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NASA Shared Services Center Service Delivery Guide

NSSC-HR-SDG-0034 Revision B

Effective Date: August 27, 2008
Expiration Date: August 27, 2013

HUMAN RESOURCES AND TRAINING INFORMATION SYSTEMS-USER SUPPORT / EXPERTISE FOR CENTER HR DATA USERS

Responsible Office: Human Resources Department

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Approved by

/s/ Kenneth L. Newton

Joyce M. Short
Deputy Director

September 19, 2008

Date

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| Revision | B | 08/27/08 | <ul style="list-style-type: none"> • Added Appendix B – NASA Employee Profile System (NEPS) / NASA Organizational Profile System (NOPS) • Added Appendix C – NASA Student Employment System (NSEMS) |

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HUMAN RESOURCES AND TRAINING INFORMATION SYSTEMS - USER SUPPORT/EXPERTISE FOR CENTER HR DATA USERS

Introduction

Human Resources and Training Information Systems responsibilities for specific systems are being transitioned to the National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC). The Office of Human Capital Management (OHCM) and NSSC have agreed to a phased approach to system transition. As each system migrates, NSSC will become responsible for System Administration activities for NASA customers and employees. The activities include support to the NASA Human Resources (HR) data users for the full range of HR functions. Where applicable, NSSC shall provide technical and functional expertise for the following functions:

- a. Establish and maintain system/application accounts
- b. Establish and reset system passwords
- c. Advise and assist users in the correction and resolution of data errors and application problems
- d. Provide system application training
- e. Produce customized reports
- f. Manage, assess, and complete Change Requests
- g. Identify and deploy approved system enhancements to ensure systems remain current with technology advances; assess and deploy system enhancements as identified through the Change Request process

NSSC will also support operations and maintenance of the Agency-wide automated systems that are used by HR and training programs, ensuring systems are accessible and functioning as required.

NSSC shall also provide support for complementary HR software applications and tools that are not otherwise provided by the Integrated Enterprise Management (IEM) Competency Center or other Agency-wide HR initiatives.

Current HR systems identified for transition to NSSC are as follows:

- a. Workforce Information Cubes for NASA (WICN)
- b. Employee Orientation System (EOS)
- c. NASA Student Employee Management System (NSEMS)

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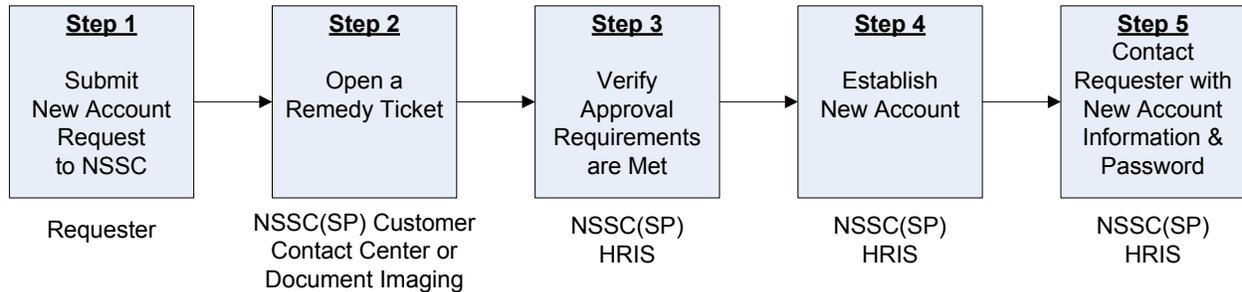
- d. NASA Organizational Profile System (NOPS)
- e. NASA Employee Profile System (NEPS)
- f. Competency Management System (CMS)
- g. Workforce Transition and Tracking System (WTTS)
- h. Workforce Integrated Management System (WIMS)

About this Document

This Service Delivery Guide (SDG) provides roles and responsibilities for NSSC Civil Servant (CS), NSSC Service Provider (SP), and other functional areas as they pertain to generic Human Resources and Training Information Systems processes. Specific instructions for Human Resources Information Systems (HRIS) team members are also included. Individual appendices designed to address each system's specific roles and responsibilities will be included in future revisions of this SDG to address specific system requirements/needs as the system transitions to NSSC. System Readiness reviews will be accomplished prior to each transition.

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PROCESS 1 - ESTABLISH AND MAINTAIN SYSTEM/APPLICATION ACCOUNTS



Roles & Responsibilities

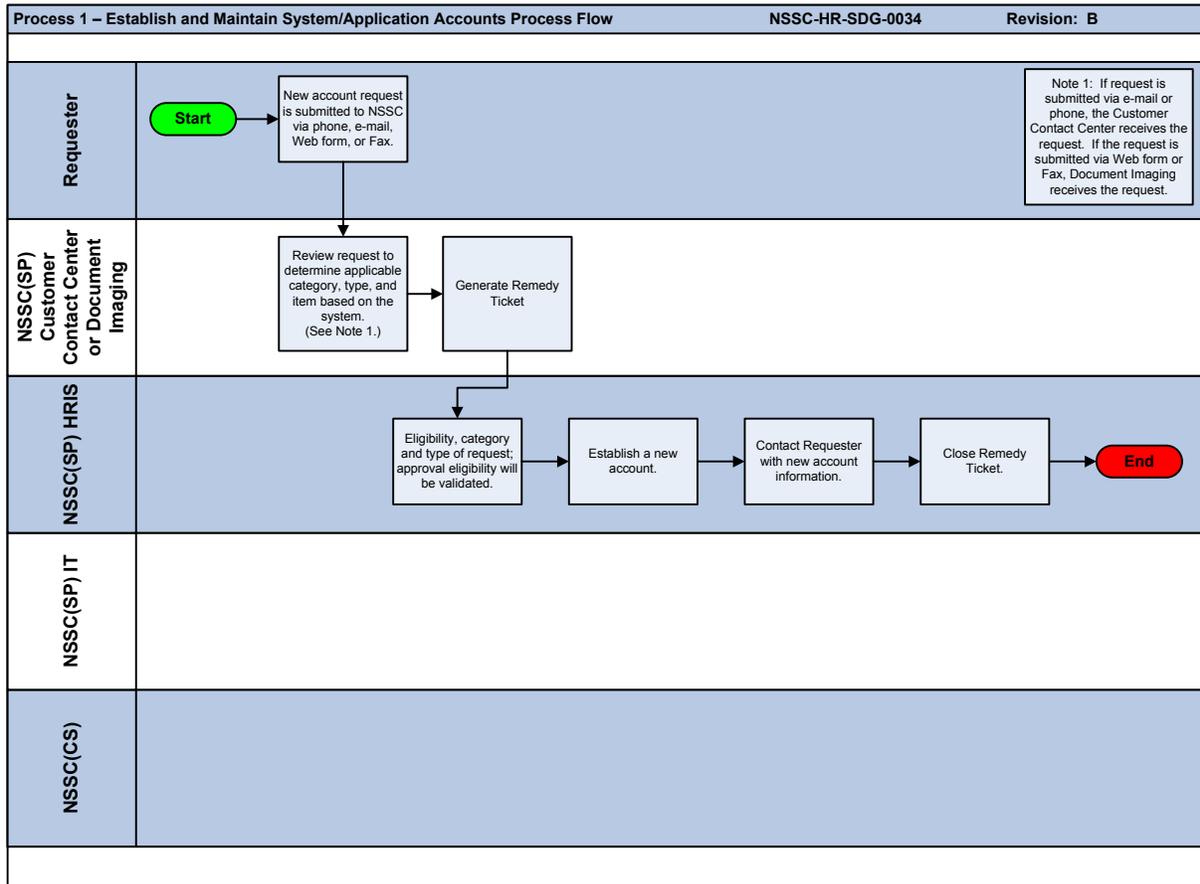
| Process 1 - Establish and Maintain System/Application Accounts | | |
|--|---|---|
| Roles and Responsibilities | Action | Tips/Notes |
| Step 1 Requester Submit New Account Request to NSSC | New account request is submitted to NSSC by employee via phone, e-mail, Web form, or Fax. Output: New Account Request | Account management will be limited to those systems with internal account requirements. Overall account management goals include transition of systems to a single sign-on process under NASA Account Management System (NAMS). |
| Step 2 NSSC(SP) Customer Contact Center or Document Imaging Open a Remedy Ticket | If request is submitted via phone or e-mail, the Customer Contact Center receives the request and opens a Remedy Ticket. If request is submitted via Web form or Fax, Document Imaging receives the request and opens a Remedy Ticket. All requests will be reviewed to determine applicable category, type, and item based on the system. Output: Remedy Ticket | |

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| Process 1 - Establish and Maintain System/Application Accounts | | |
|---|--|--|
| Roles and Responsibilities | Action | Tips/Notes |
| | | |
| <u>Step 3</u> NSSC(SP) HRIS Verify Approval Requirements are Met | Based on Requester's verified eligibility, category and type of request; approval eligibility will be validated in accordance with pre-defined HCIE requirements. Output: Approval Determination | As needed, coordinate with system owner/designee. |
| <u>Step 4</u> NSSC(SP) HRIS Establish New Account | A new account, username and password are created. Output: New Account Created | |
| <u>Step 5</u> NSSC(SP) HRIS Contact Requester with New Account Information & Password | Requester will be notified via e-mail (separate e-mails for passwords sent electronically) with Username and Password along with links to available training materials/references. Close the Remedy Ticket. Output: Notification of New Account | Account deactivation will be conducted upon request of Center HR office by submitting a request. |

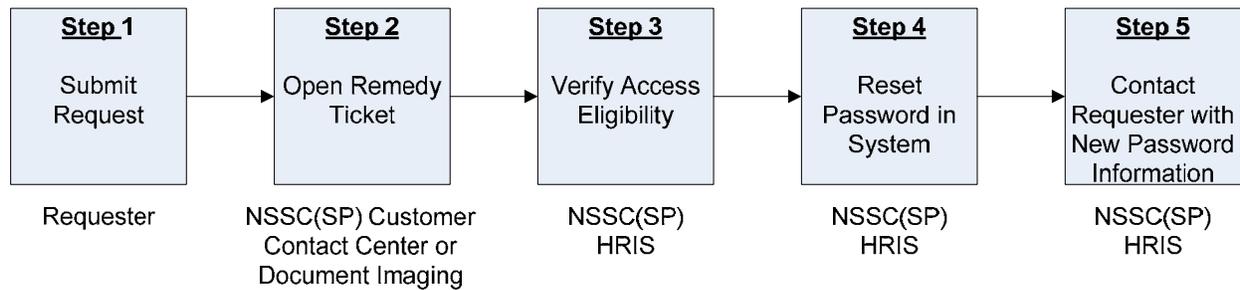
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Process 1 - Establish and Maintain System/Application Accounts Process Flow



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PROCESS 2 - RESET SYSTEM PASSWORDS



Roles & Responsibilities

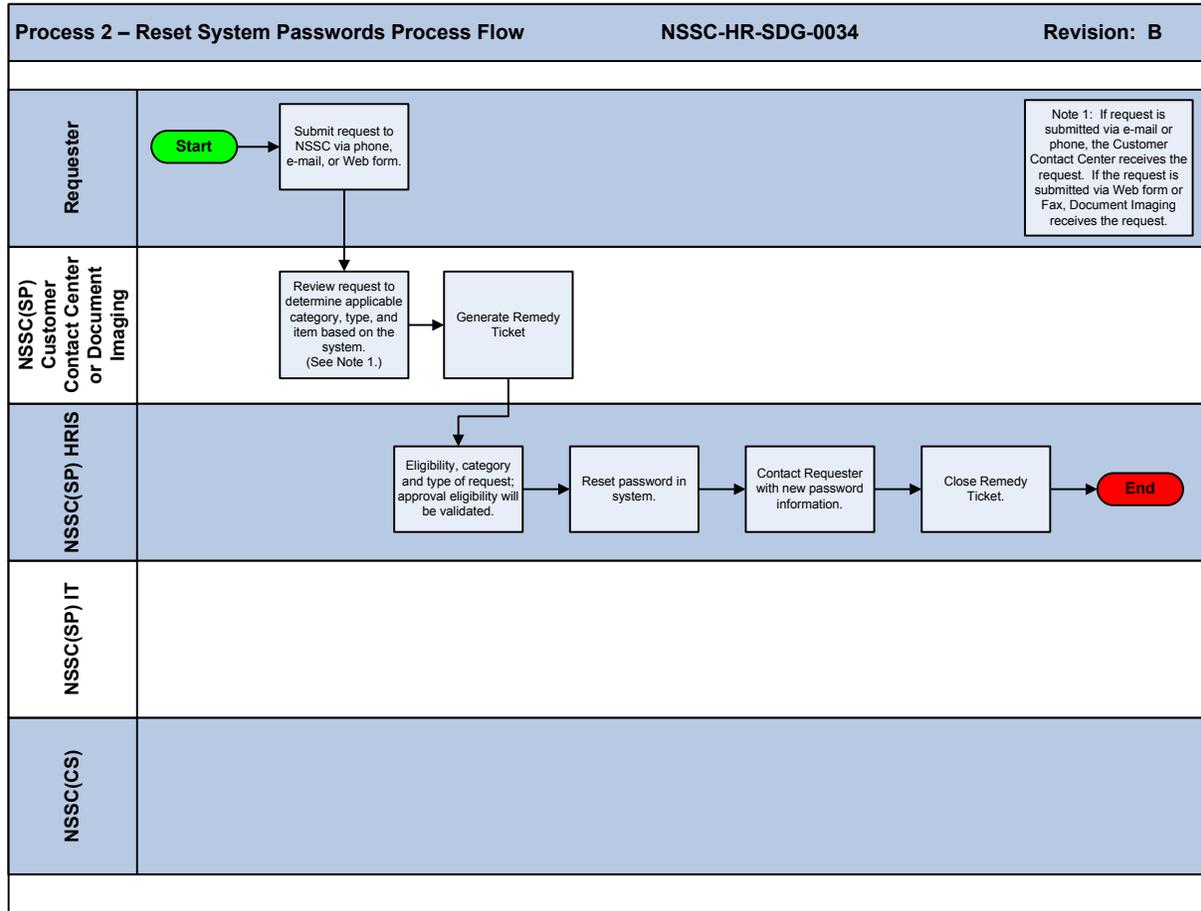
| Process 2 - Reset System Passwords | | |
|--|---|--|
| Roles and Responsibilities | Action | Tips/Notes |
| Step 1 Requester Submit Request | Password reset request is submitted to NSSC via e-mail, phone, or Web form. Output: Password Reset Request | This process applies to those systems that maintain an internal account management system that is not currently supported by Center-level offices. |
| Step 2 NSSC(SP) Customer Contact Center or Document Imaging Open Remedy Ticket | If request is submitted via e-mail or phone, the Customer Contact Center receives the request and opens a Remedy Ticket. If request is submitted via Web form, Document Imaging receives the request and opens a Remedy Ticket. All requests will be reviewed to determine applicable category, type, and item for the inquiry or problem. Output: Remedy Ticket | |
| Step 3 NSSC(SP) HRIS Verify Access Eligibility | Based on Requester's verified eligibility, category, and type of request, approval requirements will be validated in accordance with pre-defined HCIE criteria. Output: Approval Determination | |

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| Process 2 - Reset System Passwords | | |
|---|---|------------|
| Roles and Responsibilities | Action | Tips/Notes |
| Step 4 NSSC(SP) HRIS Reset Password in System | Reset password. Output: User Account Access | |
| Step 5 NSSC(SP) HRIS Contact Requester with New Password Information | Requester will be notified when their ticket is closed if the issue or problem is not resolved while the Requester is on the phone. The NSSC(SP) handling the issue shall close the ticket when all actions are completed (separate e-mail if password sent electronically). Output: Notified of New Password | |

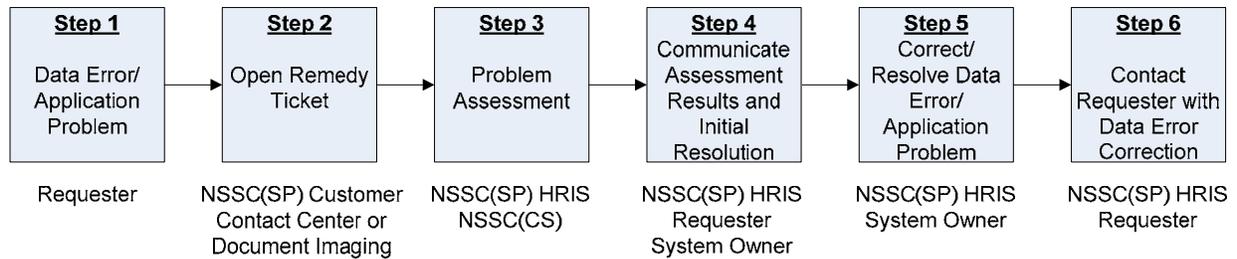
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Process 2 - Reset System Passwords Process Flow



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PROCESS 3 - CORRECT/RESOLVE DATA ERRORS/APPLICATION PROBLEMS



Roles & Responsibilities

| Process 3 - Correct/Resolve Data Errors/Application Problems | | |
|--|--|---|
| Roles and Responsibilities | Action | Tips/Notes |
| Step 1 Requester Data Error/ Application Problem | Data Error/Application Problem request is submitted to NSSC via e-mail, phone, or Fax. Output: Data Error/Application Problem Resolution Request | System-specific criticality of data, priority of restoration, and response time requirements will be covered in system-specific appendices. |
| Step 2 NSSC(SP) Customer Contact Center or Document Imaging Open Remedy Ticket | If request is submitted via e-mail or phone, the Customer Contact Center receives the request and opens a Remedy Ticket. If request is submitted via Fax, Document Imaging receives the request and opens a Remedy Ticket. All requests will be reviewed to determine applicable system, priority level, category, type, and item for the inquiry or problem. Community events/schedules may impact outage priority and required response times. Output: Remedy Ticket | Category, type, and item are used by Remedy to assign workload and allow for system-specific reporting. Typical priorities, as assigned by system, will include Low, Medium, High, and Urgent issues as identified by the System Owner. |

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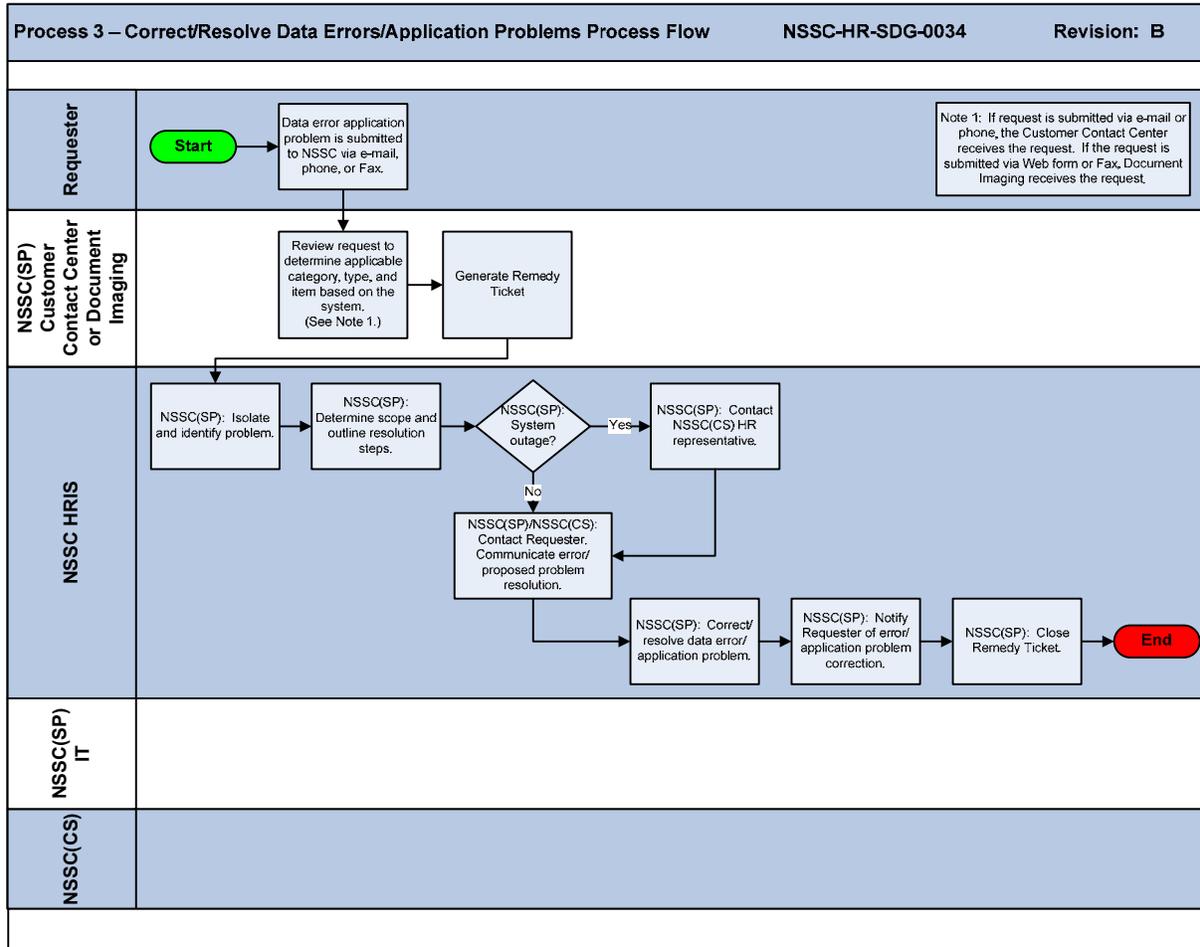
| Process 3 - Correct/Resolve Data Errors/Application Problems | | |
|--|---|--|
| Roles and Responsibilities | Action | Tips/Notes |
| <p>Step 3</p> <p>NSSC(SP) HRIS NSSC(CS)</p> <p>Problem Assessment</p> | <p>Isolate and identify problem, determine scope and outline steps required to resolve issue. For system outages that cannot be corrected immediately, NSSC(SP) will notify the NSSC(CS) HR representative.</p> <p>Output: Assessment Determination</p> | <p>NSSC HR addresses functional requirements impacted by problem; NSSC Information Technology (IT) assists in technical solution identification. Estimate of scope defines existing and additional resources needed to resolve issue.</p> |
| <p>Step 4</p> <p>NSSC(SP) HRIS Requester System Owner</p> <p>Communicate Assessment Results and Initial Resolution</p> | <p>Contact the customer and system owner to communicate the findings and proposed resolution. Note: Simple problems such as broken links and misspelled words do not need to be communicated to the System Owner. Customer would merely be notified that the error was corrected.</p> <p>Output: Error/Problem Communication</p> | <p>If scope of work is determined to be major or if problem cannot be resolved immediately, communicate system impact and status to System Owner.</p> |
| <p>Step 5</p> <p>NSSC(SP) HRIS System Owner</p> <p>Correct/Resolve Data Error/Application Problem</p> | <p>Execute plan of action to resolve issue.</p> <p>Output: Data Error/Application Problem Correction</p> | <p>As appropriate, resolutions will be fully tested/ validated against interfaced applications by NSSC(SP) HRIS, NSSC IT, and the System Owner prior to being placed in the production environment.</p> <p>Note: Errors often involve connectivity or server problems, broken links, and responsiveness or firewall issues that would not require</p> |

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| Process 3 - Correct/Resolve Data Errors/Application Problems | | |
|--|--|--|
| Roles and Responsibilities | Action | Tips/Notes |
| | | testing. Exceptions include data entry corrections or system repairs having critical response times |
| <u>Step 6</u> NSSC(SP) HRIS Requester Contact Requester with Data Error Correction | Requester will be notified of Data Error/Application Problem correction. The NSSC(SP) handling the issue shall close the ticket when all actions are completed. Output: User Notified of Data Error Correction | May need to notify other users and HCIE governance body dependent on scope of problem and resolution. |

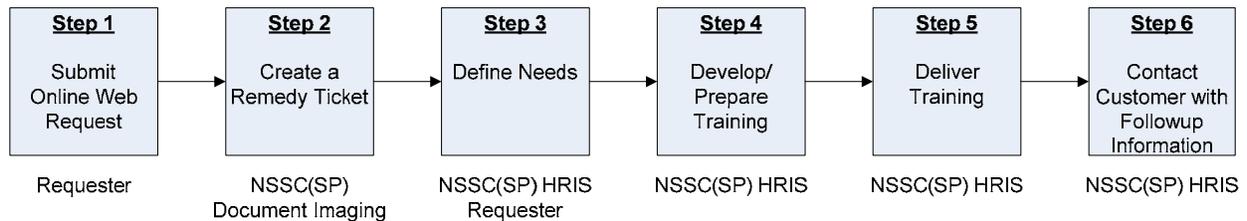
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Process 3 - Correct/Resolve Data Errors/Application Problems Process Flow



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PROCESS 4 - PROVIDE SYSTEM TRAINING



Roles & Responsibilities

| Process 4 - Provide System Training | | |
|---|---|--|
| Roles and Responsibilities | Action | Tips/Notes |
| Step 1 Requester Submit Online Web Request | Report/System training request is submitted to NSSC via Web Request. Output: Web Request | Web Request located on NSSC Customer Service Portal and on system-specific Web site or sign-on page as applicable. |
| Step 2 NSSC(SP) Document Imaging Create a Remedy Ticket | Document Imaging receives the request and creates a Remedy Ticket. Output: Remedy Ticket | |
| Step 3 NSSC(SP) HRIS Requester Define Needs | NSSC will review the request with the Requester to gather details on the type and depth of training being requested. Depending upon the complexity of the training requested, an assessment may be conducted to determine if training can be provided by NSSC staff or if a contractor is needed. Output: Needs Assessment | For system-level training development efforts beyond individual user requirements, the appropriate HCIE governance body may be consulted to validate content and ensure there is no duplication of effort or cross-cutting impact on other training initiatives. |

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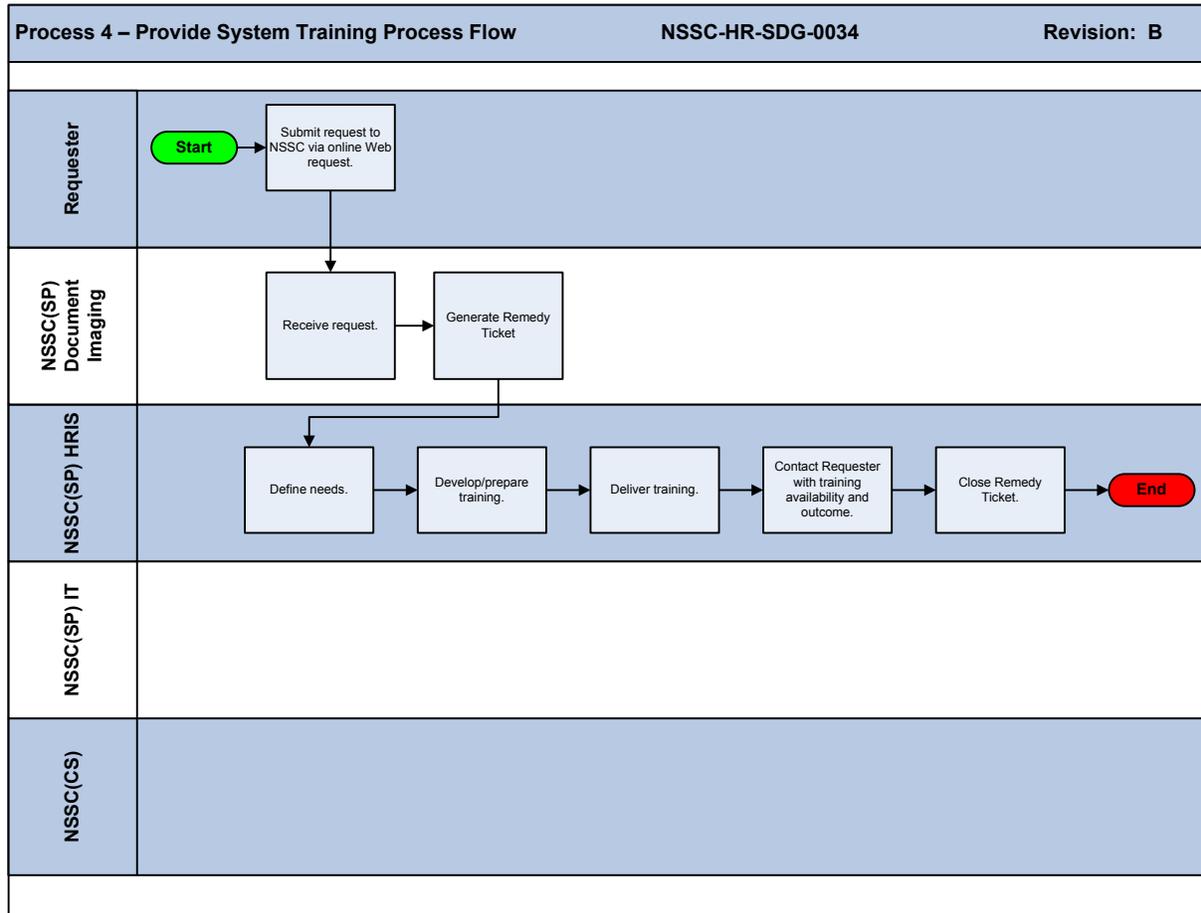
| Process 4 - Provide System Training | | |
|--|--|---|
| Roles and Responsibilities | Action | Tips/Notes |
| <u>Step 4</u> NSSC(SP) HRIS Develop/Prepare Training | Develop and coordinate training with customer. Output: Prepare Training | For responses to individual employees requiring training/system advice, the development process would not be required. Development of system-specific training packages would be accomplished in response to system owner-approved requirements. |
| <u>Step 5</u> NSSC(SP) HRIS Deliver Training | Schedule appropriate time for training to be delivered, consulting with customer on availability. Output: Deliver Training | Maintain continuous communications; arrange convenient time of training for all parties involved. All training material will be loaded into TechDoc for future reference or use by other Centers for continuing training needs. |
| <u>Step 6</u> NSSC(SP) HRIS Contact Requester with Follow-up Information | Requester will be notified of training availability and outcome. The NSSC(SP) handling the issue shall close the ticket when all actions are completed. Output: Requester Notified of Training Requirements Completion | NSSC will deploy the use of training evaluations to ensure performance is measured and feedback is received based on |

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| Process 4 - Provide System Training | | |
|-------------------------------------|--------|------------------------|
| Roles and Responsibilities | Action | Tips/Notes |
| | | training requirements. |

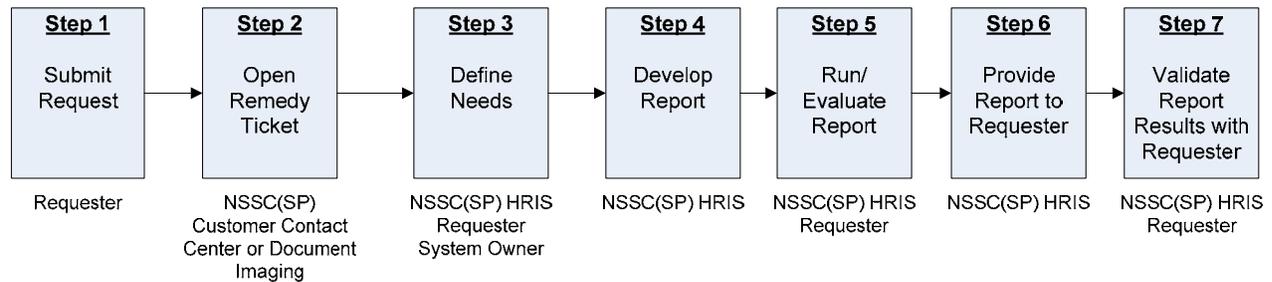
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Process 4 - Provide System Training Process Flow



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PROCESS 5 - PRODUCTION OF CUSTOMIZED REPORTS



Roles & Responsibilities

| Process 5 - Production of Customized Reports | | |
|--|---|---|
| Roles and Responsibilities | Action | Tips/Notes |
| Step 1 Requester Submit Request | Submit request to NSSC via e-mail or Fax. Output: Submit Request | Submission must include definition of report and requirements. |
| Step 2 NSSC(SP) Customer Contact Center or Document Imaging Open Remedy Ticket | If request is submitted via e-mail, the Customer Contact Center receives the request and opens a Remedy Ticket. If request is submitted via Fax, Document Imaging receives the request and opens a Remedy Ticket. All requests will be reviewed to determine applicable category, type, and item for the inquiry or problem. Output: Remedy Ticket | |
| Step 3 NSSC(SP) HRIS Requester System Owner Define Needs | Conduct an assessment to determine, resources and level of assistance required to accomplish task. Output: Define Needs of User Group | Verify that information requested is NOT already available in an existing report. Larger, more resource-intensive reports will be presented to the proper HCIE governance body for |

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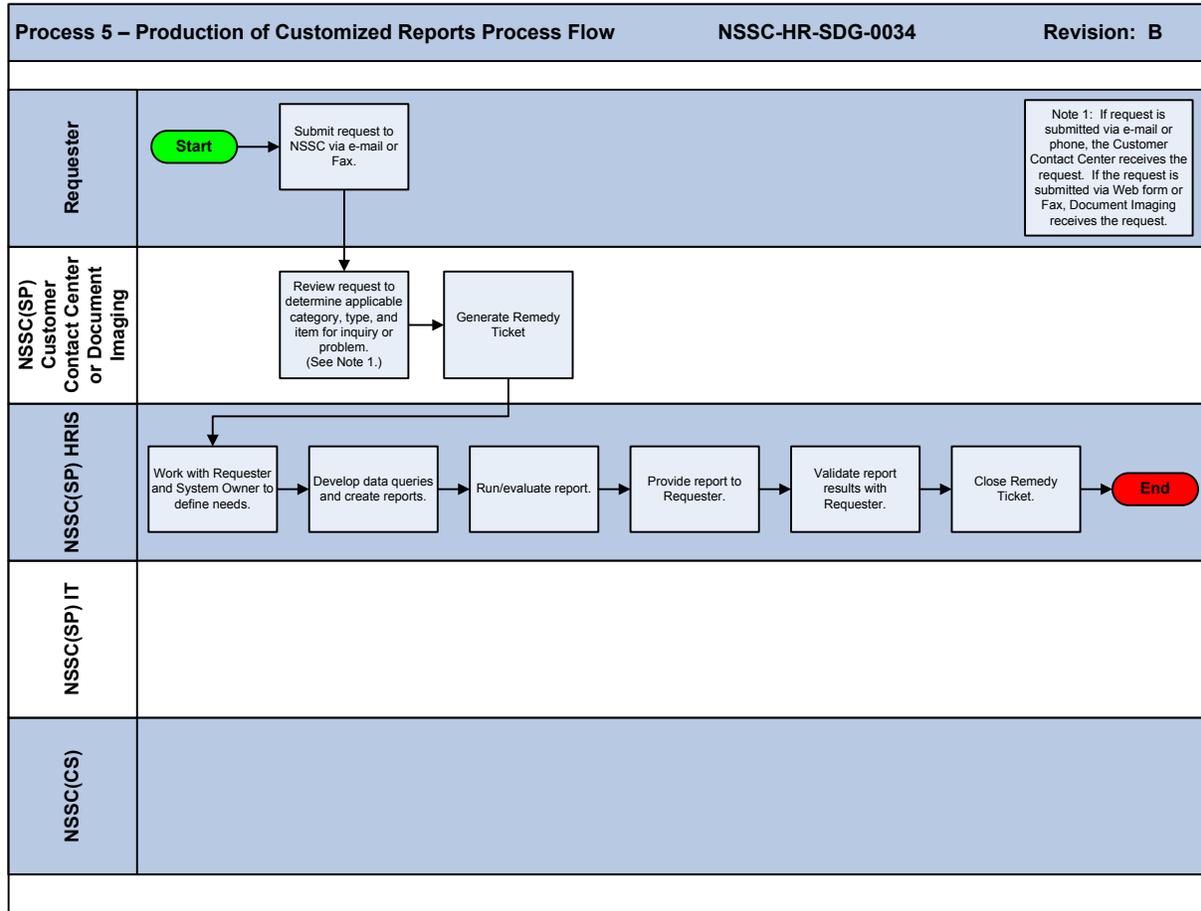
| Process 5 - Production of Customized Reports | | |
|---|--|---|
| Roles and Responsibilities | Action | Tips/Notes |
| | | <p>approval for development and publication of any reports and to ensure there is no duplication of effort.</p> <p>Less resource-intensive reports do not require HCIE governance body approval.</p> <p>Request IT support as needed.</p> |
| <p>Step 4</p> <p>NSSC(SP) HRIS</p> <p>Develop Report</p> | <p>Develop appropriate data queries and create reports appropriate to the system in question.</p> <p>Output: Develop Report Queries</p> | <p>Note: If report determined to be most appropriate to the HCIE Personnel Data Warehouse (PDW), Change Request will be created for PDW report development.</p> |
| <p>Step 5</p> <p>NSSC(SP) HRIS Requester</p> <p>Run/Evaluate Report</p> | <p>Upon successful completion of all queries and data entry, run the report to establish baselines and validate information with the Requester and/or System Owner.</p> <p>Output: Run Report</p> | <p>Test report with Requester and/or System Owner to ensure report meets need, and pulls correct data.</p> |
| <p>Step 6</p> <p>NSSC(SP) HRIS</p> <p>Provide Report to Requester</p> | <p>Forward completed report to Requester for use and assessment.</p> <p>Output: Report to Requester</p> | <p>Note: If report already exists or if request will be filled through other method, such as PDW query, customer will be notified of disposition of report.</p> |

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| Process 5 - Production of Customized Reports | | |
|--|--|------------|
| Roles and Responsibilities | Action | Tips/Notes |
| <u>Step 7</u> NSSC(SP) HRIS Requester Validate Report Results with Requester | Validate results of report with Requester for accuracy and customer satisfaction. The NSSC(SP) handling the issue shall close the ticket when all actions are completed. Output: Requester Approval and Task Compliance | |

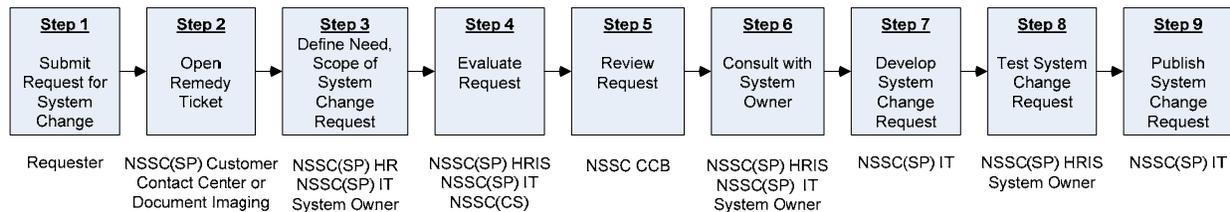
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Process 5 - Production of Customized Reports Process Flow



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PROCESS 6 - SYSTEM CHANGE REQUEST



Roles & Responsibilities

| Process 6 - System Change Request | | |
|---|--|---|
| Roles and Responsibilities | Action | Tips/Notes |
| <p>Step 1</p> <p>Requester</p> <p>Submit Request for System Change</p> | <p>Requester submits a request for a system change to NSSC via phone, Fax, or Web form.</p> <p>Request for content requirements will be identified in system-specific appendices.</p> <p>NSSC will use Remedy to document and track System Change Requests.</p> <p>Output: Submit Request</p> | <p>Requester can be System Owner, NSSC staff, or an individual through Web site feedback.</p> <p>All requests identified by the Requester as Urgent will be immediately transferred to an NSSC(SP) or NSSC(CS) HRIS Specialist (warm transfer).</p> |
| <p>Step 2</p> <p>NSSC(SP) Customer Contact Center or Document Imaging</p> <p>Open Remedy Ticket</p> | <p>If request is submitted via phone, the Customer Contact Center receives the request and opens a Remedy Ticket. If request is submitted via Fax or Web form, Document Imaging receives the request and opens a Remedy Ticket.</p> <p>Output: Remedy Ticket</p> | |

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| Process 6 - System Change Request | | |
|--|---|--|
| Roles and Responsibilities | Action | Tips/Notes |
| <p>Step 3</p> <p>NSSC(SP) HRIS NSSC(SP) IT System Owner</p> <p>Define Need, Scope of System Change Request</p> | <p>NSSC(SP) HRIS Specialist receives the request and consults with the Requester to define customer needs, scope, and obtain preliminary information.</p> <p>If Requester is not System Owner, NSSC HRIS Specialist contacts System Owner to validate need for change.</p> <p>Output: System Change Request Scope</p> | <p>The Requester in most cases will be OHCM Staff System Owners.</p> |
| <p>Step 4</p> <p>NSSC(SP) HRIS NSSC(SP) IT NSSC(CS)</p> <p>Evaluate Request</p> | <p>The NSSC(SP) reviews the requirements and supporting information, provides estimates, and categorizes the request according to the level of effort required.</p> <p>Output: Level of Effort Estimates</p> | |
| <p>Step 5</p> <p>NSSC CCB</p> <p>Review Request</p> | <p>Configuration Control Board (CCB) reviews to evaluate availability of resources as compared to other approved work in progress.</p> <p>If level of effort requires more than 8 hours of development time and cannot be accomplished routinely by staff assigned to support the system, all documentation will be provided to the HCIE governing board for approval and prioritization.</p> <p>Output: Review and Approval</p> | <p>NSSC CCB Review will be accomplished to identify and prioritize System Change Request resources against other NSSC actions in progress.</p> |
| <p>Step 6</p> <p>NSSC(SP) HRIS NSSC(SP) IT System Owner</p> <p>Consult with System Owner</p> | <p>Communicate request evaluation with System Owner to verify that desired results are captured, resources are identified, and actions will result in the intended System Change Request requirements.</p> <p>Output: Validated System Change Request</p> | <p>Depending on scope of change and resource availability, System Change Request may require review/approval by OHCM, supported by HCIE governing board.</p> <p>For changes that will impact system operations or capabilities, NSSC needs to coordinate</p> |

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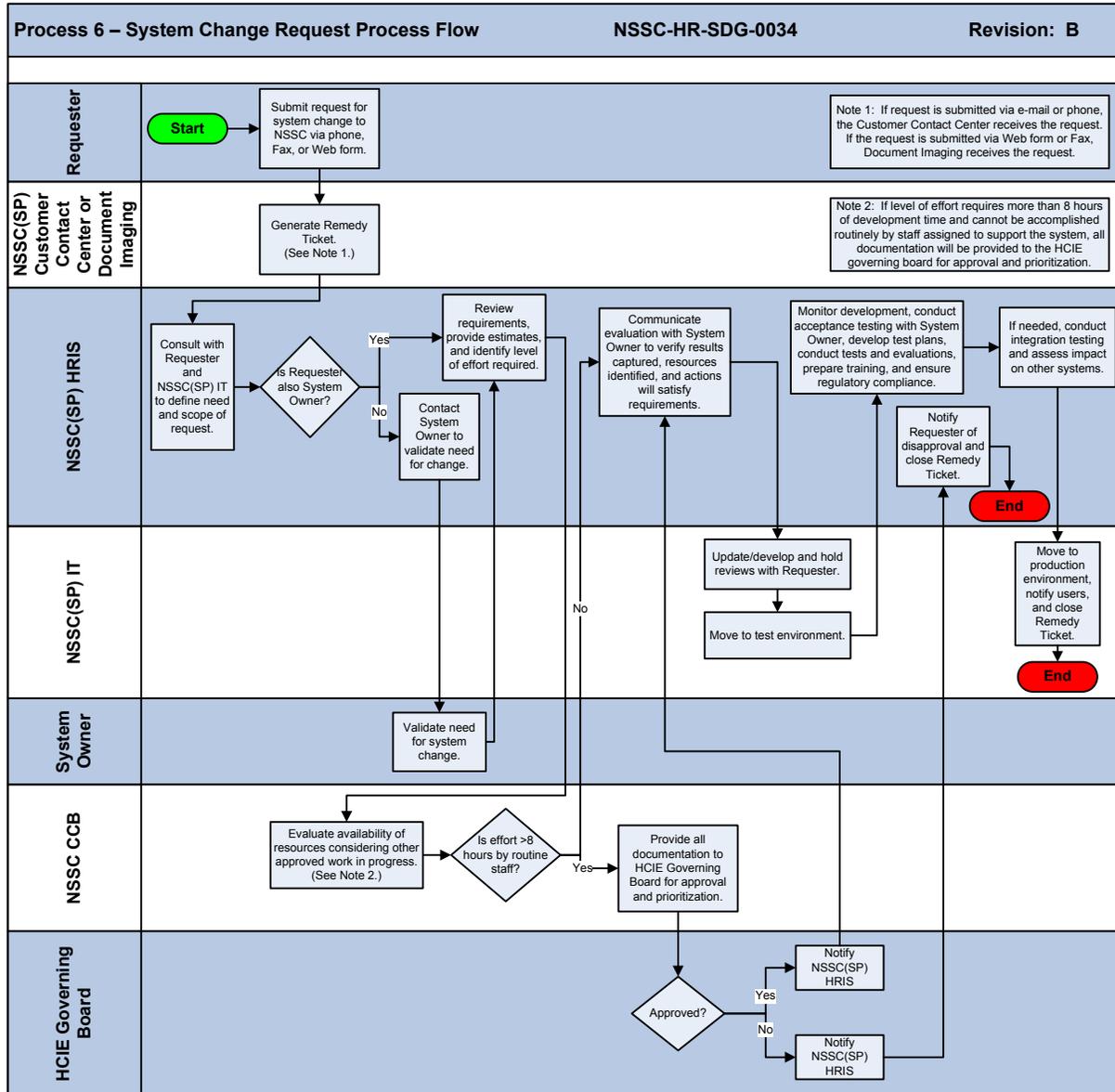
| Process 6 - System Change Request | | |
|---|--|--|
| Roles and Responsibilities | Action | Tips/Notes |
| | | appropriate change management activities between the System Owner and system users. |
| <u>Step 7</u> NSSC(SP) IT Develop System Change Request | NSSC(SP) IT will receive System Change Request and begin update/development as appropriate. NSSC(SP) IT will hold regular reviews and discussions with Requester (including review of concept of operations) to ensure product being developed meets customer's needs. Once the update/development work is completed, it is moved into the test environment. Output: Change is Moved to Test | During development, NSSC(SP) IT will coordinate changes with NSSC(SP) HR and the System Owner at appropriate intervals to ensure intent of System Change Request is being captured. |
| <u>Step 8</u> NSSC(SP) HRIS System Owner Test System Change Request | The NSSC(SP) HRIS Specialist will monitor the development of the work, conducting acceptance testing with System Owner. Test plans will be developed by NSSC(SP) HRIS in coordination with NSSC(SP) IT and the System Owner. NSSC(SP) conducts tests and evaluations, as well as prepares training and change management, and ensures regulatory compliance. Depending on scope or the impact of change, systems integration testing may be required. Additionally, assessment of impact on systems that could be impacted by the change must occur, and determination of additional testing made. Output: Change Moved to Production | NSSC HRIS and the System Owner will work closely with NSSC(SP) IT during System Change Request development and testing to ensure the product meets the needs of the Requester. Test plans need to include all levels of possible impact to include interfaced systems and should include system user participation whenever possible. |

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| Process 6 - System Change Request | | |
|--|---|---|
| Roles and Responsibilities | Action | Tips/Notes |
| Step 9 NSSC(SP) IT Publish System Change Request | After acceptance testing, the completed System Change Request is moved from testing to production and user notification is accomplished where appropriate. NSSC(SP) IT closes Remedy Ticket. Output: Functional Change Completed and Remedy Ticket Closed | System user notification process will be system/community specific. |

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Process 6 - System Change Request Process Flow



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METRICS

System-specific metrics will be included in individual appendices in future revisions of this SDG to address requirements/needs as each new system transitions to NSSC.

| Initiating Office/Entity | Deliverable (Output) | Receiving Office/Entity | Metric |
|--------------------------|--|--|--|
| NSSC(SP) HRIS | Urgent priority problem resolution. (Urgent priority problems, identified by the NASA Information Support Center (NISC) as Severity 1, are immediate and total loss of application accessibility or potential exposure of Personally Identifiable Information (PII).) | All users who were unable to access HRIS applications Any user who can access or has accessed another individual's PII for which they do not have access rights or privileges | Q1: In any 1-year period, 95% of Urgent priority problems will have a Mean Time to Repair (MTTR) of 6 business hours or less. NOTE: An incident that potentially exposes PII must be reported to the affected Center's Information Technology Security Manager (ITSM) immediately. (PII refers to information which can be used to distinguish or trace an individual's identity. For a complete definition, see OMB Memo M-07-16 dated May 22, 2007.) |
| NSSC(SP) HRIS | High priority problem resolution. (High priority problems, identified by NISC as Severity 2, are significant loss of critical business functions.) | All users who were unable to access HRIS applications and/or reports Ex: NASA People site inaccessible Ex: NAAS database corrupted | Q2: In any 1-year period, 90% of High priority problems will have a MTTR of 8 business hours or less |
| NSSC(SP) HRIS | Medium priority problem resolution. (Medium priority problems, identified by NISC as Severity 3, are partial loss of critical business functions.) | Multiple users who were unable to execute functions Multiple users who experience errors in accessing HRIS applications | Q3: In any 1-year period, 90% of Medium priority problems will be resolved within 3 business days. |

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| Initiating Office/Entity | Deliverable (Output) | Receiving Office/Entity | Metric |
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| | | Users with total loss of non-critical business functions Individual users with total loss of productivity Ex: Individual account access problems Ex: Incorrect data on Web site Ex: Incorrect contact on HR Customer Service Web page or NASApeople | |
| NSSC(SP) HRIS | Low priority problem resolution. (Low priority problems, identified by NISC as Severity 4, are partial loss of critical business functions for individual users.) | Individuals who were unable to execute functions within HRIS applications Individual users who experience incorrect data within HRIS applications Users with total loss of productivity Ex: Individual unable to login to application | Q4: In any 1-year period, 90% of Low priority problems will be resolved within 5 business days. |

Calculations: In the examples provided below, for each quality standard if actual quality is equal to the target, the corresponding Q will be 100%. If quality is better than target, Q will be greater than 100%. If quality is worse than target, Q will be less than 100%.

For example:

Target: 90% of High priority problems should be resolved within 8 hours.

Actual: 92% of High priority problems are resolved within 8 hours

Quality factor Q1 = $92 / 90 = 102.2\%$

Or, as another example:

Target: 80% of High priority problems should be resolved within 8 hours

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Actual: 72% of High priority problems are resolved within 8 hours
Quality factor Q2 = 72 / 80 = 90.0%

(Note that these are only examples to illustrate the calculations and do not represent actual or expected targets.)

The Quality Total (QT) is then computed on any given month as:

$$QT = (Q1 + Q2 + \dots) / (\text{number of Q standards}).$$

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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

System Components are specific to each system and are included in the appropriate appendices.

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CUSTOMER CONTACT CENTER STRATEGY

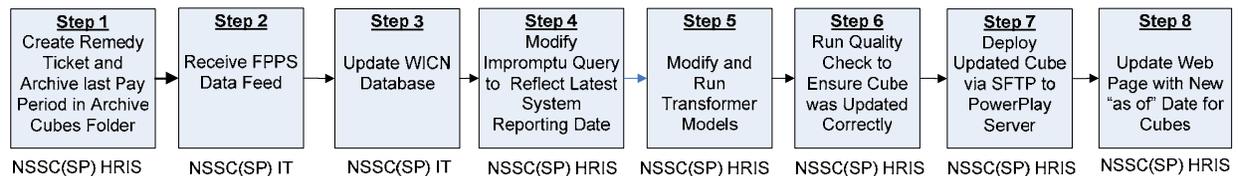
The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu positioning, routing, and escalation of inquiries for this activity.

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APPENDICES

Appendix A - Workforce Information Cubes for NASA (WICN)

Process A1 - WICN Cube Generation - Profile Cubes (biweekly)



Roles & Responsibilities

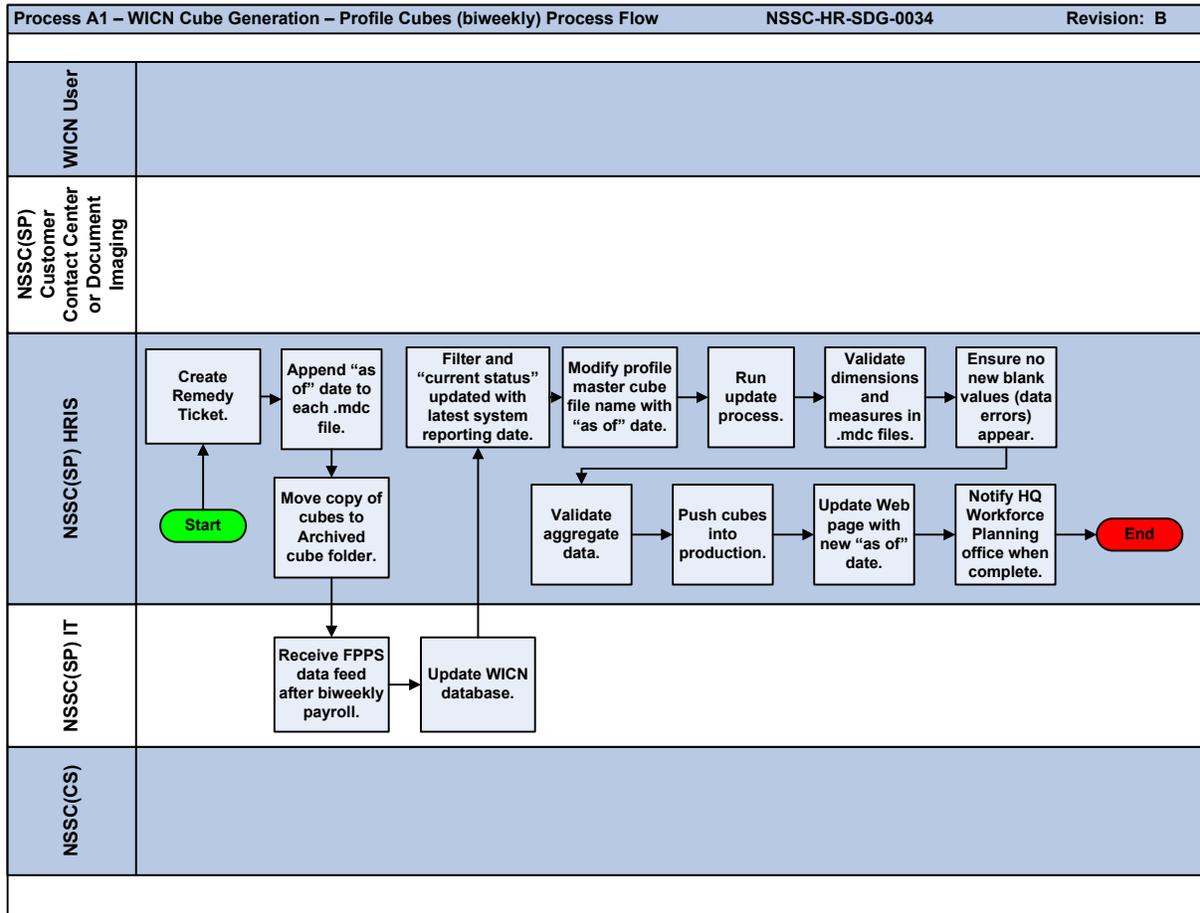
| Process A1 - WICN Cube Generation – Profile Cubes | | |
|--|--|--|
| Roles and Responsibilities | Action | Tips/Notes |
| Step 1 NSSC(SP) HRIS Create Remedy Ticket and Archive Last Pay Period in Archived Cubes Folder | Create Remedy Ticket Append “as of” date to each .mdc file and move files over to archived cubes folder. Output: Historical Data File | |
| Step 2 NSSC(SP) IT Receive FPPS Data Feed | Receive FPPS data feed after biweekly payroll. Output: Remedy Ticket | |
| Step 3 NSSC(SP) IT Update WICN Database | Update WICN database. Assign Remedy Ticket to NSSC(SP) HRIS. Output: Updated Database and Notification to NSSC(SP) HRIS | |
| Step 4 NSSC(SP) HRIS Modify Impromptu Query to Reflect Latest System | Filter and “Current Status” column is modified to reflect latest system reporting date. Output: Updated .imp and .iqd Files | Bi-weekly updates are initiated the Friday after a pay period once validation that the WICN database has |

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| Process A1 - WICN Cube Generation – Profile Cubes | | |
|---|---|--|
| Roles and Responsibilities | Action | Tips/Notes |
| Reporting Date | | been updated. |
| Step 5 NSSC(SP) HRIS Modify and Run Transformer Models | Modify the file name for the profile master cube to show new “as of” date. Run cube update process in Transformer and save profile .pyi file. Output: Updated Cube | |
| Step 6 NSSC(SP) HRIS Run Quality Check to Ensure Cube was Updated Correctly | Make sure dimensions and measures are present in .mdc file; ensure that there are no new blank values; and that aggregate data is correct. Output: Validated Data | Compare data with previous pay period cube. |
| Step 7 NSSC(SP) HRIS Deploy Updated Cube via SFTP to PowerPlay Server | Push updated cube to production. Output: Updated Cube in Production | Secure File Transfer Protocol (SFTP) is used. |
| Step 8 NSSC(SP) HRIS Update Web Page with New “as of” Date for Cubes | Update Web page with new “as of” date and notify HQ Workforce Planning Office upon completion. Output: Web Notification that Displayed Data is “Current as of [date]” | URLs: http://wicn.nssc.gov http://wicn.nssc.nasa.gov/moredata.html http://nasapeople.nasa.gov/workforce |

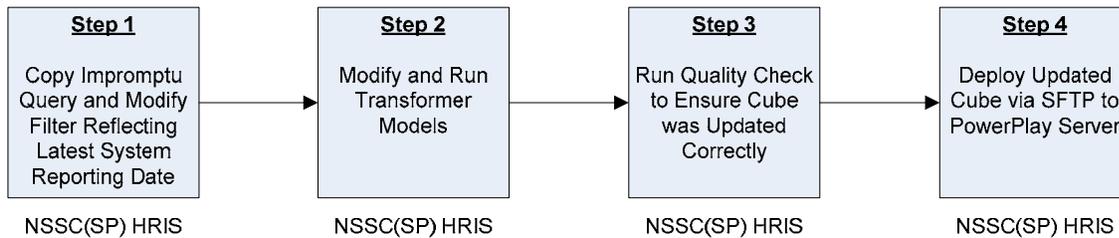
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Process A1 - WICN Cube Generation - Profile Cubes (biweekly) Process Flow



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Process A2 - WICN Cube Generation - Deployment Cubes (biweekly)

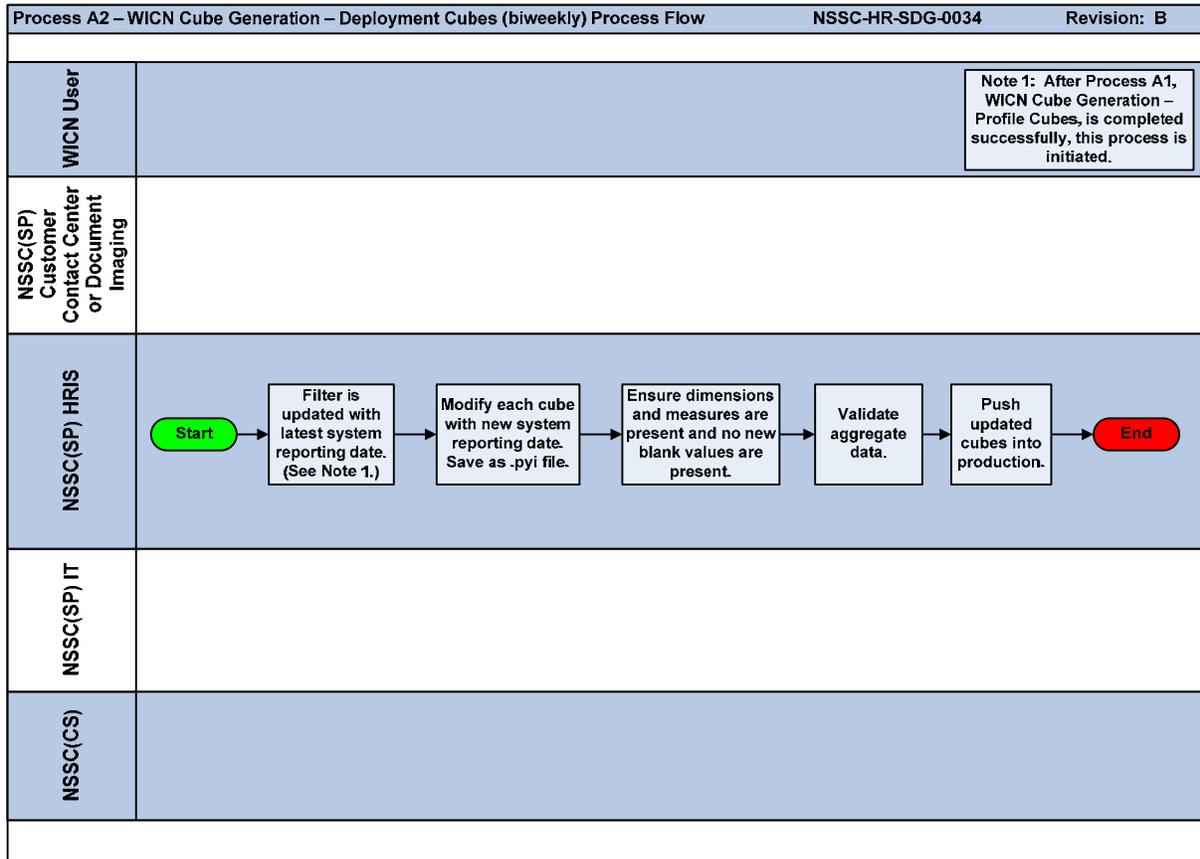


Roles & Responsibilities

| Process A2 - WICN Cube Generation - Deployment Cubes | | |
|---|--|---|
| Roles and Responsibilities | Action | Tips/Notes |
| Step 1 NSSC(SP) HRIS Copy Impromptu Query and Modify Filter Reflecting Latest System Reporting Date | Filter is modified to reflect latest system reporting date. Output: Updated .imr and .iqd Files | After Process A1, WICN Cube Generation – Profile Cubes, is completed successfully, this process is initiated. |
| Step 2 NSSC(SP) HRIS Modify and Run Transformer Models | Modify each cube with new system reporting date, run cube update process in Transformer, and save deployment .pyi file. Output: Updated Deployment .pyi File | |
| Step 3 NSSC(SP) HRIS Run Quality Check to Ensure Cube was Updated Correctly | Ensure dimensions and measures are present; that no new blank values are present within model or cube; and validate aggregate data. Output: Validated Data | Compare data with previous pay period cube. |
| Step 4 NSSC(SP) HRIS Deploy Updated Cube via SFTP to PowerPlay Server | Push updated cube to production. Output: Updated Cube in Production | |

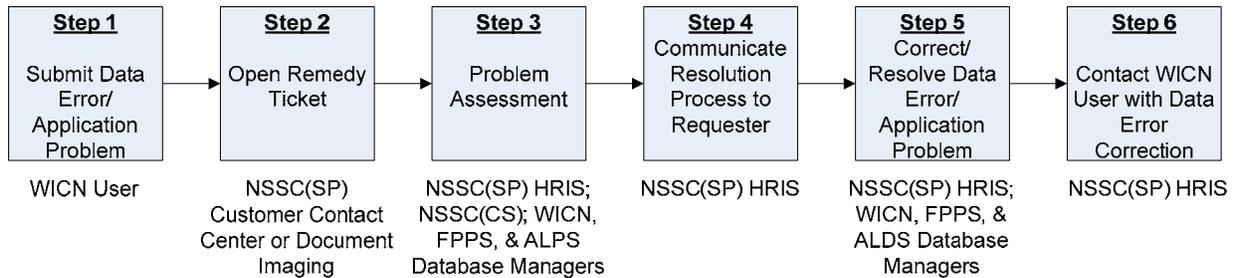
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Process A2 - WICN Cube Generation - Deployment Cubes (biweekly) Process Flow



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Process A3 - Correct/Resolve WICN Data Errors/Application



Roles & Responsibilities

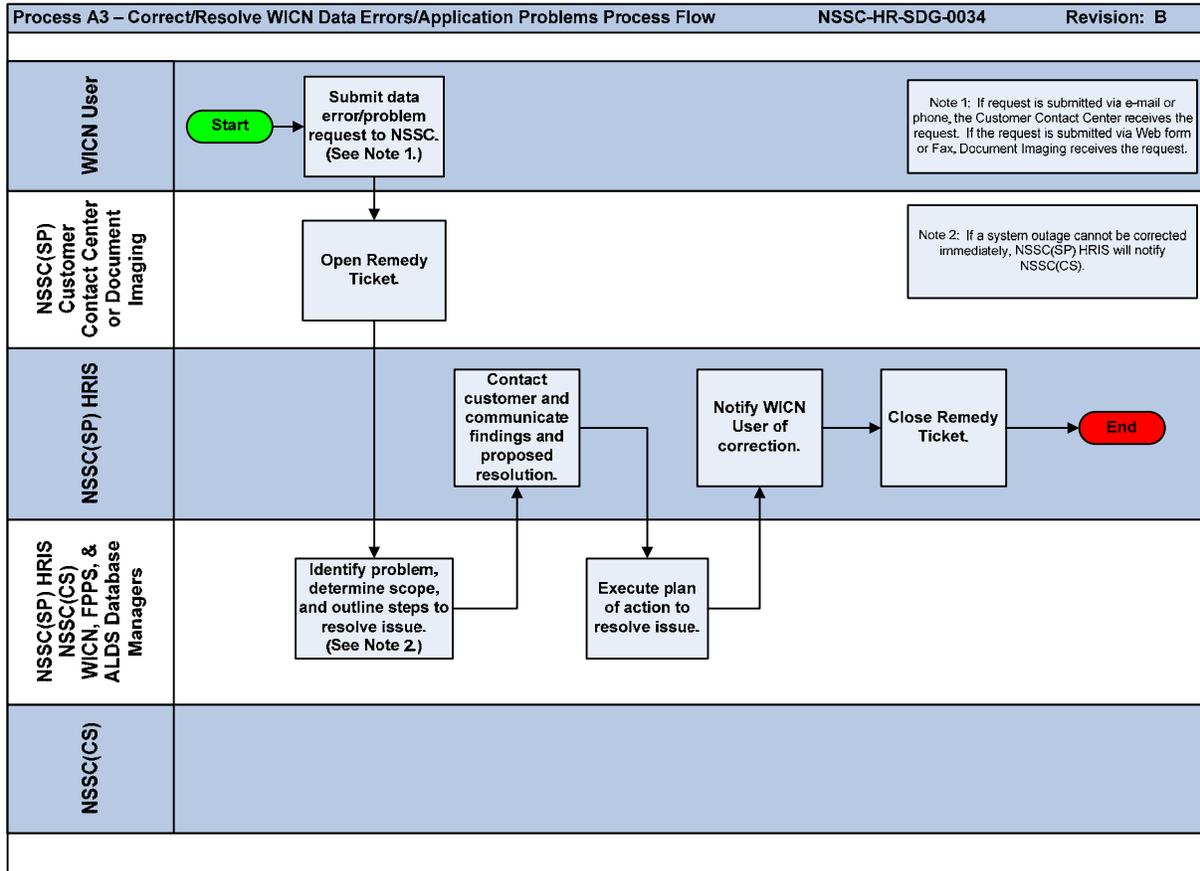
| Process A3 - Correct/Resolve WICN Data Errors/Application Problems | | |
|---|--|---|
| Roles and Responsibilities | Action | Tips/Notes |
| Step 1 WICN User Submit Data Error/Application Problem | Data Error/Application Problem request is submitted to NSSC via e-mail, phone, or Fax. Output: Data Error/Application Problem Resolution Request | Data errors in information cubes are typically related to data errors in the WICN database. Coordination between the WICN, FPPS, and ALDS database managers may be required to resolve the issue. |
| Step 2 NSSC(SP) Customer Contact Center or Document Imaging Open Remedy Ticket | All requests will be reviewed to determine applicable system, priority level, category, type, and item for the inquiry or problem. Output: Remedy Ticket | Category, type, and item are used in Remedy to assign workload and allow for system-specific reporting. |
| Step 3 NSSC(SP) HRIS NSSC(CS) WICN, FPPS, & ALDS Database Managers Problem Assessment | Isolate and identify problem, determine scope, and outline steps required to resolve issue. For system outages that cannot be corrected immediately, NSSC(SP) will notify the NSSC(CS) HR representative. Output: Assessment Determination | HR addresses functional requirements impacted by problem; IT assists in technical solution identification. Estimate of scope defines resources needed and time to resolve. |

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| Process A3 - Correct/Resolve WICN Data Errors/Application Problems | | |
|---|---|--|
| Roles and Responsibilities | Action | Tips/Notes |
| <u>Step 4</u> NSSC(SP) HRIS Communicate Resolution Process to Requester | Contact the customer and communicate the findings and proposed resolution. Output: Error/Problem Communication | If scope of work is determined to be major or if problem cannot be resolved immediately, communicate system impact and status to OHCM. |
| <u>Step 5</u> NSSC(SP) HRIS WICN, FPPS, & ALDS DB Managers Correct/Resolve Data Error/Application Problem | Execute plan of action to resolve issue. Output: Data Error/Application Problem Correction | |
| <u>Step 6</u> NSSC(SP) HRIS Contact WICN User with Data Error Correction | WICN user will be notified of Data Error/Application Problem correction. The NSSC(SP) handling the issue shall close the ticket when all actions are completed. Output: WICN User Notified of Data Error Correction | May need to notify HQ Workforce Planning Office depending on scope of problem and resolution. |

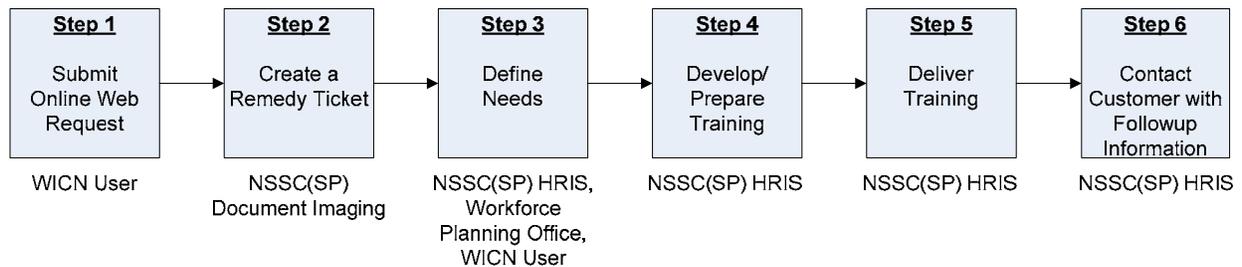
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Process A3 - Correct/Resolve WICN Data Errors/Application Problems Process Flow



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Process A4 - WICN System Training



Roles & Responsibilities

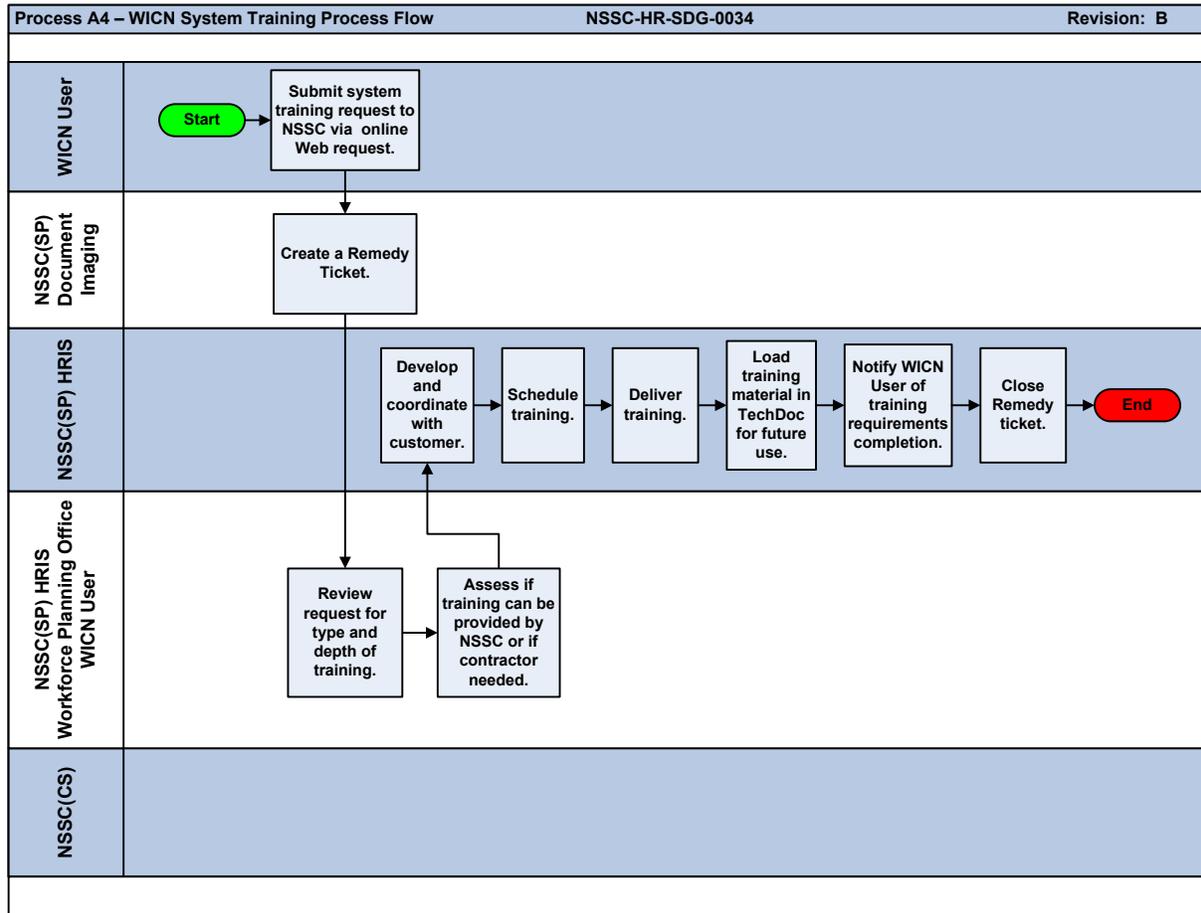
| Process A4 - WICN System Training | | |
|--|---|--|
| Roles and Responsibilities | Action | Tips/Notes |
| Step 1 WICN User Submit Online Web Request | System training request is submitted to NSSC via Web Request. Output: Web Request | Web Request located at Customer Service Portal. |
| Step 2 NSSC(SP) Document Imaging Create a Remedy Ticket | Document Imaging receives the request and creates a Remedy Ticket. Output: Remedy Ticket | |
| Step 3 NSSC(SP) HRIS, Workforce Planning Office and WICN User Define Needs | NSSC will review the request with the Requester to gather details on the type and depth of training being requested. An assessment will be conducted to determine if training can be provided by NSSC staff or if a contractor is needed. Output: Needs Assessment | OHCM will be consulted to ensure there is no duplication of effort or cross-cutting impact on other training initiatives and to provide approval for training development request. |

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| Process A4 - WICN System Training | | |
|---|--|---|
| Roles and Responsibilities | Action | Tips/Notes |
| <u>Step 4</u> NSSC(SP) HRIS Develop/Prepare Training | Develop and coordinate training with customer. Output: Prepare Training | Upon completion of training development, NSSC will make training available to entire WICN Community through the Workforce Planning teleconferences hosted by OHCM. |
| <u>Step 5</u> NSSC(SP) HRIS Deliver Training | Schedule appropriate time for training to be delivered, consulting with customer for availability. Output: Deliver Training | Maintain continuous communications; arrange convenient time of training for all parties involved. All training material will be loaded into TechDoc for future reference or use for continuing training needs. |
| <u>Step 6</u> NSSC(SP) HRIS Contact Customer with Follow-up Information | WICN User will be notified through SATERN of training availability and outcome. The NSSC(SP) handling the issue shall close the ticket when all actions are completed. Output: User Notified of Training Requirements Completion | NSSC will deploy the use of training evaluations to ensure performance is measured and feedback is received based on training requirements. |

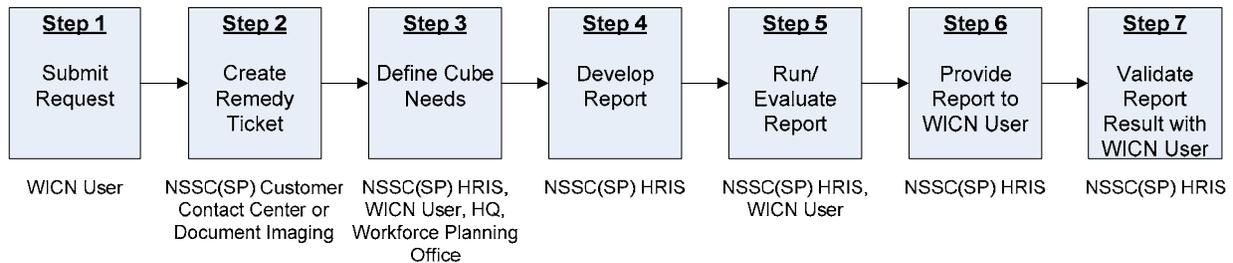
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Process A4 - WICN System Training Process Flow



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Process A5 - Production of Customized WICN Cubes



Roles & Responsibilities

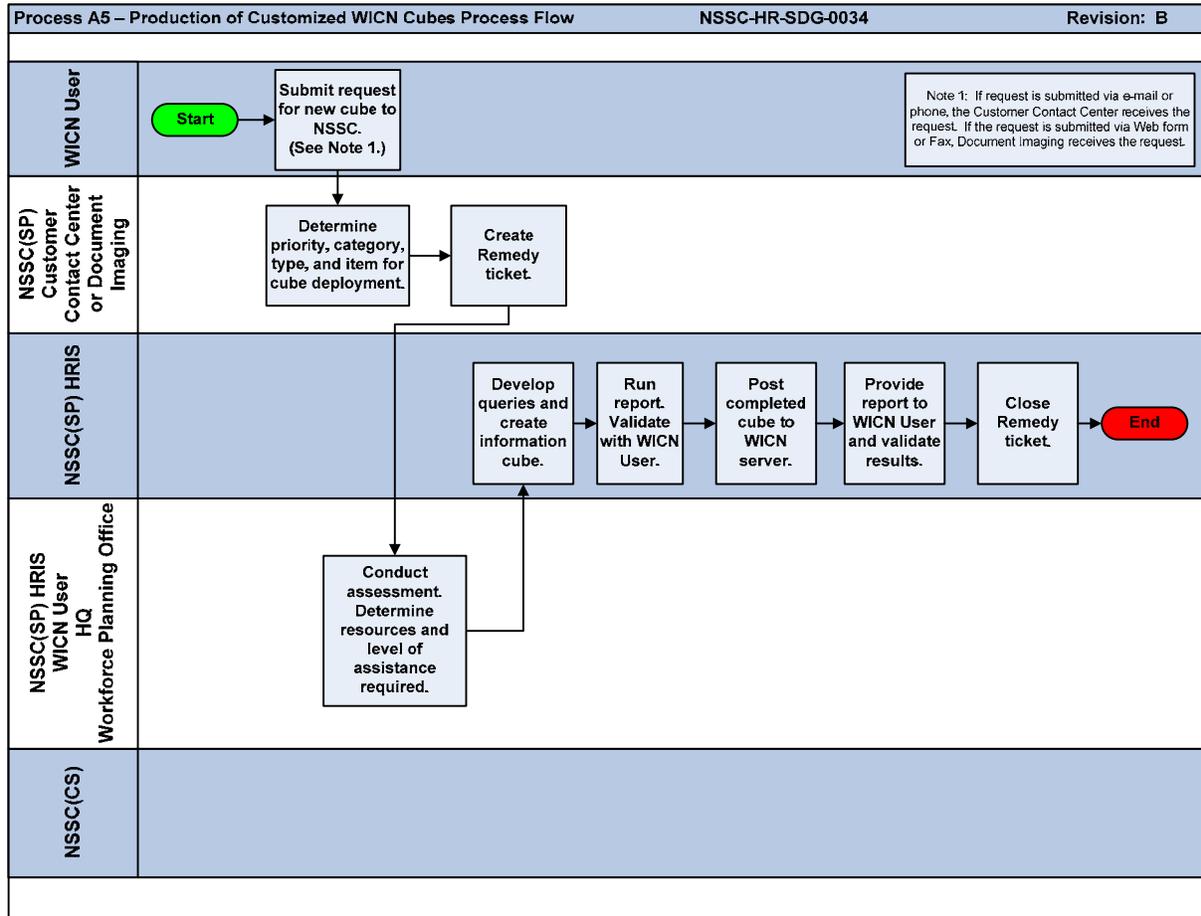
| Process A5 - Production of Customized WICN Cubes | | |
|--|--|---|
| Roles and Responsibilities | Action | Tips/Notes |
| Step 1 WICN User Submit Request | Request submitted to NSSC via e-mail, Fax, or Web form. Output: Submit Request | Typical Requester is a workforce planner from HQ or one of the Centers. |
| Step 2 NSSC(SP) Customer Contact Center or Document Imaging Create Remedy Ticket | All requests will be reviewed to determine applicable priority, category, type, and item for the requested cube development. Output: Remedy Ticket | |
| Step 3 NSSC(SP) HRIS WICN User HQ Workforce Planning Office Define Cube Needs | Conduct an assessment to determine resources and level of assistance required to design the information cube. Output: Define Needs of User Group | Verify that information requested is NOT already available for use. Request IT support as needed. OHCM will be consulted to gain approval for production of the information cube and to ensure there is no duplication of effort. |

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| Process A5 - Production of Customized WICN Cubes | | |
|---|---|--|
| Roles and Responsibilities | Action | Tips/Notes |
| <u>Step 4</u> NSSC(SP) HRIS Develop Report | Develop appropriate data queries and create information cube. Output: Develop Report Queries | |
| <u>Step 5</u> NSSC(SP) HRIS WICN User Run/Evaluate Report | Upon successful completion of all queries and data entry, run the report to establish baselines and validate information. Output: Run Report | Test to ensure information cube meets need, pulls correct data. |
| <u>Step 6</u> NSSC(SP) HRIS Provide Report to WICN User | Post completed information cube to WICN Web Server and report action report to customer for use and assessment. Output: Report to WICN User | Original Requester and HQ Workforce Planning Office will be notified of cube availability. |
| <u>Step 7</u> NSSC(SP) HRIS Validate Report Result with WICN User | Validate results of report with customer for accuracy and customer satisfaction. The NSSC(SP) handling the issue shall close the ticket when all actions are completed. Output: WICN User Approval and Task Compliance | |

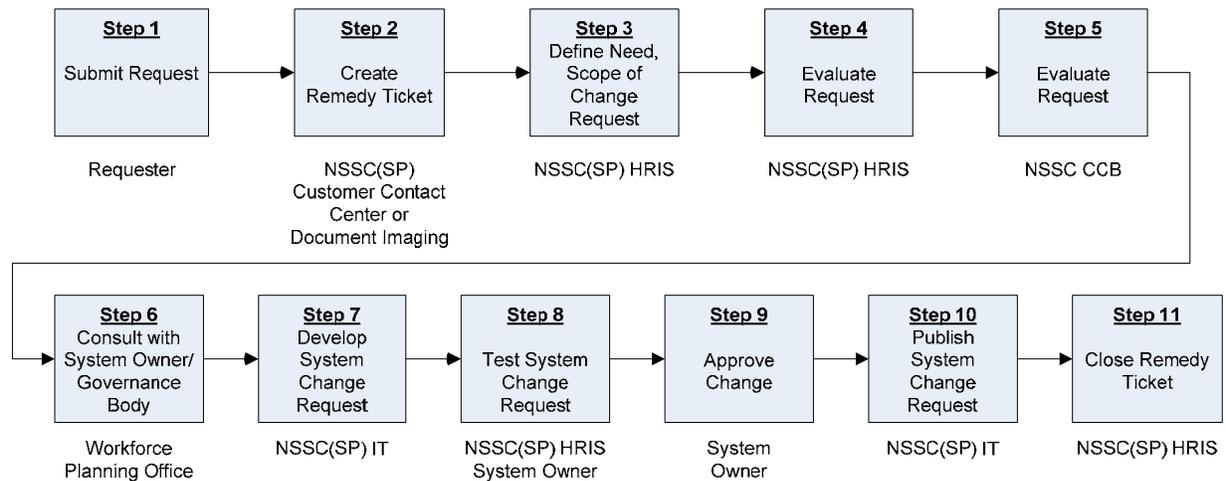
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Process A5 - Production of Customized WICN Cubes Process Flow



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Process A6 - WICN System Change Request



Roles & Responsibilities

| Process A6 - WICN System Change Request | | |
|--|---|---|
| Roles and Responsibilities | Action | Tips/Notes |
| Step 1 Requester Submit Request | Requester submits a WICN System Change Request that identifies the specific actions being requested of NSSC in regards to the development and publication of Workforce Information Cubes for NASA. The request is submitted to NSSC via e-mail, phone, Web form, or Fax. Output: Detailed Change Request | Requester can be System Owner, NSSC staff, or an individual through Web site feedback. The Requester, in most cases, will be the HQ Workforce Planning Office |
| Step 2 NSSC(SP) Customer Contact Center or Document Imaging Create Remedy Ticket | If request is submitted via phone or e-mail, the Customer Contact Center receives the request and opens a Remedy Ticket. If request is submitted via Web form or Fax, Document Imaging receives the request and opens a Remedy Ticket. NSSC will use Remedy to document and track change requests. All requests will be reviewed to determine applicable category, type, and item based on the system. Output: Remedy Ticket | If the NSSC is contacted by phone and is informed by the Requester that the System Change Request is urgent, the Customer Contact Center will immediately transfer the customer to an NSSC(SP) or NSSC(CS) HRIS Specialist. |

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| Process A6 - WICN System Change Request | | |
|--|--|--|
| Roles and Responsibilities | Action | Tips/Notes |
| Step 3 NSSC(SP) HRIS Define Need, Scope of Change Request | NSSC(SP) HRIS Specialist receives the request and consults with the Requester to define customer needs, requirements, scope, and specific requirement date, if appropriate. System Owner validates need for change. Output: Change Request Scope | |
| Step 4 NSSC(SP) HRIS Evaluate Request | Reviews the requirements and supporting information and categorizes the request according to the level of effort required. Output: Requirements | |
| Step 5 NSSC CCB Evaluate Request | Reviews to evaluate availability of resources as compared to other approved work in progress. Output: Level of Effort and Resource Availability | NSSC CCB Review will be accomplished to identify and prioritize System Change Request against other actions in progress. |
| Step 6 Workforce Planning Office Consult with System Owner/Governance Body | Communicate request evaluation with HQ Workforce Planning Office, to verify that desired results are captured, resources are identified, and actions will result in the intended System Change Request requirements. NSSC(SP) HRIS assigns Remedy Ticket to NSSC(SP) IT. Output: Validated Change Request | Depending on scope of change and resource availability, System Change Request may require review/approval by HQ Workforce Planning Office and/or OHCM. |

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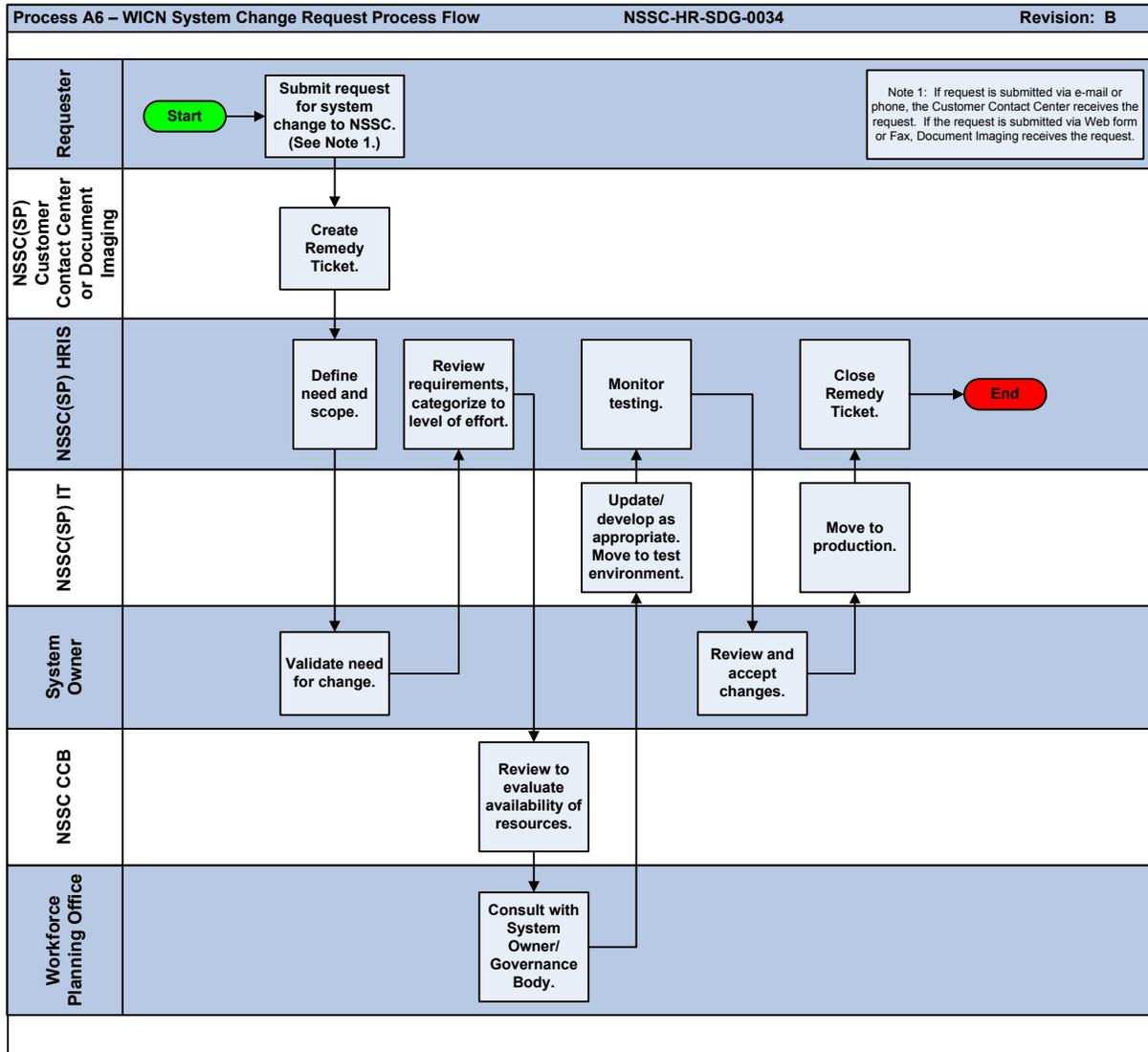
| Process A6 - WICN System Change Request | | |
|---|--|--|
| Roles and Responsibilities | Action | Tips/Notes |
| <u>Step 7</u> NSSC(SP) IT Develop System Change Request | Receive Change Request and begin update/development as appropriate. Once the update/development work is completed, it is moved into the test environment. Output: Change is Moved to Test | During development, NSSC(SP) IT will coordinate changes with NSSC HR and the Workforce Planning Office at appropriate intervals to ensure intent of the System Change Request is being captured. |
| <u>Step 8</u> NSSC(SP) HRIS System Owner Test System Change Request | The NSSC(SP) HRIS Specialist will monitor the development of the work. NSSC(SP) HRIS conducts tests and evaluations as well as prepares training and change management, and ensures regulatory compliance. Output: Results of Testing | NSSC(SP) HRIS Specialist and the System Owner will work closely with NSSC(SP) IT during System Change Request development and testing to ensure that the product meets the needs of the Requester, and is within the scope of the request. |
| <u>Step 9</u> System Owner Approve Change | System Owner reviews and accepts changes. Output: Changes Approved | |
| <u>Step 10</u> NSSC(SP) IT Publish System Change Request | After acceptance testing, the completed System Change Request is moved from testing to production. The System Owner participates in the deployment and user communications as needed. Remedy Ticket is reassigned to NSSC(SP) HRIS. Output: Functioning Change Request | |

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| Process A6 - WICN System Change Request | | |
|---|-------------------------------------|------------|
| Roles and Responsibilities | Action | Tips/Notes |
| Step 11 | Closes Remedy Ticket. | |
| NSSC(SP) HRIS | Output: Closed Remedy Ticket | |
| Close Remedy Ticket | | |

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Process A6 - WICN System Change Request Process Flow



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WICN METRICS

| WICN Metrics | | | |
|--------------------------|-----------------------------------|--|--|
| Initiating Office/Entity | Deliverable (Output) | Receiving Office/Entity | Metric |
| NSSC(SP) HRIS | Updated WICN Information Cubes | Workforce Planning Community; NASA Managers; Labor Cost Analysts; Equal Opportunity Office | 95% of cube updates will be completed within 2 business days of receiving valid data |
| NSSC(SP) HRIS | Create New WICN Information Cubes | Workforce Planning Community; NASA Managers; Labor Cost Analysts; Equal Opportunity Office | 95% of new cubes available on or before requirement date as negotiated with OHCM |
| NSSC(SP) HRIS | WICN Web Server Availability | Workforce Planning Community; NASA Managers; Labor Cost Analysts; Equal Opportunity Office | WICN Web Server will have a 98% uptime rate |

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PRIVACY DATA

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

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WICN SYSTEM COMPONENTS

Existing Systems

| IT System Title | IT System Description | Access Requirements | IT System Interfaces |
|----------------------------|--|--|---|
| FPPS Data Mart | Federal Personnel and Payroll System | Automated bi-weekly download established with WIMS database | Data feed into WIMS database |
| ALDS Data | Agency Labor Distribution System | Automated bi-weekly download established with WIMS database | Data feed into WIMS database |
| FAIR Inventory Spreadsheet | Federal Activities Inventory Reform Act of 1998 | Spreadsheet provided annually by HQ EEO Office | No system interface |
| PowerPlay Web Server | Cognos Online Analytical Processing (OLAP) software | NSSC IT has Sys Admin rights to update pages | Web interface |
| Cognos Impromptu | Frame-based reporting interface for pulling data from source | NSSC HR & IT have HQ accounts and DB access rights for WIMS database | Cognos software connected to WIMS database via VPN connection |

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New Systems

| IT System Title | IT System Description | Access Requirements | IT System Interfaces |
|----------------------------|--|---|---|
| FPPS Data Mart | Federal Personnel and Payroll System | Automated bi-weekly download established with WIMS database | Data feed into WICN database |
| ALDS Data | Agency Labor Distribution System | Automated bi-weekly download established with WIMS database | Data feed into WICN database |
| FAIR Inventory Spreadsheet | Federal Activities Inventory Reform Act of 1998 | Spreadsheet provided annually by HQ EEO Office | No system interface |
| PowerPlay Web Server | Cognos Online Analytical Processing (OLAP) software | NSSC IT has Sys Admin rights to update pages | Web interface |
| Cognos Impromptu | Frame-based reporting interface for pulling data from source | NSSC HRIS post to Secure FTP server | Cognos posts data via Secure FTP server |

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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 B – NASA Employee Profile System (NEPS)/NASA Organizational Profile System (NOPS)

Process B1 – Establish and Maintain System/Application Accounts

The references listed in main body of this document are applicable to this system.
Refer to Process 1, Establish and Maintain System/Application Accounts.

Process B2 – Correct/Resolve Data Errors/Application Problems

The references listed in main body of this document are applicable to this system.
Refer to Process 3, Correct/Resolve Data Errors/Application Problems.

Process B3 – Provide System Training

The references listed in main body of this document are applicable to this system.
Refer to Process 4, Provide System Training.

Process B4 – Production of Customized Reports

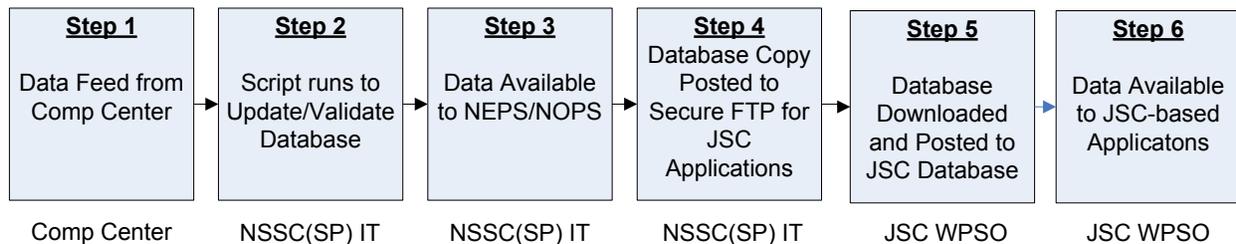
The references listed in main body of this document are applicable to this system.
Refer to Process 5, Production of Customized Reports.

Process B5 – System Change Request

The references listed in main body of this document are applicable to this system.
Refer to Process 6, System Change Request.

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Process B6 – NEPS/NOPS Weekly Data Update



Roles & Responsibilities

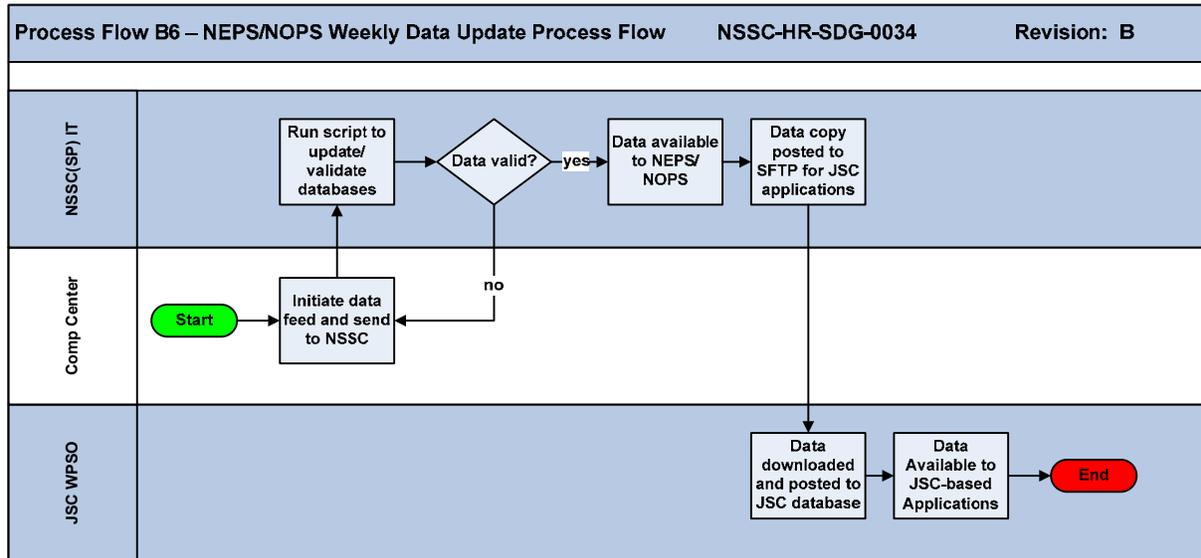
| Process B6 – NEPS/NOPS Weekly Data Update | | |
|---|--|---|
| Roles and Responsibilities | Action | Tips/Notes |
| Step 1 Comp Center Data Feed from Comp Center | Initiate data feed weekly and send to NSSC. Output: Data to Update Databases | Data consists of FPPS, WebTADS, ALDS, and ECS data. |
| Step 2 NSSC(SP) IT Script Runs to Update/Validate Database | An automated script loads data into NEPS/NOPS databases. Data validity is checked by script for data format, and not content accuracy from source system. If data is not in correct format, a request is made to the Comp Center to correct and resend data. Output: Updated NEPS/NOPS Databases | |
| Step 3 NSSC(SP) IT Data Available to NEPS/NOPS | Data is visible to NEPS/NOPS users. Output: Updated NEPS/NOPS Web Application | |
| Step 4 NSSC(SP) IT Database Copy Posted to Secure FTP for JSC | Copy Database from NSSC Production Servers to a Secure FTP for JSC. Output: Database Copy on Secure FTP Server | |

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| Process B6 – NEPS/NOPS Weekly Data Update | | |
|---|---|--|
| Roles and Responsibilities | Action | Tips/Notes |
| Applications | | |
| <u>Step 5</u> JSC WPSO Database Downloaded and Posted to JSC Database | Download copy of database and post to JSC servers. Output: Copy of Databases Posted to JSC Server | JSC has an account on NSSC Secure FTP Server. |
| <u>Step 6</u> JSC WPSO Data Available to JSC-based Applications | Make data available to own internal applications. Output: JSC Applications are Updated | Data will be used in HCIE Workforce Portal, NODS, WTTS, and WTS. |

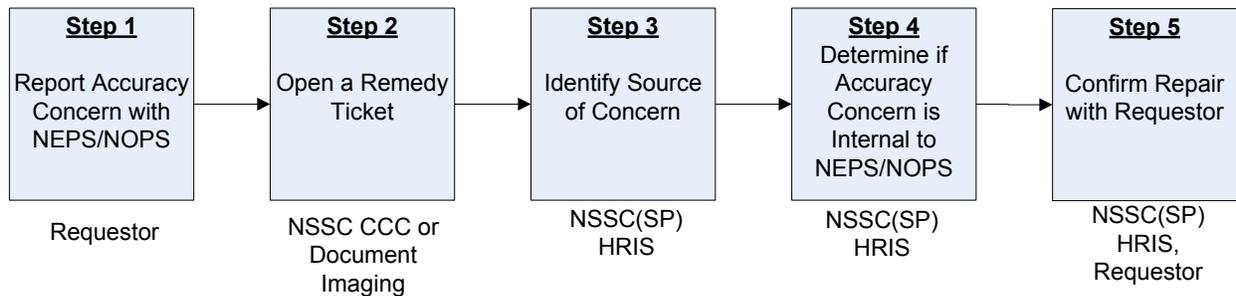
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Process B6 – NEPS/NOPS Weekly Data Update Process Flow



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Process B7 – NEPS/NOPS Data Accuracy Inquiry



Roles & Responsibilities

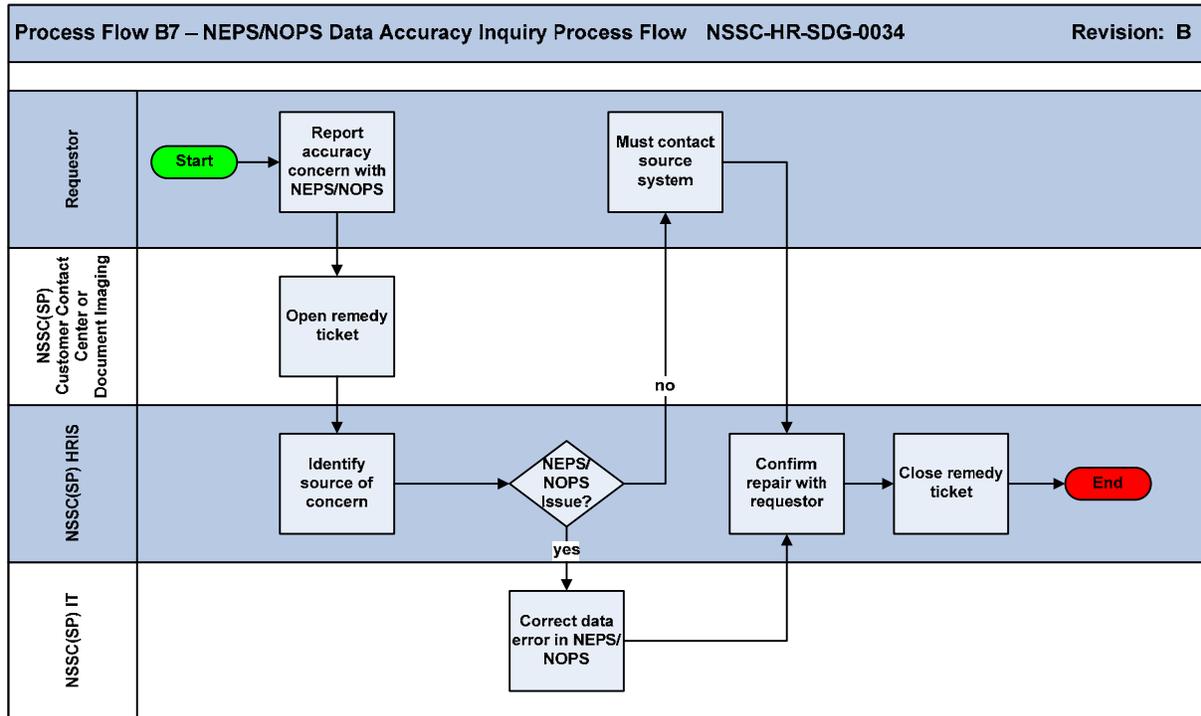
| Process B7 – NEPS/NOPS Data Accuracy Inquiry | | |
|--|--|--|
| Roles and Responsibilities | Action | Tips/Notes |
| Step 1 Requestor Report Accuracy Concern with NEPS/NOPS | Contact the NSSC(SP) Customer Contact Center to report a data accuracy concern. Output: Data Accuracy Inquiry Reported | |
| Step 2 NSSC(SP) Customer Contact Center or Document Imaging Open a Remedy Ticket | If request is submitted via phone or e-mail, the Customer Contact Center receives the request and opens a Remedy Ticket. If request is submitted via Web form or Fax, Document Imaging receives the request and opens a Remedy Ticket. All requests will be reviewed to determine applicable category, type, and item based on the system. Output: Remedy Ticket Opened | |
| Step 3 NSSC(SP) HRIS Identify Source of Concern | Researches problem to determine where accuracy concern originated. Output: Source of Accuracy Concern Identified | NEPS/NOPS receives data from many sources (e.g., FPPS, ALDS, ECS, WTTS). |

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| Process B7 – NEPS/NOPS Data Accuracy Inquiry | | |
|--|---|------------|
| Roles and Responsibilities | Action | Tips/Notes |
| <p>Step 4</p> <p>NSSC(SP) HRIS</p> <p>Determine if Accuracy Concern is Internal to NEPS/NOPS</p> | <p>If accuracy concern is in NEPS/NOPS, then Remedy Ticket is transferred to NSSC(SP) IT for correction.</p> <p>If accuracy concern is in another system, then HRIS will assist Requestor with redirection of inquiry to correct system process (e.g., PAP, WebTADS, ECS, etc.)</p> <p>Output: Accuracy Concern Redirected to Correct System Source for Repair</p> | |
| <p>Step 5</p> <p>NSSC(SP) HRIS, Requestor</p> <p>Confirm Repair with Requestor</p> | <p>If Accuracy Concern is sent to NSSC(SP) IT, HRIS coordinates with IT until repair is completed.</p> <p>If accuracy concern is sent to another system process, HRIS coordinates with other system source until repair is completed.</p> <p>Close Remedy Ticket</p> <p>Output: Notified Requestor of Repair</p> | |

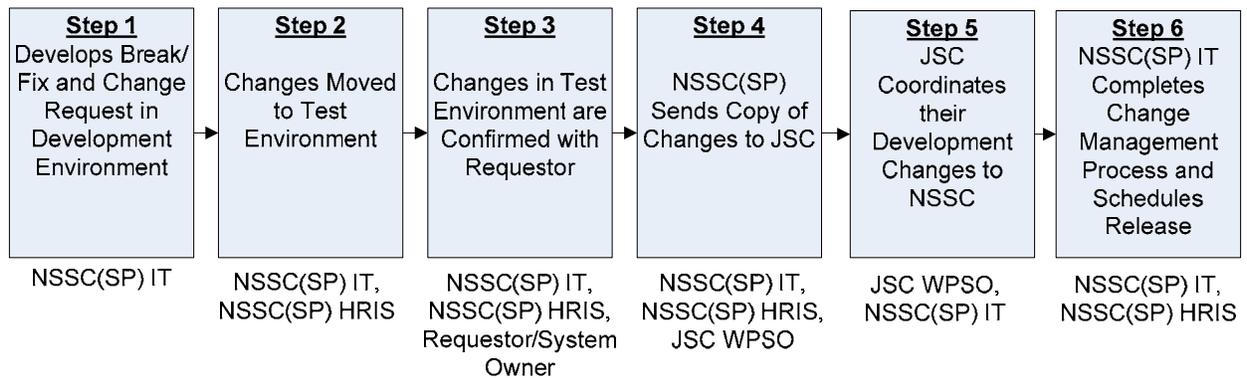
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Process B7 – NEPS/NOPS Data Accuracy Inquiry Process Flow



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Process B8 – NEPS/NOPS System Configuration Control



Roles & Responsibilities

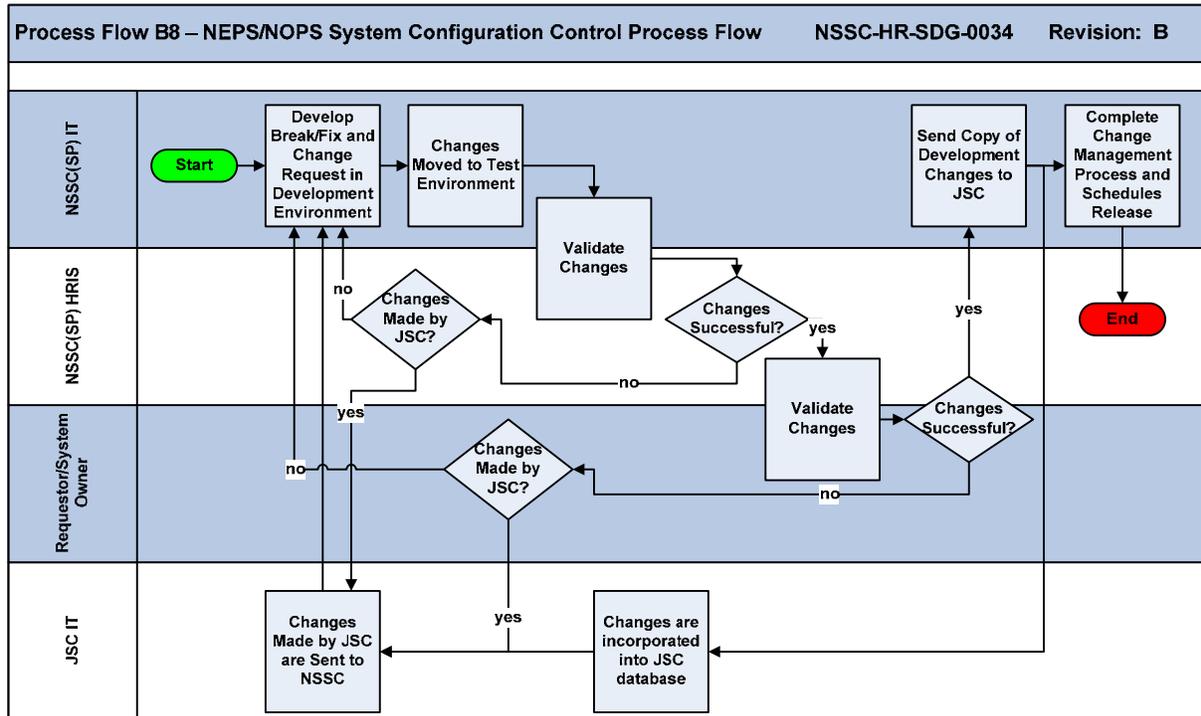
| Process B8 – System Configuration Control | | |
|--|---|--|
| Roles and Responsibilities | Action | Tips/Notes |
| Step 1 NSSC(SP) IT Develop Break/Fix and Change Request in Development Environment | When a Break/Fix is reported a Change Request will be created by IT in Remedy. Output: Remedy Ticket Opened | Development Environment is used to program changes to NEPS/NOPS. |
| Step 2 NSSC(SP) IT, NSSC(SP) HRIS Changes Moved to Test Environment | IT posts changes to NSSC Test Environment and coordinates with HRIS to make sure issue is resolved. If JSC WPSO made changes, results are sent to JSC. Output: Change Posted and Tested | |
| Step 3 NSSC(SP) IT, NSSC(SP) HRIS, Requestor/System Owner Changes in Test Environment are Confirmed with Requestor | Requestor/System Owner is involved in testing of Break/Fix to ensure issue is resolved. If JSC WPSO made changes, results are sent to JSC. Output: Requestor Approval of Solution | |

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| Process B8 – System Configuration Control | | |
|--|--|---|
| Roles and Responsibilities | Action | Tips/Notes |
| <u>Step 4</u> NSSC(SP) IT, NSSC(SP) HRIS, JSC WPSO NSSC(SP) Sends Copy of Changes to JSC | NSSC(SP) sends system changes to JSC for incorporation into their Development Environment and Test Environment. Output: Synchronized NSSC and JSC Test Environments | Major modifications and development of new system features will originate with JSC. |
| <u>Step 5</u> JSC WPSO, NSSC(SP) IT JSC Coordinates their Development Changes to NSSC(SP) IT | When JSC modifications are affected by NSSC's modifications, JSC sends changes back to NSSC. Output: Synchronized NSSC and JSC Test Environments | |
| <u>Step 6</u> NSSC(SP) IT, NSSC(SP) HRIS NSSC(SP) IT Completes Change Management Process and Schedules Release | Break/Fixes are moved to production as soon as possible. Modification / Development Changes are scheduled as a system update. Close Remedy Change Request. Output: Corrected or Updated Production Environment | |

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Process B8 – NEPS/NOPS System Configuration Control Process Flow



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NEPS/NOPS METRICS

| NEPS/NOPS Metrics | | | |
|--------------------------|-----------------------------------|--|--|
| Initiating Office/Entity | Deliverable (Output) | Receiving Office/Entity | Metric |
| NSSC(SP) IT | Updated NEPS/NOPS databases | Office of Human Capital Management, Center Human Resources Offices | 95% of database updates will be completed within 2 business days of receiving valid data |
| NSSC(SP) IT | NEPS/NOPS Web Server Availability | Office of Human Capital Management, Center Human Resources Offices | NEPS/NOPS Web server will have a 98% uptime rate |

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PRIVACY DATA

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

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NEPS/NOPS SYSTEM COMPONENTS

Existing Systems

| <i>IT System Title</i> | <i>IT System Description</i> | <i>Access Requirements</i> | <i>IT System Interfaces</i> |
|------------------------|--------------------------------------|--|-----------------------------------|
| FPPS Data Mart | Federal Personnel and Payroll System | Automated bi-weekly download established with NEPS/NOPS database | Data feed into NEPS/NOPS database |
| ALDS Data | Agency Labor Distribution System | Automated bi-weekly download established with NEPS/NOPS database | Data feed into NEPS/NOPS database |
| ECS Data | Emergency Contact System | Automated bi-weekly download established with NEPS/NOPS database | Data feed into NEPS/NOPS database |
| JSC MIS | JSC Management Information Systems | JSC updates their internal systems at JSC from NEPS/NOPS | Secure FTP |

New Systems

| <i>IT System Title</i> | <i>IT System Description</i> | <i>Access Requirements</i> | <i>IT System Interfaces</i> |
|------------------------|--------------------------------------|--|-----------------------------------|
| FPPS Data Mart | Federal Personnel and Payroll System | Automated bi-weekly download established with NEPS/NOPS database | Data feed into NEPS/NOPS database |
| ALDS Data | Agency Labor Distribution System | Automated bi-weekly download established with NEPS/NOPS database | Data feed into NEPS/NOPS database |
| ECS Data | Emergency Contact System | Automated bi-weekly download established with NEPS/NOPS database | Data feed into NEPS/NOPS database |
| JSC MIS | JSC Management Information Systems | JSC receives updated copies of NEPS/NOPS for internal systems at JSC | Secure FTP |

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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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Appendix C – NASA Student Employment System (NSEMS)

Process C1 – Establish and Maintain System/Application Accounts

The references listed in main body of this document are applicable to this system.
Refer to Process 1, Establish and Maintain System/Application Accounts.

Process C2 – Correct/Resolve Data Errors/Application Problems

The references listed in main body of this document are applicable to this system.
Refer to Process 3, Correct/Resolve Data Errors/Application Problems.

Process C3 – Provide System Training

The references listed in main body of this document are applicable to this system.
Refer to Process 4, Provide System Training.

Process C4 – NSEMS Production of Customized Reports

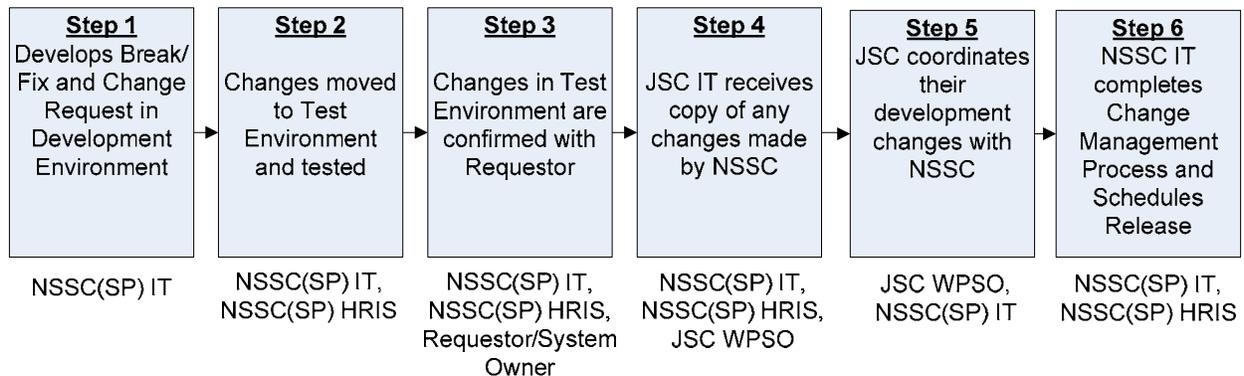
The references listed in main body of this document are applicable to this system.
Refer to Process 5, Production of Customized Reports.

Process C5 – NSEMS System Change Request

The references listed in main body of this document are applicable to this system.
Refer to Process 6, System Change Request.

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Process C6 – NSEMS System Configuration Control



Roles & Responsibilities

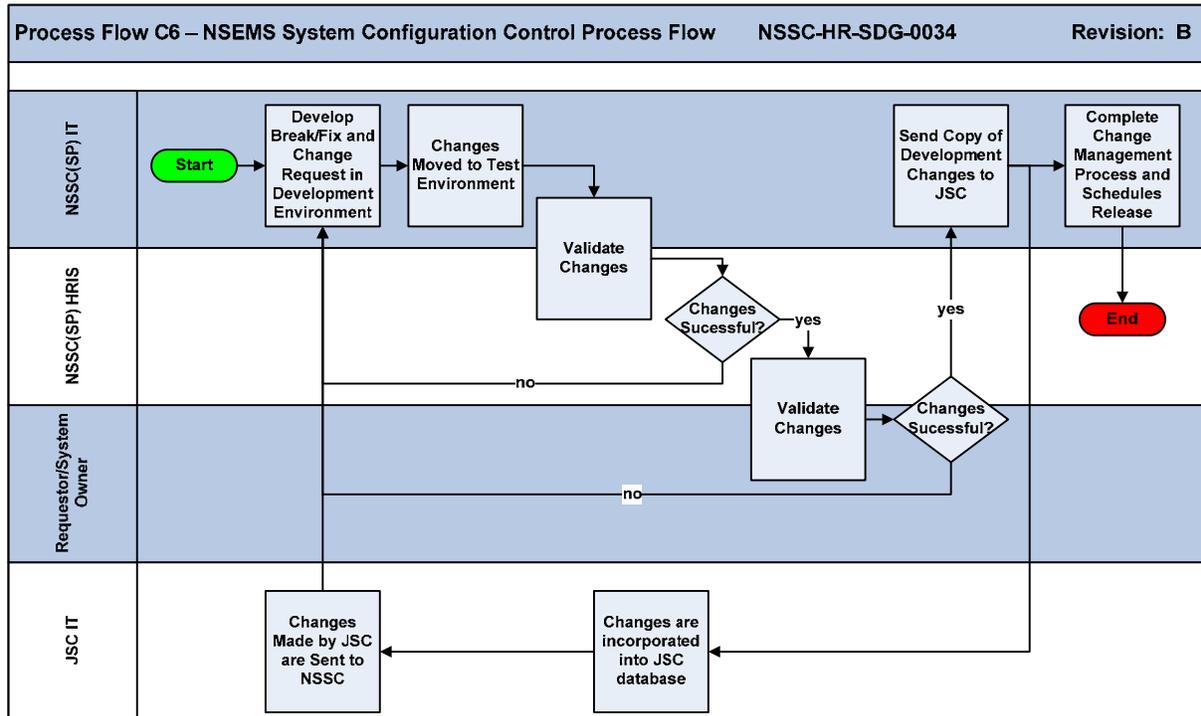
| Process C6 – NSEMS System Configuration Control | | |
|---|---|--|
| Roles and Responsibilities | Action | Tips/Notes |
| Step 1 NSSC(SP) IT Develop Break/Fix and Change Request in Development Environment | When a Break/Fix is reported, a Change Request is created by NSSC(SP) IT in Remedy. Output: Remedy Ticket Opened | Development Environment is used to program changes to NSEMS. |
| Step 2 NSSC(SP) IT, NSSC(SP) HRIS Changes Moved to Test Environment | NSSC(SP) IT coordinates with NSSC(SP) HRIS to make sure issue is resolved. Output: Testing Results | Changes will be posted to NSSC Test Environment. |
| Step 3 NSSC(SP) IT, NSSC(SP) HRIS, Requestor/System Owner Changes in Test Environment are Confirmed | Requestor/ System Owner is involved in testing of Break/Fix to ensure issue is resolved. Output: Requestor Approval of Solution | |

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| Process C6 – NSEMS System Configuration Control | | |
|---|--|------------|
| Roles and Responsibilities | Action | Tips/Notes |
| with Requestor | | |
| Step 4 NSSC(SP) IT, NSSC(SP) HRIS, JSC WPSO JSC Received Copy of any Changes Made by NSSC | Changes to system are sent to JSC for incorporation into their Development Environment and Test Environment. Major modifications and development of new system features will originate with JSC. Output: Both NSSC's and JSC's Test Environments will be synchronized | |
| Step 5 JSC WPSO, NSSC(SP) IT JSC coordinates their Development Changes to NSSC IT | When JSC modifications are affected by NSSC's modifications, the changes from JSC must be sent back to NSSC. Output: Both NSSC's and JSC's Test Environments will be synchronized | |
| Step 6 NSSC(SP) IT, NSSC(SP) HRIS NSSC IT Completes Change Management Process and Schedules Release | Break/Fixes are moved to production as soon as possible. Modification/Development Changes will be scheduled as a system update. Close Remedy Change Request. Output: Corrected or Updated Production Environment | |

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Process C6 – NSEMS System Configuration Control Process Flow



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NSEMS METRICS

| NSEMS Metrics | | | |
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| Initiating Office/Entity | Deliverable (Output) | Receiving Office/Entity | Metric |
| NSSC(SP) IT | Updated NSEMS databases | Office of Human Capital Management, Center Student Employment Managers | 95% of database updates will be completed within 2 business days of receiving valid data |
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NSEMS SYSTEM COMPONENTS

Existing Systems

| <i>IT System Title</i> | <i>IT System Description</i> | <i>Access Requirements</i> | <i>IT System Interfaces</i> |
|------------------------|------------------------------------|--|---------------------------------|
| NOPS Data | NASA Organizational Profile System | Real time access to NOPS | Internal Links to NOPS database |
| JSC MIS | JSC Management Information Systems | JSC updates their internal systems at JSC from NEPS/NOPS | Secure FTP |

New Systems

| <i>IT System Title</i> | <i>IT System Description</i> | <i>Access Requirements</i> | <i>IT System Interfaces</i> |
|------------------------|------------------------------------|--|---------------------------------|
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CUSTOMER CONTACT CENTER STRATEGY

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