

National Aeronautics and Space Administration



NASA SHARED SERVICES CENTER

# Career Service Recognition Awards Service Delivery Guide

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NSSC-HR-SDG-0016  
Revision: A  
March 26, 2007

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RELEASED - Printed documents may be obsolete; validate prior to use.

## Approved by

**/s/ Joyce M. Short**

Joyce M. Short  
Deputy Director

**June 4, 2007**

Date

# Document History Log

| Status<br>(Basic/Revision/Cancelled) | Revision Date | Description of Change   |
|--------------------------------------|---------------|---|
| Basic                                | 03/31/06      | Basic Release   |
| Revision A                           | 03/26/07      | <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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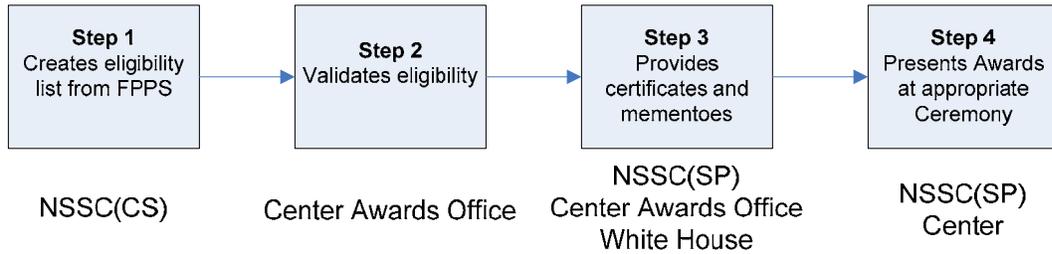
# Career Service Recognition Awards

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## Introduction

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) is responsible for providing administrative support for NASA's Career Service Recognition Awards.

## Process – Career Service Recognition Awards



### Roles & Responsibilities

| Roles and Responsibilities   | Action  | Tips   |
|--|---|--|
| Step 1<br><br><b>NSSC(CS)</b><br><b>NSSC(SP)</b><br><br>Identify Award Candidates                        | NSSC Civil Servant (CS) generates quarterly report in Federal Personnel Processing System (FPPS) listing annual recipients and NSSC Service Provider (SP) forwards lists to appropriate Center Awards Officer.<br><br><b>Output:</b> List of recipients generated   | Include military service.  |
| Step 2<br><br><b>Center Awards Officer</b><br><br>Validate Eligibility                                   | Center Awards Officers verify Service Computation Date (SCD).<br><br><b>Output:</b> Validated list of recipients generated  | After Official Personnel File (OPF) migrates to NSSC in FY08, NSSC(SP) will view OPF online to verify service computation.   |
| Step 3<br><br><b>NSSC(SP)</b><br><b>Center Awards Office</b><br><b>White House</b><br><br>Process Awards | NSSC(SP) updates SCD list based on Center review.<br><br>Print certificates and place in certificate holders. Provide mementos as applicable.<br>Request draft biography letter from Center/HQ HR for Administrator signature.<br><br>Prepare and send letters if applicable.<br><br>Develop, sign, and send White House letter.<br><br>White House sign and return letter to NSSC(SP).<br><br>Coordinate Administrator signature.<br><br><b>Output:</b> Letter, Certificates, and White House letter prepared (if appropriate) | Ensure supply of folders available based on past practice.<br><br>If sixty (60) or more years, a letter is drafted to the President's Office. White House Letter is included with final packet.<br><br>NSSC Director signs request letter to White House.<br><br>White House takes about six (6) weeks to sign and return. |

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| Roles and Responsibilities                                     | Action  | Tips  |
|--|---|---|
| Step 4<br><br><b>NSSC(SP)<br/>Center</b><br><br>Present Awards | Send letter, certificate, Length of Service Pin, White House letter to Center/HQ Awards Office for local presentation by the Center.<br><br><b>Output:</b> Award Presentation | Centers maintain an inventory for Length of Service mementos. Centers will notify NSSC(SP) if additional mementos are needed. (See Appendix for a list of approved mementos). |

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**Metrics**

| Initiating Office/Entity | Deliverable (Output)                                   | Receiving Office/Entity | Metric                       |
|--------------------------|--|-------------------------|------------------------------|
| NSSC(SP)                 | Deliver all awards medals, plaques, and other mementos | Centers/HQ              | Prior to the Awards Ceremony |

**System Components**  
**Existing Systems**

| IT System Title | IT System Description | Access Requirements | IT System Interfaces |
|-----------------|-----------------------|---------------------|----------------------|
| N/A             |                       |                     |                      |

**New Systems**

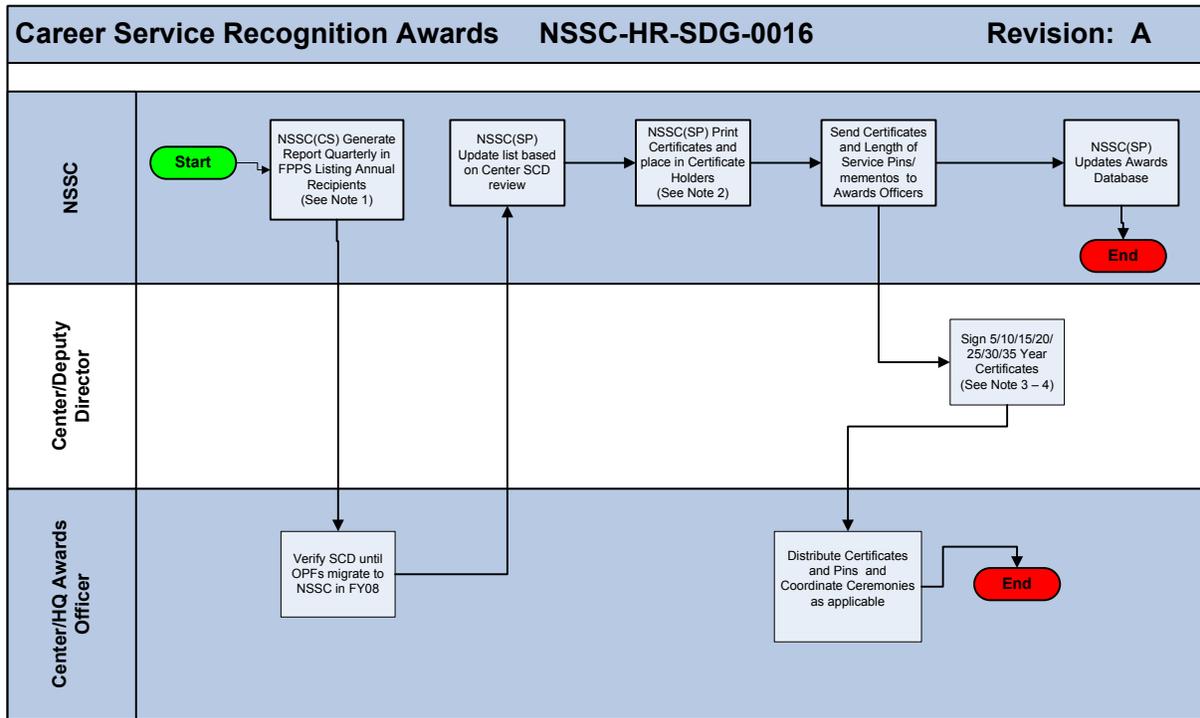
| Generic System Title | Business Requirements for System | Access Requirements | IT System Interfaces |
|----------------------|----------------------------------|---------------------|----------------------|
| N/A                  |                                  |                     |                      |

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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



**Note 1:**

- Until OPF migrates in FY08, Centers must verify SCD
- After OPF migrates, NSSC will view OPF on line to verify Service Computation Date (SCD)
- Includes Military Service

**Note 2:**

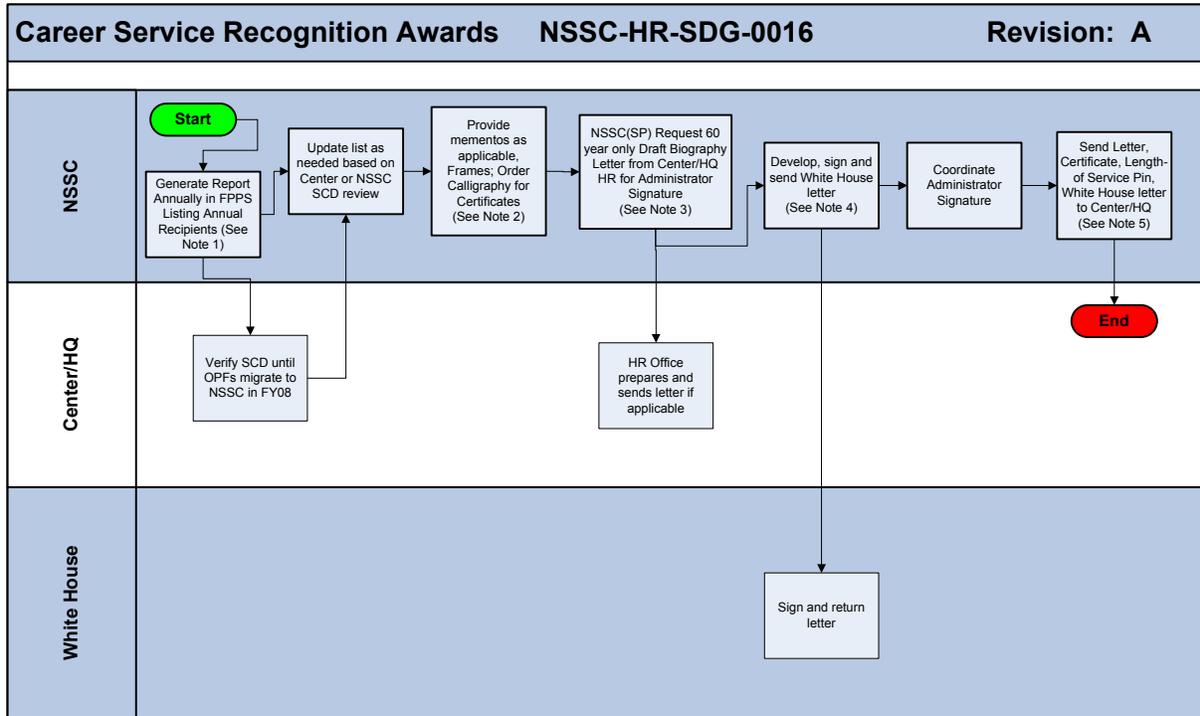
- Ensure adequate state of supplies available based on past practice

**Note 3:**

- This Signatory Authority will potentially be transferred to NSSC

**Note 4:**

- Send signed Certificates where autopen is authorized



**Note 1:**

- Until OPFs migrate in FY08, Centers must verify SCD
- After OPF migrates, NSSC will view Official Personnel File on line to verify Service Computation Date (SCD)
- Includes Military Service

**Note 2:**

- Ensure adequate stock of supplies available based on past practice

**Note 3:**

- If 60 or more years, a letter is drafted to the President's Office and faxed
- Presidential Letter is included with Final Packet

**Note 4:**

- NSSC Director signs White House letter
- White House takes about 6 weeks to sign and return.
- Recommend sending all White House letters for a particular year at same time

**Note 5:**

- Currently, each Center's inventory for Length-of Service Pin's is stocked on an annual bases. Center's typically notify HQ for additional pins if needed

## **Appendix**

### **Length of Service (LOS) Award Memento List**

## Length of Service (LOS) Award Memento List

- 30 Years = Certificate/ Pin
- 35 Years = Certificate/ Pin/ Plaque
- 40 Years = Certificate/ Pin/ Crystal Paperweight
- 45 Years = Certificate/ Pin/ Pen Set
- 50 Years = Certificate/ Pin/ Round wooden plaque gold/silver seal with historical picture of NASA
- 55 Years = Certificate/ Pin/ Jacket
- 60 Years = Certificate/ Pin/ Letter from the White House (President) + Gift option (jacket, vase decanter, memory box, clock)

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