



The NSSC News

APRIL 2012



Michael J. Smith
NSSC Executive Director

From the Desk of the Executive Director: *Sharing Our Latest News and Progress*

As I'm sure you know, we stay very busy here at the NSSC, and this past quarter is no exception. In March, the NSSC named Rebecca Dubuisson, former Director of Business and Administration, as the new Deputy Director. At the same time, Ken Newton, former Deputy Director of Service Delivery, was announced as the Director of Service Delivery. Both Ken and Becky have contributed to the success of the NSSC since its inception, and I am confident they will continue as valuable assets serving in their new capacities. These staffing changes became effective on March 25, 2012. Read more in the press releases: [Dubuisson](#), [Newton](#).

We were very pleased to learn that the NSSC was the recipient of two more awards! We received the awards at the 16th Annual Shared Services & Outsourcing Network (SSON) Excellence Awards Ceremony, held in Orlando, Florida, on March 8, 2012. From approximately 40 private and public sector submissions, including Fortune 500 companies, the NSSC was the first place winner in the Excellence in Culture Creation category, and the runner-up in the Excellence in Customer Service category. [Read more in the press release.](#)

I have begun making trips to the Field Centers to meet with your Directors and some of their staff. My goal is to further open the lines of communication with the NSSC and develop strong working relationships. As of this writing, I've had the pleasure of visiting Marshall Space Flight Center (MSFC), Johnson Space Center (JSC), Kennedy Space Center (KSC) and Glenn Research Center (GRC). I plan to visit the remaining Centers during 2012.

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Voice of the Customer:

You Spoke, We Listened



Last quarter, via the Customer Satisfaction Survey, you asked how to create a new conference number for conferences not currently included in the NASA Conference Tracking System (NCTS).

Answer: In February 2012, users of the NCTS were transitioned from a Moderator role to a new Center Travel Office (CTO) role. The CTO role reduces the number of users that have the capability to add or edit conferences. All remaining Moderators are located at Headquarters or the NSSC. Conferences are added to the [NCTS](#) database by a Moderator. To have a conference added, either [NF 1784](#) or the [Foreign Event Entry Form](#) must be submitted to the NSSC via email at: nssc@nasa.gov. The forms are on the NSSC Website at: www.nssc.nasa.gov/conferences, listed under the "Forms" column at the bottom of the page. Once the form is submitted to the NSSC, it is reviewed for completeness by the NSSC Moderator. If the form is incomplete, an email is sent to the [Conference Point of Contact](#) for additional information. Once the form is complete, the conference is added to the [NCTS](#), and an automatic email is sent, verifying the conference has been added. The email will include the conference-unique identifier/conference number (a combination of the conference code and name), that must to be included on the travel document in FedTraveler. The new conference will be visible to all users.

Until further notice, all NASA sponsored conferences must be submitted six months in advance for approval by NASA Deputy Administrator, Lori Garver.

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Anita Harrell
Division Chief
Human Resources

Fast Facts:

The NSSC's goal is to provide quality products for an average of 17,000-20,000 award recipients, reflecting the honor of the awards being presented.

- Approval authority for the Silver Achievement Medal and Exceptional Bravery Medal has been delegated to Center directors
- The Certificate of Appreciation and Public Service Group Achievement Award were eliminated from this year's awards
- Group Achievement Awards will be processed semi-annually

Human Resources (HR) Update:

Agency Office of Human Capital Management (OHCM) Review Leads to Honor Award Improvements

In support of Honor Award improvements, adjustments have been made to meet new Agency requirements which continue to enhance the prestige and integrity of the Awards program. Changes include the addition of Expert Panels (EP) (to review nomination packages), and a Reclama process. Reclama allows Center directors an opportunity to request reconsideration of a nomination disapproved by an EP. Reclama requests will be reviewed by the Incentive Awards Board (IAB) and Chair. The NSSC coordinates the flow of these review packages, providing EP and IAB support, documenting and communicating results.

Once the awards are finalized and approved by the IAB Chair, the NSSC begins creating and shipping certificates and appropriate medals for presentation at the Agency and Center ceremonies. The 2012 call for nominations features new awards, including:

- **Early Career Achievement Medal:**

Awarded to a government employee for unusual and significant performance during the first 10 years of an individual's early career

- **Silver Achievement Medal:**

Awarded to government and non-government individuals or teams by Center directors for a stellar achievement that supports one or more of NASA's core values

- **Exceptional Public Achievement Medal:**

Awarded to non-government employees for a specific or substantial improvement in operations, efficiency, service, financial savings, science or technology which contributes to the mission of NASA

- **Outstanding Public Leadership Medal:**

Awarded to non-government employees for notable leadership accomplishments that have significantly influenced the NASA mission



Bruce O'Dell
Division Chief
Information Technology

Fast Facts:

All systems and applications owned and hosted by the NSSC will be intermittently unavailable Saturday April 28 – Sunday April 29 as NSSC servers are moved to the new NCCIPS facility at SSC.

View ESD Video Tutorials on the NSSC Customer Service Website:

www.nssc.nasa.gov/esd
(Links to the updated videos appear under the "ESD Tier-0 Website" section)

Information Technology (IT) Update:

Enterprise Service Desk (ESD)

On March 1, Wave 3 Centers transitioned to the ESD support for Agency Consolidated End-user Services (ACES) and NASA Integrated Communications Services (NICS). ESD has provided support for base services at these Centers since Nov. 1, 2011, and now Ames Research Center (ARC), JSC, and Langley Research Center (LaRC) will also come to ESD when support is needed for Center-funded I3P services. One final Center transition to ESD remains for NICS (KSC) and is set to occur on April 1.

If you have recently visited the ESD Website's "Order Services" page, you have probably noticed some growth since rollout. Several new NICS services are available at various Centers. We have also greatly expanded offerings in the "Other ACES Services" category to include specific services for catalog price match requests, requests to add items not found, catalog returns requests and request for quotes. If you are not yet familiar with all of the functionality of the ESD ordering system, you may want to view our new video series dedicated to exploring the catalog, placing and managing orders, using the "On Behalf Of" feature and placing orders in the ACES Product Catalog.

The ESD team continues to work closely with our Service Executive and Center Subject Matter Experts to implement improvements as quickly as possible. A recent enhancement provides users and approvers insight into the Center Approval Process that was previously lacking. You can read a description of this enhancement or watch the video on managing orders to see the new feature in action. See links in Fast Facts.

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Cindy Epperson
Division Chief

Financial Management

Fast Facts:

NASA achieved an overall "green" on-time payment percentage for the thirteenth consecutive month in February 2012.

- A first during the month of January since transition of the AP activity to the NSSC
- Only the second time since 2004 that NASA has achieved a "green" rating in January

This year's success is attributed to additional steps the NSSC took to obtain all required information for invoices on hand.

Financial Management (FM) Update: *Suggestions, Recommendations and Preparation*

Recently, the NSSC acted on feedback received at the NSSC Chargeback and Performance Review Summit. As a result, the first quarter FY 2012 JP Morgan Chase (JPMC) Rebate Report has been posted to the NSSC Customer Service Accounts Payable Web page. Centers were notified of its availability during the March 12 Accounts Payable Transition Team teleconference. Going forward, the report will be posted by the last day of the month following the end of the quarter. To access the report go to: <http://www.nssc.nasa.gov/ap>. The report is under the "Tools" section.

Also, in response to recommendations from the Office of Inspector General's audit of NASA's Purchase and Travel Card Programs, the NSSC developed an allocation method for applying the quarterly rebates mentioned above back to the appropriation from which the charges were expensed, in accordance with Office of Management and Budget (OMB) requirements. The allocation method was approved by the Headquarters Office of the Chief Financial Officer (OCFO) in November 2011, and implemented starting with the first quarter FY 2012 rebate. The process will remain in place until NASA is able to obtain approval from Congress to retain the full amount of rebates in the Working Capital Fund.

Currently, FM is working on activities associated with the annual financial statement audit, such as incorporating lessons learned into the NSSC's processes, attending the entrance conference, scheduling training for all NSSC participants on what to expect with the audit and how to interact with auditors and working with OCFO representatives on segregating audit requests into Center vs. NSSC responsibilities.



Mike Sweigart
Division Chief
Procurement

Fast Facts:

NSSC Awards first cooperative agreement with a value exceeding \$100 million.

- New cooperative agreement awarded to Bay Area Environmental Research Institute for approximately \$137 million On March 1, 2012
- On December 15, 2011, the NSSC awarded a \$73.2 million cooperative agreement, the second highest value, to San Jose State University for human systems integration research

Procurement (PR) Update:

NSSC Grant and Cooperative Agreements Team Marks a Milestone

The NSSC Procurement Office has been awarding grants and cooperative agreements on behalf of the Agency since the transition of this activity to the NSSC in May 2006. During this time, NSSC Grant Officers have executed more than 10,600 grants and cooperative agreements, with a combined value in excess of \$4.5 billion. This past month marked another milestone, with the award of the first grant or cooperative agreement with a value exceeding \$100 million.

On March 1, 2012, the NSSC awarded a cooperative agreement to the Bay Area Environmental Research Institute of Sonoma, California, to support Earth science research at ARC. The "Ames Cooperative for Research in Earth Science and Technology" (ARC-CREST) is a ten-year cooperative agreement with a total value of approximately \$137 million.

The proposal was competitively selected from responses received on an ARC Cooperative Agreement Notice entitled "The Silicon Valley Earth Science Cooperative Agreement." The Institute will partner with California State University, the University of California and the University of North Dakota to perform this research.

Through this new agreement, NASA scientists will collaborate with scientists from other organizations to conduct Earth science research, as well as airborne and space-based Earth observations for NASA's missions. The Agency hopes to expand its cooperative relationships among NASA Earth scientists and other partners in academia, Federal, state and local agencies, non-profits and private industry. The cooperative agreement is administered at the NSSC by Ms. Theresa Stanley.

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Terry Jackson
Director
Business &
Administration
(Acting)

Business and Administration (B&A) Update: *Planning, Programming, Budgeting and Execution (PPBE)*

We are in the midst of our annual budget development process. If you think creating an annual budget for your household is difficult, try planning a budget for a six-year cycle (FY13-FY18). Some of you may know this activity as the Agency's PPBE activity. Each year we review our planned service offerings, the costs associated with providing those services and the costs for support operations of the NSSC. We then provide that information to our customers and stakeholders across the Agency as part of running the NSSC business operations. The PPBE process is really a team effort by all organizations here at the NSSC, along with the NASA Centers, Mission Directors and NASA stakeholders. The B&A Office has the role as facilitator for consolidating, processing and publishing the NSSC out-year budgets.

This annual budget process spans many months of effort, September through March. Along the way, the NSSC provides briefings to various constituents. On February 29, 2012, we briefed our customers at the Centers and Mission Directorates on the proposed budget at the NSSC Chargeback and Performance Management Summit. Participation included representatives from all NASA Centers, some Mission Directorates, the Office of the Chief Information Officer (OCIO) and the Office of the Chief Financial Officer (OCFO). The feedback from our customers is valuable and, where applicable, we incorporated it into our budget projections. The NSSC budgets get more efficient, predictable and accurate as we gain knowledge and insight along the way.

Fast Facts:

PPBE Continues

March 13: First NSSC Board of Directors Budget Briefing

March 29: Final Budget Briefing; Centers will begin using NSSC information to develop budget plans

Coming Soon: B&A will begin preparing for execution of the "just planned" budget for the next fiscal year

In Other News:

NSSC Articles and Releases



The NSSC Retirement Team

To keep you informed of changes at the NSSC, news items are submitted to Center publication contacts. Still, sometimes there is a need to review information. Below are links to information about a couple of recent developments at the NSSC:

Did you read the Washington Post article concerning Federal employees waiting on retirement processing? The NASA retirement team received high praise. Read the full [Washington Post article](#) or read the [NSSC February Center Article](#).

Human Resources Messaging System (HERMES) has arrived. HERMES is a system put in place to ensure you receive HR related messages that pertain to you (and only those that pertain to you) in a timely manner. We mentioned it in "The NSSC News" last quarter, but if you'd like to read more, check out the [NSSC January Center Article](#).

What's New on the Web:

The NSSC Information Center Goes Mobile



The NSSC Information Center, online home to more than 1,000 NSSC FAQs, has been formatted for easy navigation using Droid and iPhone devices. End users can now search and

browse the FAQ library for information, rate each FAQ and provide feedback. There are also one touch email and phone contact options to easily connect with the Customer Contact Center when answers cannot be found. The NSSC completed this Web enhancement in response to the growing trend of individuals surfing the internet via Smartphones. By 2013, Gartner, a leading IT research company, is predicting mobile phones will overtake PCs as the most common Web access device worldwide.

Visit the NSSC Information Center from home or on the go at <https://answers.nssc.nasa.gov>