, indexing the documents as appropriate, if received outside of the eOPF Transfer Functionality.</p> <p>Once the import is complete, a quality review and data validation of the folder is completed.</p> <p>Output: Imported eOPF</p>	<p>During the validation process, the eOPF Team works in conjunction with the PAP Team to validate and perform quality review of all data elements contained within the OPF and FPPS and make corrections as required, ensuring data integrity of the employee's personnel records.</p> <p>If Medical records are received with the eOPF, the records are forwarded to the appropriate Medical Office.</p> <p>Hardcopy performance folders are imported into eOPF and the Center HR is notified.</p> <p>Upon receipt of electronic performance folders, the eOPF Team will notify Center HR.</p>

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PROCESS 5 – SF-75 DATA PREPARATION

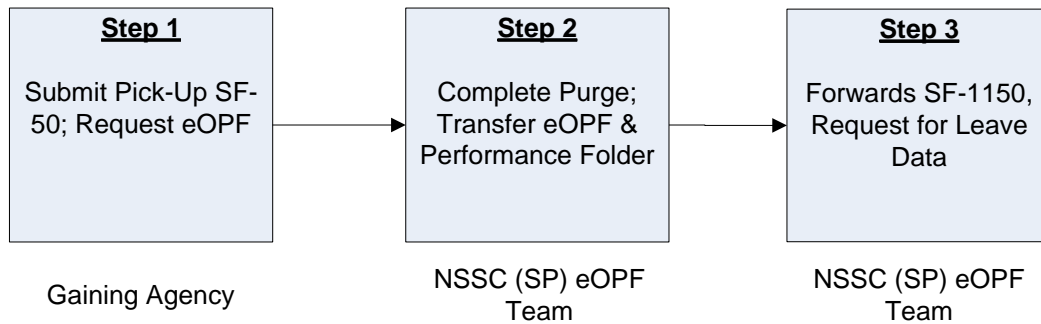


Roles & Responsibilities

Process 5 – SF-75 Information Request		
Roles and Responsibilities	Action	Tips/Notes
Step 1 Gaining Agency Request SF-75 Data	Gaining agency submits a request for the NASA employee's SF-75 data. Output: Request for SF-75	The SF-75, Request for Preliminary Employment Data is the list of relevant personnel and payroll data provided to a gaining agency in order to ensure a seamless transition of employees between agencies.
Step 2 NSSC (SP) eOPF Team Prepare Report; Verify Data; Send to Gaining Agency	NSSC (SP) processes the SF-75 data report from the employee's FPPS Datamart record. NSSC (SP) pulls the employee's last SF-50 Personnel Action from eOPF and the latest Federal Employee's Health Benefits (FEHB) and Thrift Savings Plan (TSP) data from Employee Express to include with the report. NSSC (SP) completes a quality review of the data and forwards requested information to gaining Agency. Output: SF-75 Package Sent	

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PROCESS 6 – TRANSFER eOPF TO GAINING AGENCY



Roles & Responsibilities

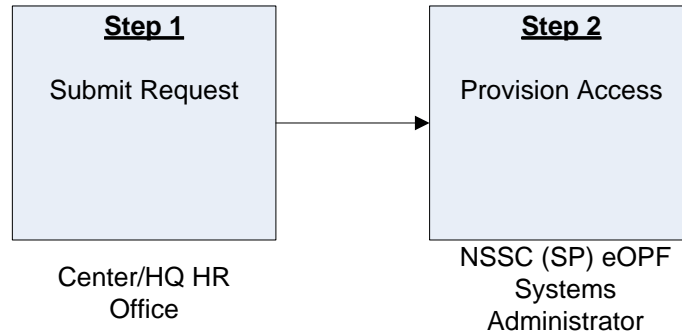
Process 6 – Transfer eOPF to Gaining Agency		
Roles and Responsibilities	Action	Tips/Notes
Step 1 Gaining Agency Submit Pick-up SF-50; Request eOPF	Gaining agency submits a copy of the pick-up SF-50 reflecting the employee's official appointment to their agency and requests that the employee's eOPF be transferred. Output: Request and Pick-Up SF-50	For exchange of SF-75, Request for Preliminary Employment Data process, see process 4. Agencies with eOPF Transfer Functionality submit the request through the eOPF system.

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Process 6 – Transfer eOPF to Gaining Agency		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 2</p> <p>NSSC (SP) eOPF Team</p> <p>Complete Purge; Transfer eOPF and Performance Folder</p>	<p>NSSC (SP) receives the pick-up SF-50 and the request for eOPF transfer.</p> <p>NSSC (SP) contacts the Center HR to request the performance folder is forwarded to the NSSC (for electronic transfer) or to send to the gaining agency (for hardcopy transfer). The Center HR is only contacted if the performance appraisals are not available in SPACE (Standard Performance Appraisal Communication Environment)</p> <p>NSSC (SP) purges the file in accordance with the GPR for transfer between agencies.</p> <p>NSSC (SP) initiates transfer of the eOPF.</p> <p>Output: Transferred eOPF and Performance Folders</p>	<p>Transfer Methods:</p> <ul style="list-style-type: none"> • Non-Transfer Functional Agencies require the OPF to be printed out and shipped to the requesting agency. The Center mails the performance folder to the gaining agency. • Transfer Functional Agencies allow the transfer to be completed within the eOPF system electronically. The performance folder must be uploaded prior to the transfer.
<p>Step 3</p> <p>NSSC (SP) eOPF Team</p> <p>Forwards SF-1150, Request of Leave Data</p>	<p>NSSC (SP) forwards the SF-1150, Request of Leave Data to the gaining agency SF-1150 is pulled from FPPS by NSSC (SP) and added to eOPF/OPF prior to folder being transferred to Gaining Agency</p> <p>Output: Transferred Leave Records</p>	<p>The SF-1150 must be certified by DOI prior to sending to gaining agency.</p>

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PROCESS 7– SYSTEM ACCESS MAINTENANCE



Roles & Responsibilities

Process 7 – System Access Maintenance		
Roles and Responsibilities	Action	Tips/Notes
Step 1 Center/HQ HR Office Submit Request	HR office submits a NAMS request to the NSSC (SP) with the name of the employee and the type of eOPF system access to be added or deleted for HR Specialist, Super User, or Auditor/Investigator roles. Also includes establishing any required exclusions to specific organizations or individuals to preclude access to eOPFs on relatives or any other conflicts/issues. Output: Access Request	Auditor/Investigator access request must include a beginning and ending date.
Step 2 NSSC (SP) eOPF Systems Administrator Provision Access	NSSC (SP) reviews the request and adds/deletes the access in the eOPF system. NSSC (SP) sends an e-mail response to the requester. Output: Provisioned Access	

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METRICS

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC	eOPF Maintenance	eOPF System	Service Level Indicator (SLI): 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.
NSSC	eOPF Maintenance	eOPF System	Performance Standard: 90% of OPFs will be purged, validated and indexed in eOPF within 25 business days of receipt by the NSSC.

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PRIVACY DATA

All participants involved must ensure protection of all data covered by the Privacy Act.

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SYSTEM COMPONENTS

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
FPPS	Federal Personnel Payroll System	User and user support	Web access
TechDoc	Electronic Library	User and user support	Web
ServiceNow	Workload Management System	User and user support	ServiceNow
eOPF	Maintain all official information, forms, data that comprise the OPF	User and user support	Web access to FPPS
WTTS	Workforce Transformation Tracking System	User and user support	Web access to FPPS

New Systems

Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
NA			

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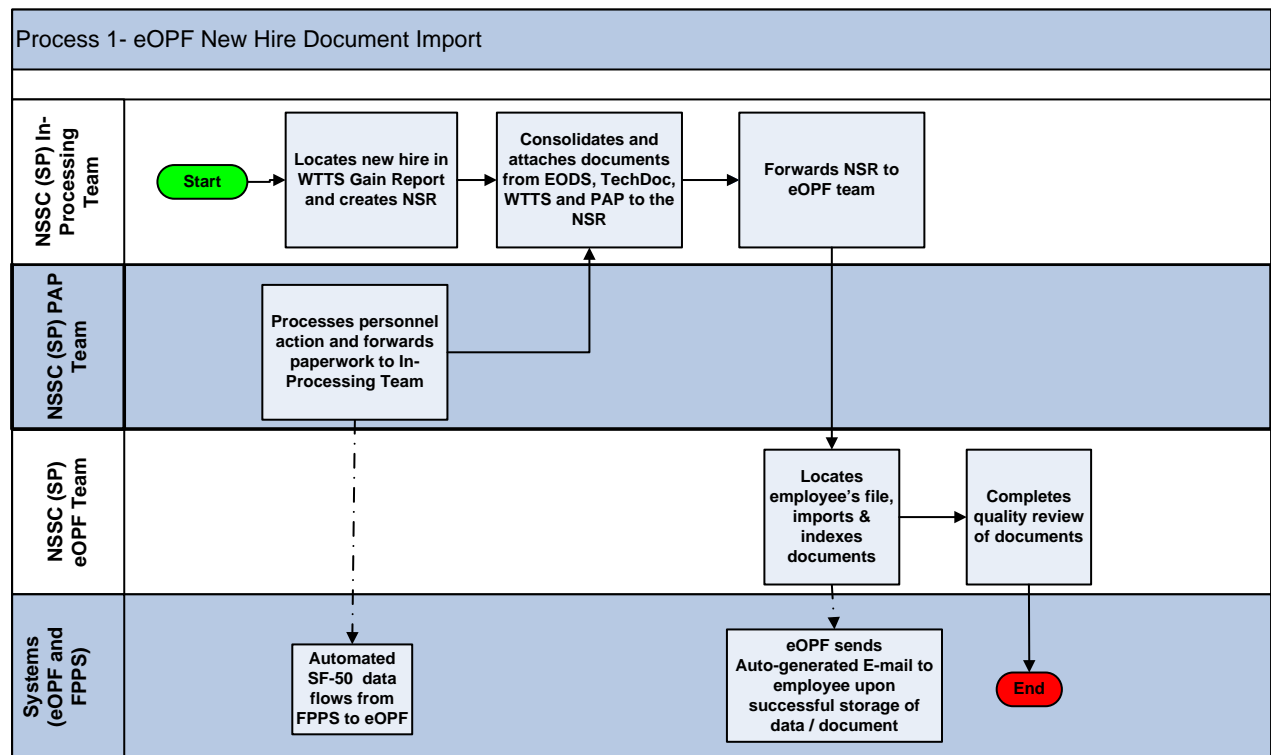
CUSTOMER CONTACT CENTER STRATEGY

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

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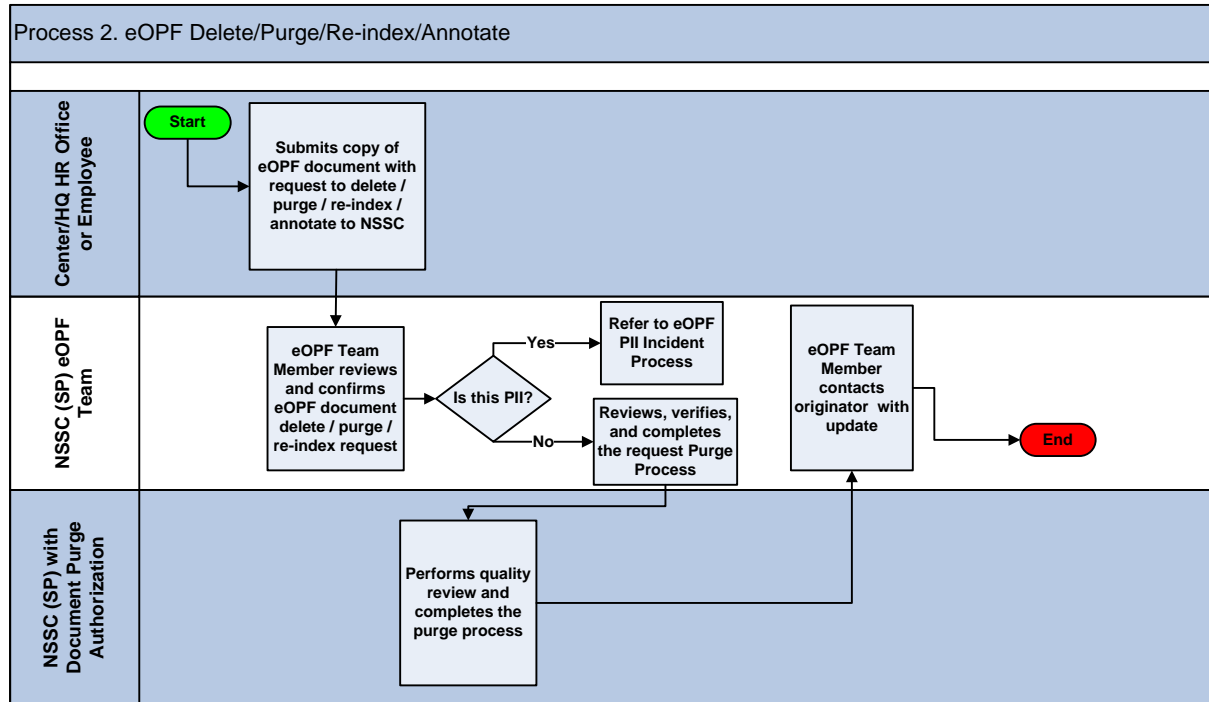
APPENDICES

Appendix A – eOPF New Hire Document Import



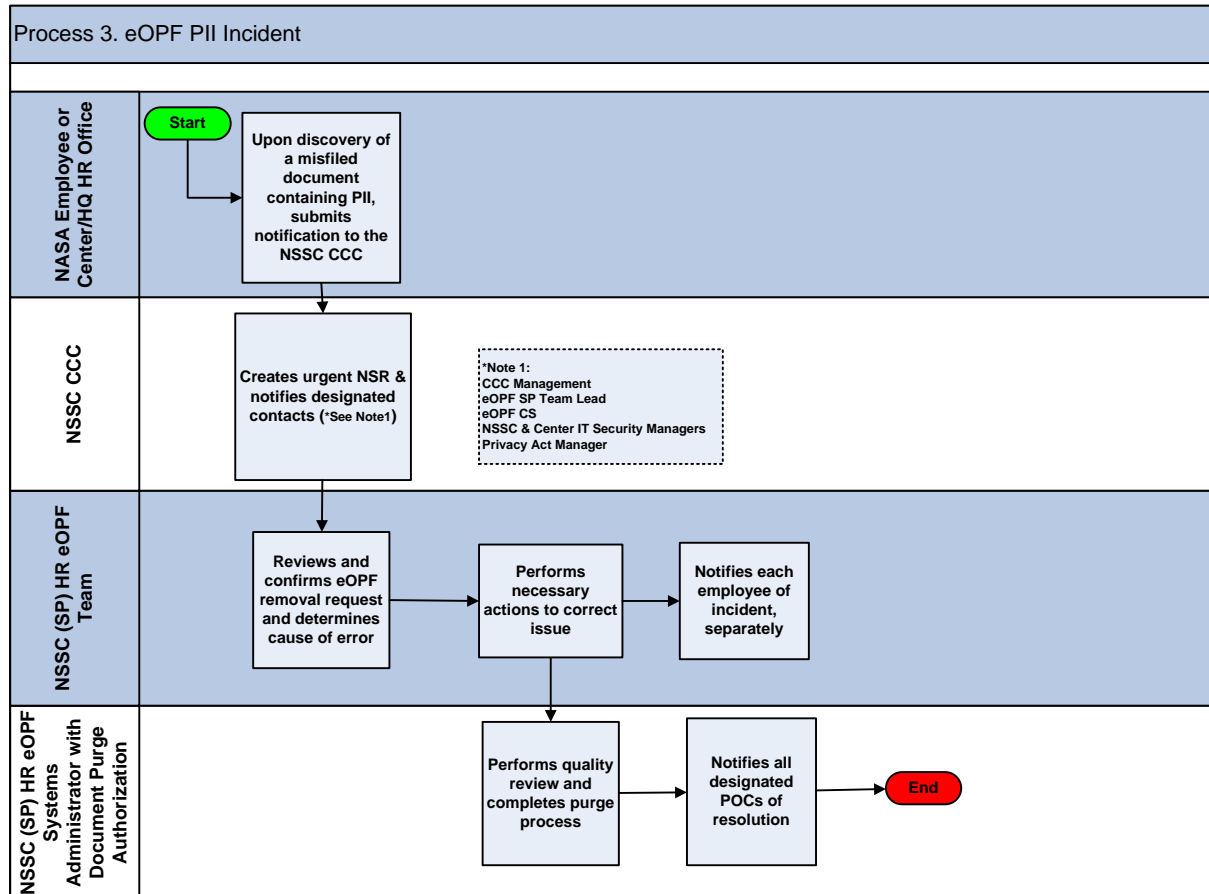
NSSC Service Delivery Guide	NSSDG-3271-0001	Revision 5.0
	Number	
	Effective Date: August 1, 2017	
	Expiration Date: August 1, 2020	
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Responsible Office: Human Resources Services Division		
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Appendix B – eOPF Delete / Purge / Re-Index / Annotate



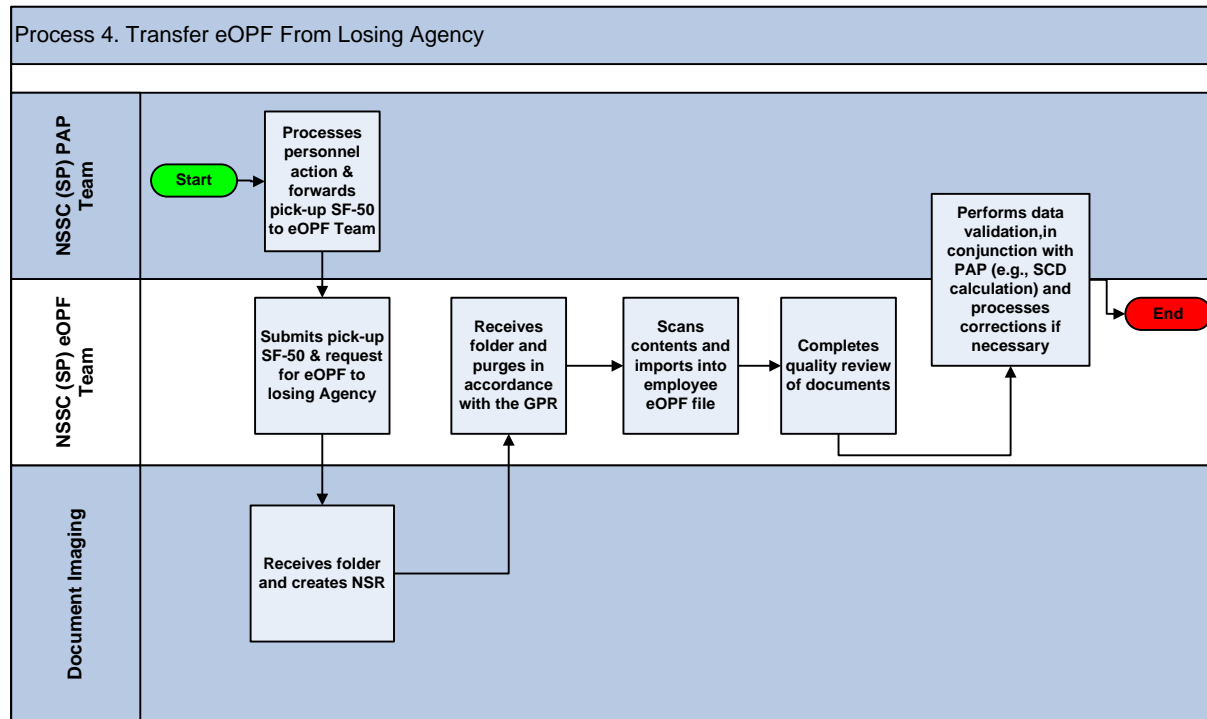
NSSC Service Delivery Guide	NSSDG-3271-0001	Revision 5.0
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	Effective Date: August 1, 2017	
	Expiration Date: August 1, 2020	
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Responsible Office: Human Resources Services Division		
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Appendix C – eOPF PII Incident



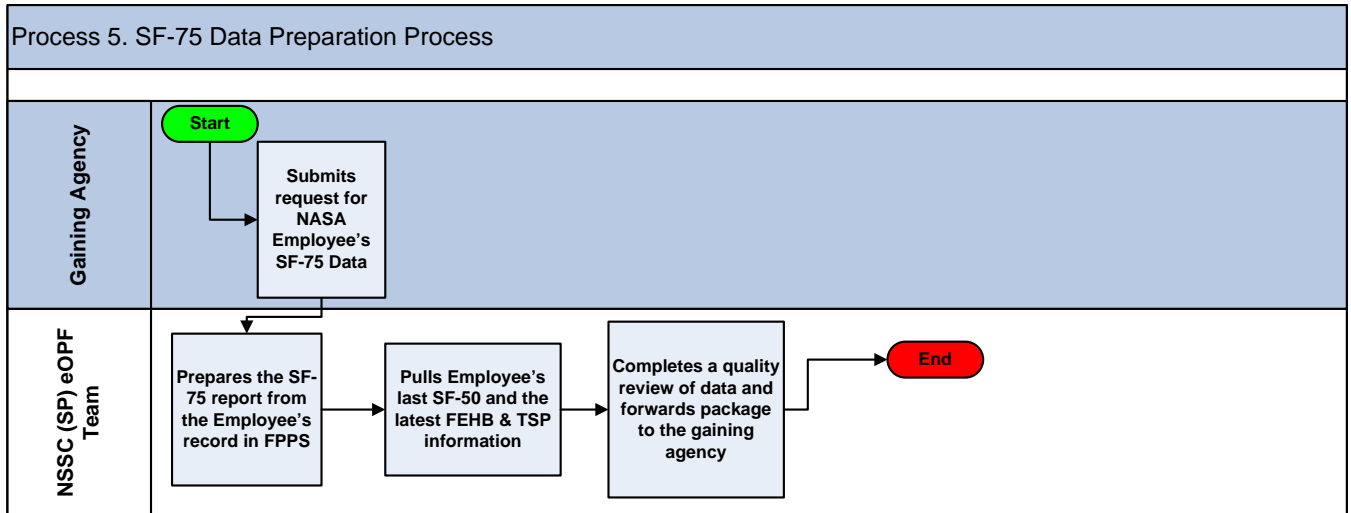
NSSC Service Delivery Guide	NSSDG-3271-0001	Revision 5.0
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	Effective Date: August 1, 2017	
	Expiration Date: August 1, 2020	
Responsible Office: Human Resources Services Division		
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Appendix D – Transfer eOPF from Losing Agency



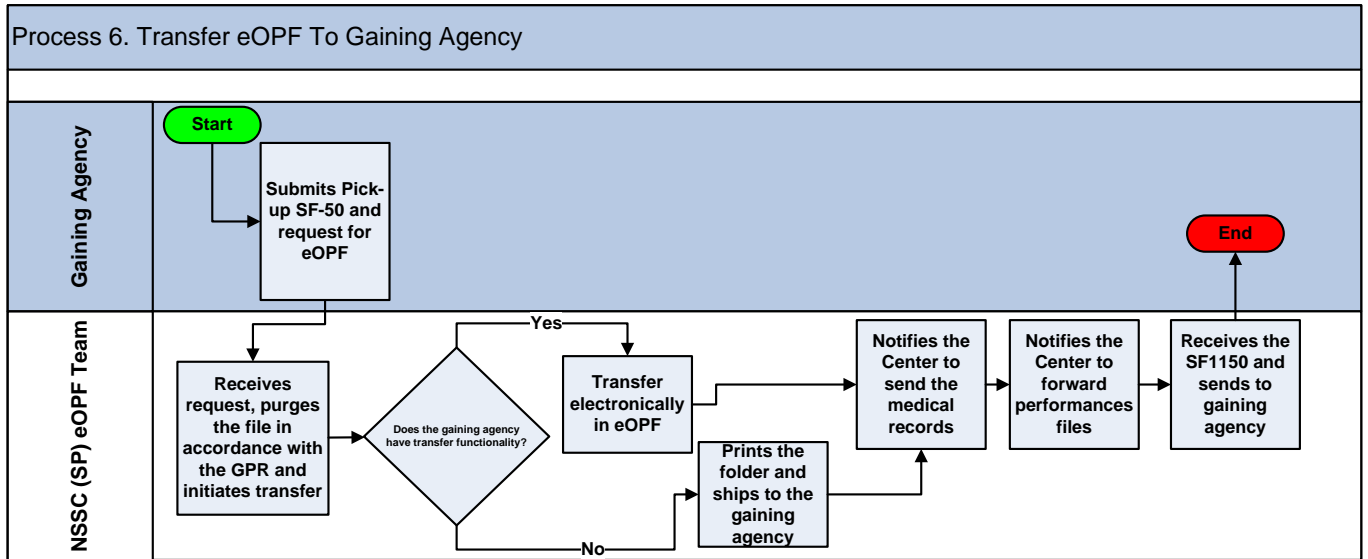
NSSC Service Delivery Guide	NSSDG-3271-0001	Revision 5.0
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	Effective Date: August 1, 2017	
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Appendix E – SF-75 Data Preparation Process



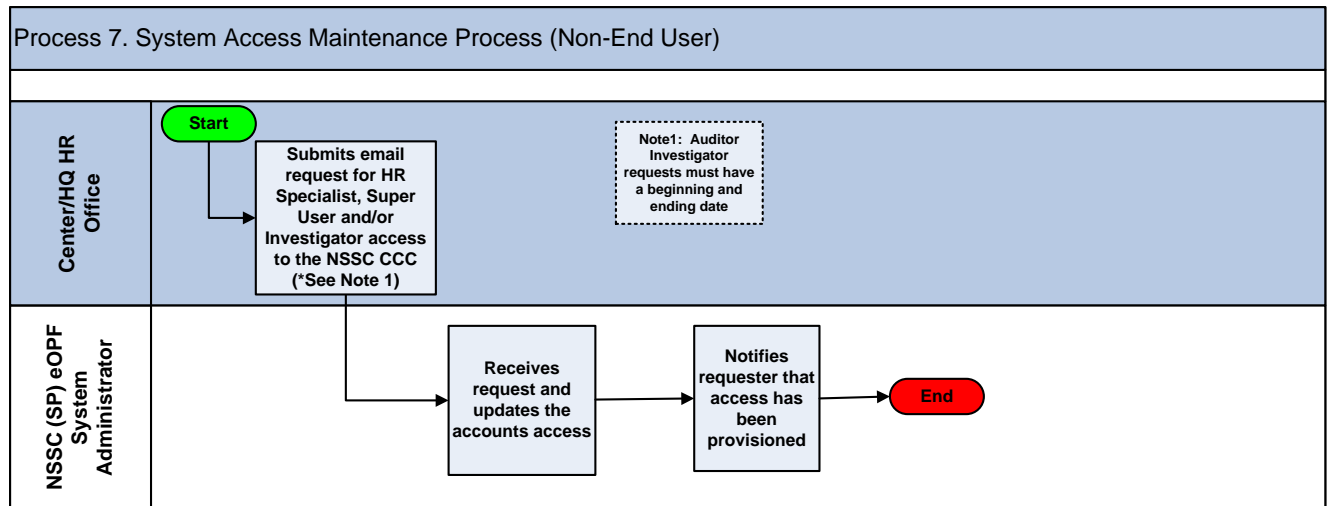
NSSC Service Delivery Guide	NSSDG-3271-0001	Revision 5.0
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Appendix F – Transfer eOPF to Gaining Agency



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Appendix G – System Access Maintenance Process (Non-End User)



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Appendix H – Acronym List

Acronym	Description
CCC	Customer Contact Center
CS	Civil Servant
DOI	Department of Interior
EHRI	Enterprise Human Resources Integration
EODS	Entrance on Duty System
eOPF	Electronic Official Personnel Folder
FEHB	Federal Employee's Health Benefits
FPPS	Federal Personnel and Payroll System
GPR	Guide to Personnel Recordkeeping
HQ	Headquarters
HR	Human Resources
IBC	Interior Business Center
INC	Incident
IT	Information Technology
NARA	National Archives and Records Administration
NASA	National Aeronautics and Space Administration.
NSR	NSSC Service Request
NSSC	NASA Shared Services Center
OPF	Official Personnel Folder
OPM	Office of Personnel Management
PAP	Personnel Action Processing
PII	Personally Identifiable Information
POC	Point of Contact
SCD	Service Computation Date
SF	Standard Form
SLI	Service Level Indicator
SP	Service Provider
TSP	Thrift Savings Plan
WTTS	Workforce Transformation Tracking System