

National Aeronautics and Space Administration



NASA SHARED SERVICES CENTER

# NASA Unique Awards Service Delivery Guide

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## Approved by

**/s/ Joyce M. Short**

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Deputy Director

**June 4, 2007**

Date

# Document History Log

Status (Basic/Revision/Cancelled)	Revision Date	Description of Change
Basic	05/31/06	Basic Release
Revision A	04/02/07	<ul style="list-style-type: none"> <li>• Updated to reflect new process</li> <li>• Put document into new template</li> <li>• Changed flowcharts to cross functional flowcharts</li> </ul>

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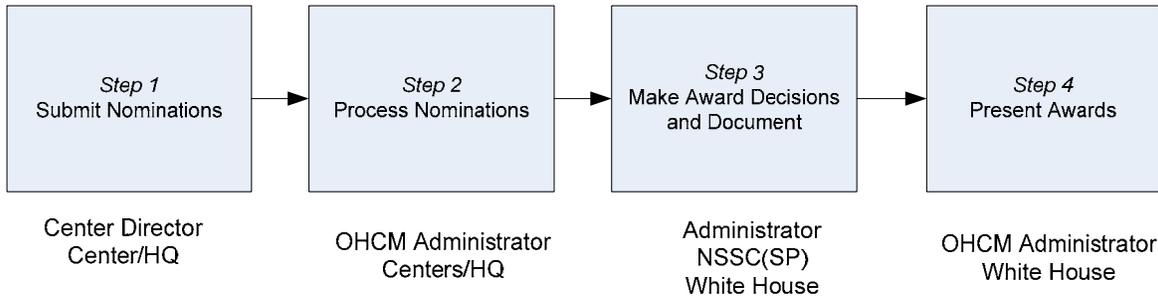
# NASA Unique Awards

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## Introduction

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) provides administrative and clerical support to the Agency for the Congressional Space Medal of Honor. The Congressional Space Medal of Honor is awarded to any astronaut who in the performance of his/her duties has distinguished himself/herself by exceptionally meritorious efforts and contributions to the welfare of the Nation and of mankind. The NASA Administrator makes recommendations for this prestigious award, which may be made posthumously, to the President after review and approval by the NASA Incentive Awards Board. NSSC Service Provider (SP) is responsible for preparation and delivery of medals and certificates for the Congressional Medal of Honor.

## Process – NASA Unique Awards



## Roles & Responsibilities

Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p><b>Center Director Center/HQ</b></p> <p>Submit Nominations</p>	<p><b><u>For the Congressional Space Medal of Honor</u></b>, the Center Director sends nominations (after discussion with the Administrator) through a second level review to Office of Human Capital Management (OHCM). The nomination includes a recommendation letter, summary of achievements, and a citation. Centers will continue to have involvement with the write-up and documentation.</p> <p><b>Output:</b> Award Nominations</p>	<p>The Administrator makes the decision to submit a nomination, and discusses this with the Center Director prior to the submission of a Congressional Space Medal of Honor nomination.</p>
<p>Step 2</p> <p><b>OHCM Administrator Centers/HQ</b></p> <p>Process Nominations</p>	<p><b><u>For the Congressional Space Medal Of Honor</u></b>, OHCM reviews the nominations and informs NSSC of medal request. OHCM prepares the letter to the White House for the Administrator’s signature and prepares the citation for the certificate. The Office of the Administrator signs the letter and coordinates the official communication with the Office of the President.</p> <p><b>Output:</b> Processed Nominations</p>	
<p>Step 3</p> <p><b>Administrator NSSC(SP) White House</b></p> <p>Make Award Decisions</p>	<p><b><u>For the Congressional Space Medal of Honor</u></b>, the Office of the President signs the letter and notifies the Administrator. In the meantime, NSSC(SP) gathers the medal and certificate, finalizing and delivering them to the Office of the Administrator</p>	

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Roles and Responsibilities	Action	Tips
and Document	upon notice that White House approval is received.  <b>Output:</b> Approved Nominations	
Step 4  <b>White House OHCM Administrator</b>  Present Awards	<b><u>For the Congressional Space Medal of Honor</u></b> , OHCM, the Administrator’s office and the White House arrange for the presentation.  <b>Output:</b> Award Presentations	

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**Metrics**

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC(SP)	Prepare and deliver medals and certificates.	Administrator's Office Centers	At least one (1) day in advance of the ceremony.

## System Components

### Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
One NASA Peer Award	One NASA Peer Award is completed via Web-based system.	Internal NSSC customers	TBD

### New Systems

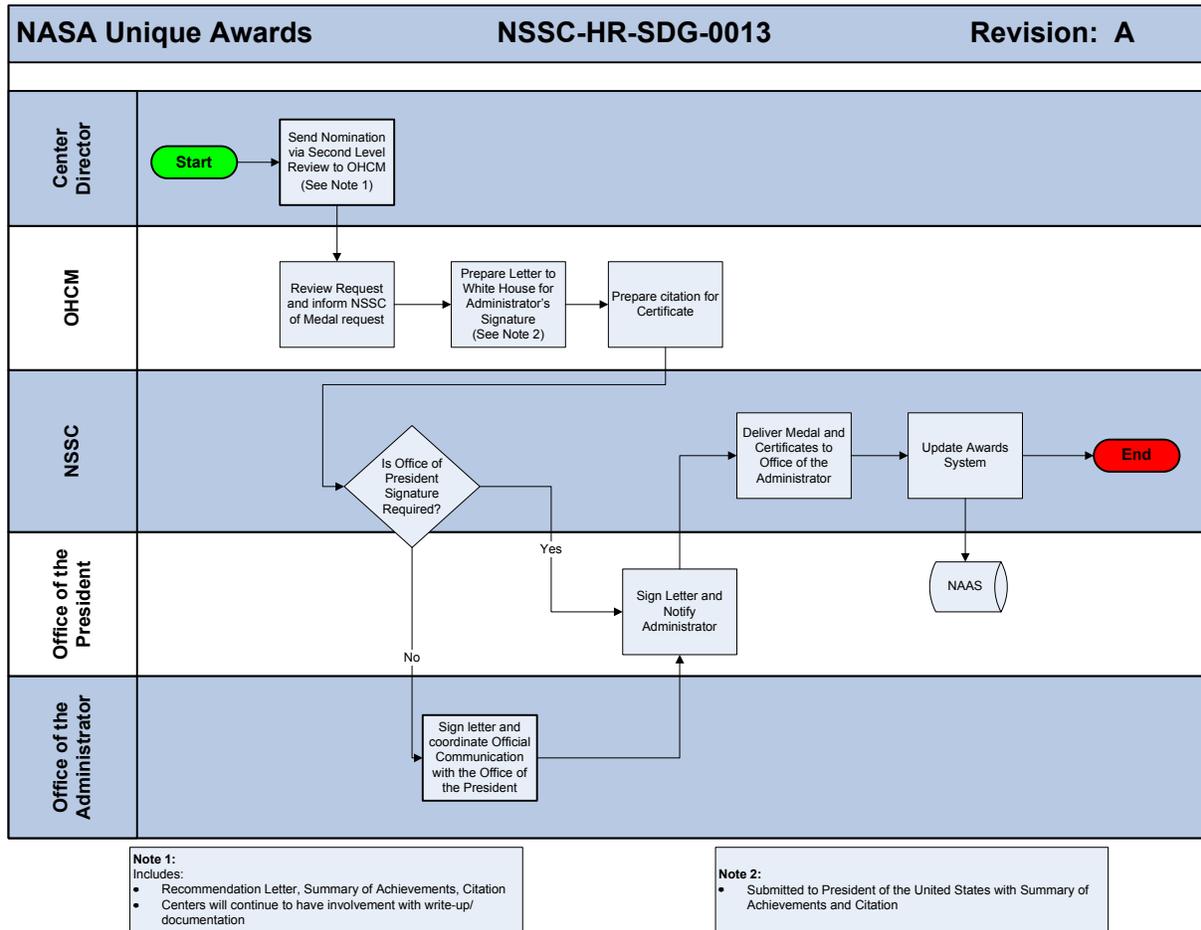
Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
NAAS	Awards nomination and tracking system.	WebTADS Account	The NASA Organizational Profile System (NOPS) and FPPS.

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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.

### Cross Functional Flowchart



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