



# The NSSC News

OCTOBER 2011



**Michael J. Smith**  
NSSC Executive Director  
(Acting)

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## From the Desk of the Executive Director (Acting): *New Fiscal Year Brings Excitement and Continued Improvements*

We've been busy with fiscal year-end activities, as well as planning for new projects close on the horizon. Work is going on behind the scenes to implement some of the exciting changes coming to the NSSC.

Perhaps the largest of these efforts is the implementation of services supporting the Agency Information Technology Integration Infrastructure Program (I3P) Services. Details about the services, the contracts, the I3P Business Office and the Enterprise Service Desk (ESD) are provided in this newsletter. After opening for business to support the early deployment of Dryden Flight Research Center (DFRC) on September 19, 2011, the ESD received the first Agency Consolidated End-user Services (ACES) help desk ticket at 10:11 a.m. EDT.

The NSSC workforce remains focused on providing exceptional customer service. We have been reaching out to you, our customers, via WebEX and face-to-face meetings, ensuring you have an opportunity to speak to our team members. I ask all of you to offer suggestions on ways we might improve our communications and become more effective. Please send us your input: [nssc-cust-sat-and-comm@nasa.gov](mailto:nssc-cust-sat-and-comm@nasa.gov).

Improving upon processes and services is a top priority at the NSSC. We are working on an educational video for newly-hired NASA employees as well as continuing our Lean Six Sigma efforts to improve current processes. As a direct result of these continuing improvement efforts, many processes have been streamlined. We strive to provide timely, accurate, high-quality, cost-effective and customer-focused support.

## Enterprise Service Center (ESC):

### Where to go for help

ESC is the name of a new functional area at the NSSC. The ESC is comprised of the ESD and the Customer Contact Center. To reach the ESC call (877) 677-2123 and listen carefully to select the correct menu option. Often, the ESC is the place to go for answers. Occasionally, there are issues better served through a separate help desk or a local Point of Contact (POC). Here are just a few examples:

**What you need to do:** Request leave and earning statements, W2s, or changes to personal information:

**Where to go:** Employee Express (EE)  
**Phone:** (478) 757-3030, toll-free (888) 353-9450  
**E-mail:** [EEXHelp@opm.gov](mailto:EEXHelp@opm.gov)  
**Hours:** Monday–Friday, 7:00 a.m. to 7:00 p.m. EDT  
**Web site:** [www.EmployeeExpress.gov](http://www.EmployeeExpress.gov)

**What you need to do:** Navigate FedTraveler.com, or ask questions related to password resets and travel reservations:

**Where to go:** FedTraveler.com  
**Phone:** (888) 353-5873  
**E-mail:** [callcenter@fedtravelersupport.com](mailto:callcenter@fedtravelersupport.com)  
**Hours:** Monday–Friday, 7:00 a.m. to 8:00 p.m. EDT  
**Web site:** [www.fedtraveler.com](http://www.fedtraveler.com)

**What you need to do:** Ask a question about your eOPF file:

**Where to go:** Human Resources Portal  
**Phone & e-mail:** Use the “Who to Call” widget on the bottom right of the Web site to find a local POC  
**Hours:** Vary  
**Web site:** <https://hr.nasa.gov> (NASA Only)

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# The NSSC News



**Anita Harrell**  
Division Chief  
Human Resources

## Human Resources (HR) Update:

### *Supporting Customers Through Visits, New Projects and Improved Processes*

This quarter, the NSSC's Retirement Specialists have visited several Centers to conduct face-to-face retirement counseling. Representatives visited Marshall Space Flight Center (MSFC) the week of September 12, 2011, and Goddard Space Flight Center (GSFC) and Wallops Flight Facility (WFF) the week of September 26, 2011. In October, we will conduct face-to-face retirement counseling at the Jet Propulsion Laboratory (JPL), DFRC and Langley Research Center (LaRC). We look forward to the upcoming visits.

Also, the NSSC and SSC have been hosting visitors from the HR Community. Members of NASA's Office of Human Capital Management's (OHCM) staff, Sharon Burks, Janet Deschak, and Shannon O'Connor-Jobe came to the NSSC on September 13-14, 2011. The visit provided new OHCM employees with a clearer understanding of the NSSC's HR operations. In addition, OHCM conducted an HR Service Delivery Audit the week of September 19, 2011.

Work on the new educational video, "Welcome to NASA," is now in progress. The final product will be complete during the first quarter of FY12. This video will assist new hires with their in-processing steps prior to becoming NASA employees. We believe this video will be as helpful to new employees as our [Extended Temporary Duty \(TDY\) video](#) is to those anticipating an Extended TDY.

And finally, during the week of October 3, 2011, our Drug Testing team will participate in a Lean Six Sigma Kaizen event to review our administration of NASA's Drug-Free Workplace Program, focusing on automating and streamlining activities.

#### Fast Facts:

#### Recent Events

Retirement Counseling Visits

- MSFC September 12
- GSFC September 26
- WFF September 26

OHCM Staff Visit

- September 13-14

HR Service Delivery Audit

- September 19

#### Coming Soon

- "Welcome to NASA" in-processing video
- NSSC Drug Testing Team Kaizen Event



**Bruce O'Dell**  
Division Chief  
Information Technology

## Information Technology (IT) Update:

### *Enterprise Service Desk*

With November rapidly approaching, the Office of the Chief Information Officer's (OCIO) I3P vision is nearing implementation. NASA users will soon gain access to a new set of tools and services from the NASA ESD. Whether you call a local number that will route you to the NSSC's Automated Call Distribution system, contact the ESD directly by using our toll-free number, or access the new Webpage, ESD will be at your fingertips 24/7.

All services will be managed with you in mind. The ESD has invested more than a year of collaboration with the new service providers and the NASA OCIO staff, while also leveraging the NSSC's nationally recognized Customer Contact Center (CCC). The goal is to provide an IT experience fit for the world-class workforce NASA employs.

In the few short months before the ESD begins providing services, coordination is underway to ensure, where possible, customer problems will be resolved when they call the ESD. When that is not possible, expedient dispatch of tickets to the ACES remote support team or the onsite "touch labor" team, are all being planned, rehearsed and improved. ESD will be your portal to the I3P goods and services. On your behalf, IT professionals at your Center and across NASA are teaming together with Legacy and new service providers to bring you world-class IT in the first quarter of FY12.

Learn more: [www.nssc.nasa.gov/esd](http://www.nssc.nasa.gov/esd)

#### Fast Facts:

#### ESD will allow you to

- Order services
- Report equipment functionality problems
- Check the status of an I3P service or help ticket search the self-help library for knowledge articles that provide answers to your I3P questions
- Subscribe and unsubscribe to outage and maintenance notifications

# The NSSC News



**Cindy Epperson**  
Division Chief  
Financial Management

## Fast Facts:

### In the Forefront

- NSSC Bills of Collections process Kaizen event a success
- AP is supporting NASA's initiative to conduct a non-interface test pilot of DoD's WAWF electronic invoicing tool
- AR is supporting NASA's efforts working with the Department of Treasury to prepare CCMM initiative

## Financial Management (FM) Update:

### *Focus on the Future*

In support of the end of the close out for fiscal year 2011, the FM Division worked diligently with the other functional areas at the NSSC, the Centers and the Agency. Happy New Year everyone!

Even with all of the year-end activity, our focus is on supporting and improving current processes as we prepare for the future. On August 22, 2011, Accounts Receivable (AR), Payroll, and HR participated in a Lean Six Sigma Kaizen event that focused on the NSSC Bills of Collection process. The event was successful in standardizing and streamlining the process for Bills of Collection across the NSSC's functional areas.

Accounts Payable (AP) is supporting NASA's initiative to conduct a non-interface test pilot of the Department of Defense's (DoD) Wide Area Workflow (WAWF) electronic invoicing tool, that began in early August 2011. The WAWF tool has been utilized by DoD's contractors for vendor invoice submission since 2001. The current scope of NASA's pilot is one MSFC contract with The Boeing Company.

Additionally, AR is supporting NASA's efforts in working with the Department of Treasury in an effort to prepare for the Collections and Cash Management Modernization (CCMM) initiative. The focus of the CCMM initiative is modernization of collections and cash management programs, and it is a component of the Government-wide Accounting Initiative.



**Mike Sweigart**  
Division Chief  
Procurement

## Fast Facts:

### RFP released

- For Agency-wide contract closeout and PR support services
- Maximum contract value of \$30,000,000
- Will provide for on-site closeout performance at each NASA Center and the NASA Management Office at JPL

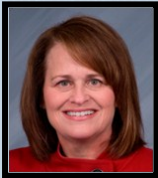
## Procurement (PR) Update:

### *RFP for Agency-wide Contract Closeout and PR Support Services*

The NSSC PR Office recently released a Request for Proposal (RFP) to industry for Agency-wide contract closeout and PR support services. The Agency began contracting for these services approximately ten years ago, in an effort to assist Center PR offices in reducing the backlog of contractual instruments awaiting final closeout and retention. Currently, NASA closes between 10,000 and 11,000 contractual instruments per year, Agency-wide. This new contract, which will have a maximum contract value of \$30,000,000, will continue this support, along with providing Center PR offices with an additional contractual instrument for obtaining pre-award and post-award contract administration services.

This RFP was issued as a competitive 8(a) set-aside, limited to eligible 8(a) concerns meeting the applicable North American Industry Classification System (NAICS) code and size standard. The contract will provide for on-site closeout performance at each Center and the NASA Management Office at JPL. Procurement support services can be ordered by the Centers on an as-needed basis. Past performance proposals were received from industry on September 14, 2011, with the remainder of the proposal due on October 4, 2011. The Contracting Officer for this PR is Michelle Berdux. Michelle can be reached at (228) 813-6200 or [michelle.l.berdux@nasa.gov](mailto:michelle.l.berdux@nasa.gov).

# The NSSC News



Rebecca Dubuisson  
Director  
B&A

## Fast Facts:

### Events

Members of the B&A Team are hosting Center WebEx's

- September 14 (ARC)
- October 12 (HQ, GSFC, MSFC, SSC)
- October 21 (JSC)
- November 1 (DFRC)

View [WebEx slides](#)

Board of Directors Meeting

- October 27 at the NSSC

## Business and Administration (B&A) Update:

### I3P Business Office

Hiring is in progress for the I3P Business Office, with a number of personnel selections complete. The office recently relocated to a permanent office area, supporting 18 of the 22 staff members. Documentation related to office operations, procedures and customer interfaces will be ready to support I3P contract and business office functional transitions.

On August 29–30, 2011, the NSSC hosted an I3P Business Office Subject Matter Expert Summit. Those in attendance were briefed on budget-related and funding-related matters, as well as performance metrics and evaluation. They were also provided with the current status of the I3P contracts. The [I3P Summit charts](#) presented during the summit are accessible from any NASA computer.

We have a [Web page](#) where you can find all of the I3P Business Office information in one place. On the Web page, you can read the most recent newsletter and sign up to receive upcoming newsletters automatically.

Finally, B&A staff are supporting the ODIN to ACES services transition by facilitating security and background checks for ACES staff; coordinating facility requirements for the ACES Program Management and Tier-2 Help Desk support; supporting change management efforts with the OCIO and Center I3P support personnel; and working with the Agency Property Office, as well as the Center Supply and Equipment Management Offices, on the transfer of IT peripheral assets from ODIN.

## In Other News:

### NSSC Articles and Releases

To keep customers 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:

Federal Computer Week recently called the NSSC, "...one of the government's success stories." To find out why, read their [article](#).

Many NSSC employees were recognized at the 2011 Honor Awards Ceremony, [read more](#).

Our "Voice of the Customer" page has undergone a face-lift. Have you visited recently? [Check it out](#).

Would you like to get a look at what is going on behind the scenes at the NSSC? Our internal newsletter, "[NSSCommunicator](#)," is available for viewing from any NASA computer.

Are you curious about how the NSSC is performing? Get the latest information on NSSC metrics and performance by reviewing the latest [Performance and Utilization Report](#).

## ESC

### Where to Go for Help (continued from page 1)

**What you need to do:** Locate your Agency User ID and password (used to access SATERN, AWMS, ACI, ACaRT, EPTS, NAAS or NOPS):

**Where to go:** Access Launchpad

**Phone:** (866) 419-6297

**E-mail:** [msfc-dl-helpdesk@nasa.gov](mailto:msfc-dl-helpdesk@nasa.gov)

**Hours:** 24 hours a day, 7 days a week

**Web site:** <https://launchpad.nasa.gov>

**What you need to do:** Ask questions about your timesheet, telework, travel, comp time, overtime request, leave request, hour types and time entry types:

**Where to go:** WebTADS

**Phone & e-mail:** Local contact information located on the Web site

**Hours:** Vary

**Web site:** <https://webtads3.ifmp.nasa.gov/index.php>