

NSSC News

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Our Mission: To provide timely, accurate, high-quality, cost-effective, and customer-focused support for selected NASA business and technical services.

Vision: Unparalleled Service





Michael J. Smith,
NSSC Executive Director

From the Desk of the Executive Director

Sharing Our Latest News and Progress

When a new activity is under consideration for transitioning to the NSSC, a Business Case Analysis (BCA) is developed to provide supporting rationale.

The SSC population is comprised of the following skills:

- Scientific/technical: 30 percent;
- Business/professional: 25 percent;
- Technical/crafts/production: 25 percent;
- Clerical: eight percent; and
- Other: 12 percent.

During a briefing to the NSSC Board of Directors, stakeholders asked a vital question, "Is there an available pipeline for qualified employees to provide the services being recommended for transition?" The answer is "Yes"!

Of the total population at SSC, 50 percent hold bachelors, masters or doctoral degrees, 12 percent hold associate degrees and 14 percent have some college background.

The NSSC employs approximately 600 civil servant and contractor employees who provide services in: information technology, procurement, financial management and human resources.

The SSC is home to a variety of government, military, industrial agencies and contractors that include: the Department of Defense, Department of Commerce, Department of the Interior, Environmental Protection Agency, Department of Homeland Security, the state of Mississippi and several major industrial contractors.

Due to its central location, the NSSC has been successful in gaining employees from the local area, nationally and regionally.

In addition to the applicant pool, the NSSC is in the enviable position to frequently gain employees from several local military institutions and universities including: Keesler Air Force Base, US Army Corp. of Engineers, Space and Naval Warfare Systems Command, Ingalls Shipbuilding, Michoud Assembly Facility, Louisiana State University, Tulane University, University of Southern Mississippi and Mississippi State University, to name only a few.

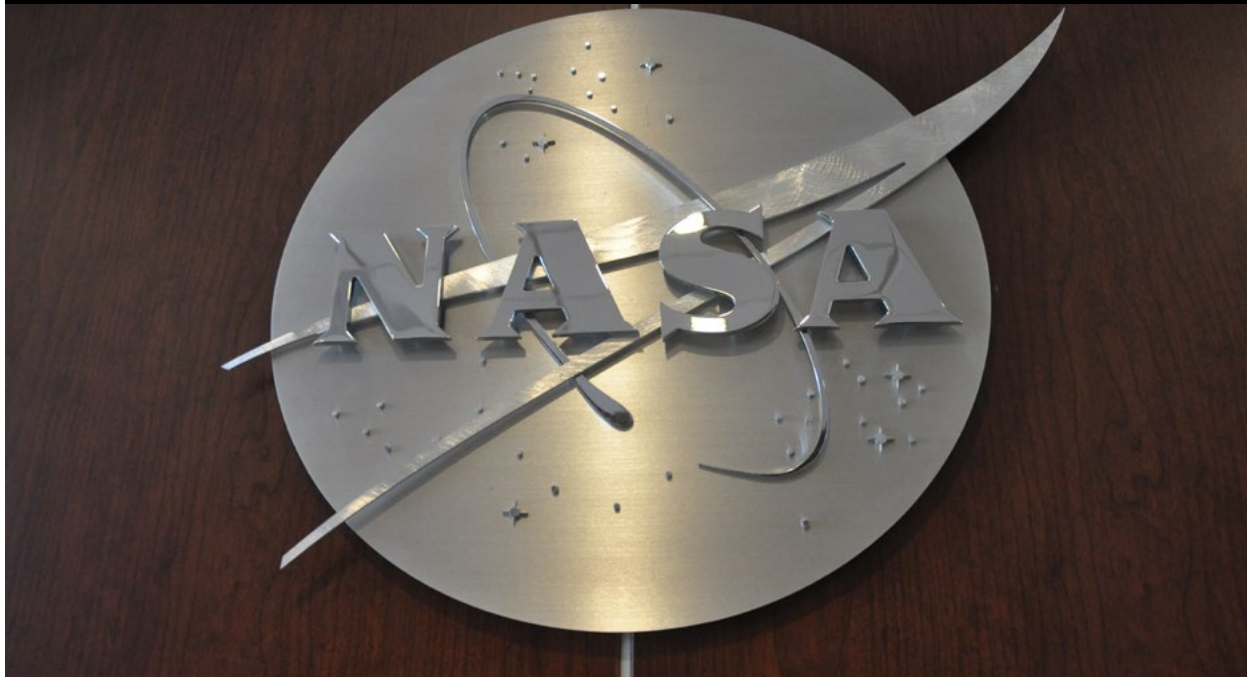
The NSSC is located on the Stennis Space Center (SSC), which is within a 50-mile radius of five counties in Mississippi and one parish in Louisiana. Qualified pools of applicants are often available to the NSSC from resident agencies of the SSC.

During calendar year 2012, the NSSC has hired employees from the US Air Force, US Navy, US Veterans Affairs Department and Marshall Space Flight Center.

The SSC resident agencies employ more than 5,300 civil servant and contractor employees that have a variety of expertise.

Executive Director

Fast Facts:
The NSSC employs approximately 600 civil servant and contractor employees who provide services in: information technology, procurement, financial management and human resources. Due to its central location, the NSSC has been successful in gaining employees locally, nationally and regionally.



Anita Harrell, Division Chief
Human Resources

Human Resources

The STOCK Act is effective July 3

The STOCK Act was signed into law in April 2012, by President Obama. Effective July 3, the STOCK Act requires NASA Office of Government Ethics (OGE)-Form 278 filers to report certain financial transactions of more than \$1,000.

Unless approved by OGE, Agencies must use the newly created OGE Form 278-T for filers to report transactions that involve stocks, bonds and commodities. Mutual funds are excluded from this requirement.

The new law requires that all specified transactions must be reported within 30 days of making or being notified of the transaction. However, under certain circumstances, filers may be given an extension, and transactions are to be reported within 45 days. Such transactions are currently reported in Schedule B-Transactions of the OGE-Form 278, Executive Branch Personnel Public Financial Disclosure report.

The Ethics Program Tracking System (EPTS) will be modified to allow the OGE-Form 278 filer to conveniently file (as applicable) his or her transactions electronically, using the Schedule B-Transactions section of the current OGE-Form 278.

Human Resources

Fast Facts:
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Mutual Funds are excluded from this requirement.

Information Technology

Mobile Security Awareness Month



Bruce O'Dell, Division Chief
Information Technology

Fast Facts:

Five ways to protect your mobile device

1. Don't keep personal passwords on your device.
2. Install anti-virus software on your mobile device.
3. Secure USB sticks by encrypting them.
4. Use comprehensive security software to protect your PC.
5. Research the capabilities of your security software.

Information Technology

Mobile technology has enabled us to access critical information and perform tasks in any location, using multiple devices such as cellular phones, smart-phones and laptops. It is important to protect your mobile device, which will safeguard you from potential malicious activity.

Following are five ways to protect your mobile device according to the National Security Institute Inc.:

1. Be aware that threats aimed at mobile phones are growing. Use software that backs up smart devices and use discretion when storing, saving or editing personal information on your mobile device. Don't keep all of your personal passwords on your device and avoid using it to store financial information like credit card and bank account numbers.
2. Keep in mind that gaming and entertainment devices are now connected to the Internet. Many people don't realize a new gaming console may represent another port of entry for cyber crooks to use to get into a household. Some Internet TV applications can expose personal information, so be sure to install anti-virus software and firewalls, just as you would on a personal computer.
3. Use technology to protect information on Universal Serial Bus (USB). Secure USB sticks

by encrypting information, making it unreadable to anyone who is not the owner. In addition, install security software to protect portable hard drive devices and never leave such devices unattended.

4. Use a comprehensive security software platform for your personal computer. Free "point" solutions may work well for specific concerns and known threats. However, they won't protect you against emerging threats and are usually only offered with means to get you to buy more comprehensive software.

5. Research the capabilities of your security software package to ensure that it is comprehensive rather than going with the cheapest solution on the market.



Mobile Security

Financial Management

Continuous Improvement



Cindy Epperson, Division Chief
Financial Management

Fast Facts:

Continuous improvement efforts helped to secure NASA's 16-month "green" rating for on-time payments and improved the IPAC process.

In May, OMB issued additional conference reporting requirements for conferences with costs of more than \$100K.

Financial Mgmt.

Continuous Improvement:

NASA currently holds a 16-month consecutive "green" rating for on-time payment percentage metrics.

In an effort to maintain this status, accounts payable assembled "Go Green" meetings with each Center to discuss and resolve inconsistencies in the population of fields 103 and 105 that contain the goods receipt dates within SAP.

The NSSC reviewed the process for entering the goods receipt dates in SAP, with assistance from the NASA Enterprise

Applications Competency Center's (NEACC), confirming that all Centers use the Agency process.

This consistency will allow for accurate automated due date calculation in SAP and ensure on-time payments.

In April, a Kaizen event was held in an effort to bolster continuous improvement for the accounts payable Intra-governmental Payment and Collection (IPAC) process. The improvements identified as a result of the event are anticipated to significantly reduce the manual steps in the Accounts Payable IPAC process and allow for paperless processing.

The objectives of the event were:

- Standardization of the NSSC's accounts payable IPAC process, including implementing efficient methods of communication with NASA Centers to accommodate a timely delivery/receipt of required information and minimize or eliminate Statement Of Differences (SOD's);
- Automation of the process of downloading IPAC's from GOALS II, scanning them into the Accounts Payable Work Management System (AWMS) for routing and parking IPAC's in SAP through scripting; and

- Reducing the manual steps of the process by 30 percent.

All three objectives were met successfully with the improved process developed during the event. The NSSC is reviewing the suggested process improvements for implementation in the near future.

Conference Reporting News:

On May 11, OMB issued Memorandum M-12-12 outlining additional reporting requirements for conference attendance requiring agencies to:

- Initiate senior-level review of all planned conferences;
- Initiate senior-level approval of all future conferences in excess of \$100K;
- Prohibit expenses in excess of \$500K on a single conference; and
- Report publicly on all conference expenses in excess of \$100K.

To fulfill these requirements, the NSSC Conference Reporting team is working with the Office of the Chief Financial Officer (OCFO) to implement changes within the NASA Conference Reporting and Tracking System (NCTS).

On June 12, the OCFO visited the NSSC to identify the NCTS requirements and define the Conference Tracking and Reporting process flow.



Mike Sweigart, Division Chief
Procurement

Fast Facts:

Information about the FSSI and details regarding how cardholders can purchase supplies and services are located on [GSA's FSSI portal](#), or on the NSSC's purchase card Web page at: [NSSC Customer Service Portal](#)

Procurement

In this issue of the NSSC News, I'd like to take the opportunity to discuss the Agency's purchase card program and highlight several areas of importance to cardholders.

Purchase cards expire every three years and, before expiration, JPMorgan Chase will automatically send out a replacement card. The Office of Management and Budget (OMB) requires cardholders and approving officials to complete refresher training every three years. NASA's purchase card training courses are available in SATERN. Recently, the courses have been updated to provide information on the Federal Strategic Sourcing Initiative (FSSI) and how cardholders can purchase supplies and services

Procurement

Purchase Card Program Highlights

through this initiative.

The FSSI allows the government to aggregate requirements, streamline processes and leverage its buying power. As a result, the best value and repeatable processes are created which can be used in any acquisition environment, to drive down the cost of commonly purchased commodities. OMB Circular A-123, Appendix B, requires federal agencies to use strategic sourcing to the maximum extent.

Two current FSSI solutions rewarded by the U.S. General Services Administration (GSA) have been used extensively by NASA cardholders. They are:

- Express and ground domestic delivery services (United Parcel Service); and
- Office supplies (15 commercial vendors).

Additional information on these FSSI solutions can be found on GSA's FSSI portal at: <http://www.gsa.gov/portal/content/112561>, or on the NSSC's purchase card Web page at: https://www.nssc.nasa.gov/portal/site/customer-service/menuitem_e6399ed48cf-f414e8ceb9e2b0788576c/.

The purchase of sustainable or "green" products is required by law or executive order unless: the product does not meet performance requirements, cannot be delivered within the

required time frame or is not available at a reasonable price. Many of these products are available from AbilityOne. As of May 5, NASA began tracking "green" products when a purchase card is used. Cardholders must select one or more of the following categories to identify green purchases:

- Bio-based content;
- Energy efficient;
- Recycled or recoverable material content;
- Environmentally preferable;
- Exception / waiver documented; or
- Ineligible.

For questions on which category to select, please contact your Center environmental lead. Additional information on NASA environmental programs can be found at: <http://nasarecycles.nasa.gov/>.

In closing, I want to remind cardholders of their responsibility to always consider small business concerns when making purchases with their purchase card. Not only is it the policy of the government to provide maximum practicable opportunities in its acquisitions to small business - it's a sound business practice. Strategies and training for achieving small business participation in micro-purchases are available to cardholders on GSA's SmartPay website at: <https://training.smartpay.gsa.gov/>.

Business and Administration

Planning, Programming, Budgeting and Execution (PPBE)



Terry Jackson, Director
Business & Administration
(Acting)

Fast Facts:

PPBE 14 materials are currently being prepared and will be routed to Centers for review and signature during the August or September time frame.

The Agency was recently awarded a 2012 Communicator Award from the International Academy of Visual Arts for the "Welcome to NASA" video.

Business & Admin.

The Business and Administration Office Budget and Operations Management Branch is completing the annual budget process for PPBE14 and making updates to the NSSC Services Catalog and Service Level Agreement (SLA) for FY13.

These documents will be provided to the Centers for review and signature in the August or September time frame. As we move into the final quarter of FY12, the NSSC budget staff will be working closely with the Centers to project the advances needed for adequate funding of services through this fiscal year.

The I3P Business Office is preparing for the implementation of the Funds Check and Reconciliation Tool (FCaRT) to process invoices for

the I3P Contracts (particularly ACES). FCaRT is expected to be available to the Centers by mid-July. This automated tool should greatly assist Centers with reconciling their invoices against orders placed through the ESD ordering process.

The Customer Satisfaction and Communication (CS&C) Branch has been focusing on a number of activities related to providing new ways for communicating with customers of NSSC services.

Last month, the CS&C Branch was notified that NASA/NSSC received a 2012 Communicator Award from the International Academy of Visual Arts in the Employee Communications category for the "Welcome to NASA" video that was released earlier this year.

This collaborative effort with NSSC HR, OHCM and NASA HQ provides new and existing

civil service employees important information for onboarding or transferring in the NASA workforce.

The video can be accessed from the at <http://www.nssc.nasa.gov/welcometonasa>. Additionally, the CS&C Branch team has been coordinating with the Enterprise Service Desk (ESD) staff and deployed over 40 training and orientation videos associated with I3P services being offered by the ESD, ACES, NICS and EAST contracts.

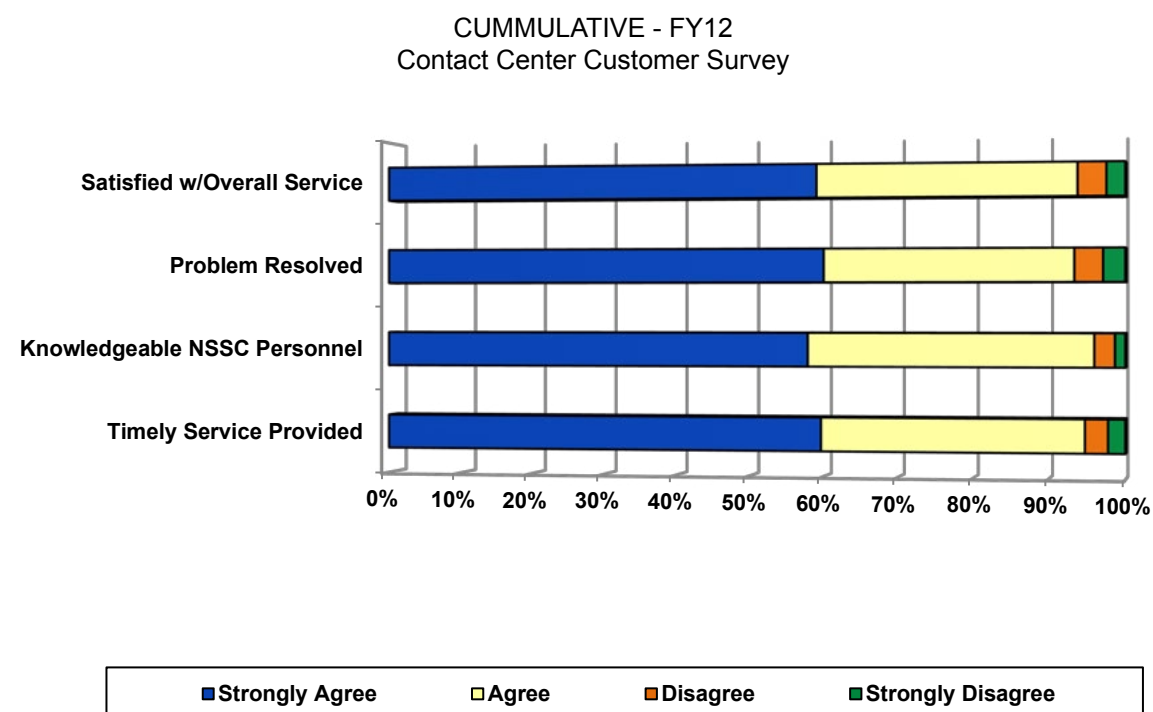
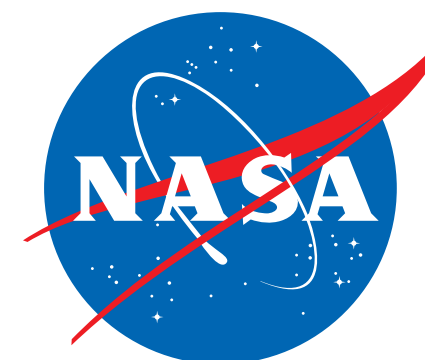
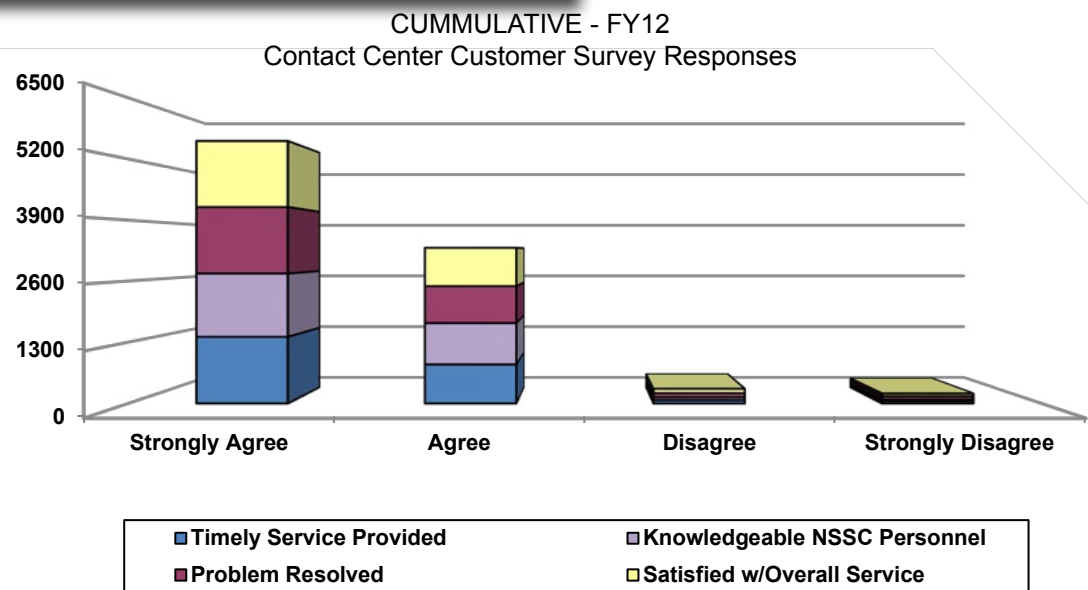
These videos can be accessed from our NSSC Customer Service Web at: <http://www.youtube.com/NSSCVideo>.

Voice of the Customer

Customer Contact Center - Customer Satisfaction Survey

You Spoke, We Listened

NSSC News



Customer Contact Center Survey highlights:
93.80% Customers are satisfied with overall service.

Often after using NSSC services, we offer you an opportunity to let us know how we did. The time you spend completing our surveys is not in vain. The results above are used to help us improve our quality of customer service to meet our vision of Unparalleled Service.

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