



# The NSSC News

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Michael J. Smith  
NSSC Executive Director

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## From the Desk of the Executive Director:

### *Working Toward Future Success*

Another new year is upon us. The NSSC witnessed several milestones this past quarter, none bigger than the implementation of the Agency Enterprise Service Desk (ESD), which went live for ACES Wave One Centers November 1, 2011, and which will go live for ACES Wave Two Centers January 1, 2012. As additional Centers transition to the ESD, we continue to learn new lessons and improve services. We are working hard to identify and remedy root causes of the higher-than-anticipated call volume ESD has received in the first months of operation. Our goal is to consistently answer at least 80% of calls within 60 seconds or less. Your feedback and ideas are critical in achieving this goal, so please share your experiences with us.

While we work hard to stabilize new services, we continue to make progress in other areas. It is a tribute to this progress when the NSSC is contacted by colleagues interested in benchmarking our practices. Most recently, we received such requests from Hershey's, who will take part in a benchmarking WebEx in January 2012, and SAIC, who visited the NSSC on December 13, 2011, to benchmark our Customer Satisfaction and Communication team.

The satisfaction we receive from assisting colleagues in utilizing the shared services model is rewarding, but our most important validation comes from providing unparalleled service to you, our NASA customers. Without great communication, great service is impossible. This edition of *The NSSC News* communicates important reminders from the Enterprise Service Center (ESC), updates on what is happening in each of our functional service areas, and information regarding what it takes to process timely travel vouchers. We hope you find

*The NSSC News* a useful tool to keep you informed of NSSC-related news.

## Enterprise Service Center (ESC):

### *Don't Let Your Passwords Expire*



From time to time, it is necessary for employees to be away from the office.

Whether on TDY or Annual Leave, passwords often expire while employees are out, making a call to the

ESC the first order of business upon returning to the office. If you plan to be out of the office, please take a moment to ensure your Agency passwords do not expire while you are away. Passwords can be reset at anytime. Use these links to view instructions for resetting your [NDC password](#) and your [IDMAX LaunchPad password](#).

### *2012 IT Security Training Changes*

The ESC has recently received an influx of calls regarding the 2012 IT Security training. This year's training has already been added to the SATERN Learning Plan of all NASA employees, and employees are encouraged to complete the training early. If you cannot locate the course in your learning plan, please call your [Center training office](#). The course is not available in the course catalog. Therefore, individual employees will not be able to add the course to their learning plan without the assistance of their local training office.

Also of note, employees hired after October 1, 2011, will be required to complete the full course, while those hired before that date will only be required to complete a shorter refresher course.

# The NSSC News



Anita Harrell  
Division Chief  
Human Resources

## Human Resources (HR) Update:

### *Improved Tools Make the On-boarding Process More User-friendly*

To improve the new employee on-boarding experience and get them engaged at their Center faster, the In-Processing team has introduced new on-boarding tools available to all NASA employees.

Soon, current and potential employees will be able to view the *Welcome to NASA* video online. This resource is full of helpful information that all new NASA employees must know. To ease information overload, the high-definition video is segmented and provides easily comprehensible overviews of NASA, the NSSC, the Entrance On Duty System (EODS), and benefits. The video will facilitate acclimating new employees into the NASA workforce, as well as the updating and educating of current and potential employees. This new tool will also provide information for individuals interested in benchmarking NASA's on-boarding process.

New NASA employees can also enjoy the convenience and efficiency of an electronic signature (e-signature). On December 5, 2011, the e-signature became available for use on new-hire forms within NASA's EODS. This feature streamlines the on-boarding process by making it more expeditious. The e-signature eliminates duplicity by allowing new employees to validate forms within the EODS, instead of by mail or fax. E-signature is more convenient for employees who are in the process of completing paperwork and often relocating.

We look forward to the benefits the implementation of these tools will bring for new and existing NASA employees.

#### Fast Facts:

##### Improving On-boarding

New tools and improved functionalities are being introduced to improve the on-boarding experience for NASA employees.

- The *Welcome to NASA* video will soon be available online
- An E-signature functionality is now available for EODS forms



Bruce O'Dell  
Division Chief  
Information Technology

## Information Technology (IT) Update:

### *Enterprise Service Desk (ESD)*

The ESD went live on November 1, 2011, supporting ACES Wave-One Centers and providing Agency-wide support for ACES Base Services. Since that time, the ESD has already assisted thousands of customers with password resets, e-mail, directory, and other requests while providing guidance on using the new ESD service ordering system.

Extremely high call volume in the first few weeks of operation led to longer than expected wait times. The ESD is increasing staffing to accommodate demand; however, call volumes will continue to be high during peak hours.

Alternatively, users can quickly report their **incident** online:

- Visit <https://esd.nasa.gov>
- Select *My Tickets*
- Select *Create a Ticket*

Users across the Agency are also placing **orders** in the new <https://esd.nasa.gov>. As the ESD matures, each service offered by providers will be categorized and individually available within the ESD catalog. Currently, not every service is appropriately categorized as a unique item. If you are having trouble locating a service, see *Fast Facts* on the left.

Help Desk Agents at the ESD cannot place orders for services or products for you. You must place your orders online. If you need assistance in placing orders, you can contact the ESD and expect the help ticket to be resolved; however, your order will be available in the system, where you can obtain status and details online.

#### Fast Facts:

##### Trouble finding a Service online?

- Go to <https://esd.nasa.gov>
- Select *Other ACES Services*
- Select *Request Now* beside *Other ACES Services*
- The dropdown menu on the *Request Details* screen lists services not yet available in the main catalog

# The NSSC News



**Cindy Epperson**  
Division Chief  
Financial Management

## Fast Facts:

### GWA and Reporting

Addresses central accounting, reporting functions, and processes associated with budget execution, accountability, and cash/other asset management

- Includes collection and dissemination of financial management and accounting information from and to Federal program agencies
- Improves information, timeliness, and accuracy, supporting improved financial analysis and decision-making

## Financial Management (FM) Update:

### *Status of Current Initiatives and Reports*

**GWA Makes Progress:** In anticipation of the Government-wide Accounting (GWA) Modernization Initiative at NASA, NSSC FM, NSSC IT, NASA Headquarters (HQ) Office of Chief Financial Officer (OCFO), Glenn Research Center (GRC), and Stennis Space Center (SSC) met with the Department of Treasury Financial Management Service (FMS) in November to finalize any issues and concerns in preparation for the GRC and SSC GWA Reporter pilot. Treasury FMS, HQ OCFO, NSSC Accounts Receivable and NSSC IT will ensure the necessary forms and role access to the Shared Accounting Module are completed prior to implementation. The GRC and SSC GWA pilot phase is scheduled to transition in February 2012.

**CMR Begins:** The NSSC Internal Controls staff has begun the FY 2012 Cash Management Review (CMR). The objective of the CMR is to determine whether cash transactions were processed in accordance with Agency and Federal guidelines. The scope includes FY 2011 transactions processed at the NSSC related to: disbursements, billings, collections, deposits, and intra-governmental payment and collections (IPAC). Once the review is complete and approved by the HQ OCFO, it will be distributed to the Centers.

**Improper Payment Information Act Report Completed:** The 2011 Improper Payment Information Act Final Report was completed in November. In support of this year's improper payments assessment, 1,788 samples were reviewed. One improper payment was identified, due to a missed discount. NASA's estimate of improper payments is 0.02959, well under the Agency goal of less than 2% for duplicate and erroneous payments.



**Mike Sweigart**  
Division Chief  
Procurement

## Fast Facts:

### SBIR/STTR

- Encourage involvement in federal research, development, and commercialization
- Enable exploration of technological potential while providing incentive to profit from new commercial products and services
- Program has benefited many NASA efforts, including modern air traffic control systems, Earth-observing spacecraft, the International Space Station, and the Mars rovers

## Procurement (PR) Update:

### *NASA Selects 300 Small Business Research and Technology Projects*

On November 29, 2011, NASA selected 300 small business proposals for possible contract awards through the Agency's Small Business Innovation Research (SBIR) and the Small Business Technology Transfer (STTR) programs. The SBIR and STTR programs address specific technology gaps in NASA missions, while striving to complement other Agency research investments.

The SBIR program selected 260 proposals, with a combined value of approximately \$33 million, for negotiation of Phase I feasibility study contracts. The STTR program selected 40 proposals, with a combined value of approximately \$5 million, for negotiation of Phase I contracts. The NSSC processed these selections during December and anticipates having all awards made before the end of January.

These programs are based on a three-phase award system. Phase I is a feasibility study to evaluate scientific and technical merit. Awards are typically for six months for the SBIR contracts and 12 months for the STTR contracts, in amounts up to \$125,000. Firms successful in Phase I are eligible to submit Phase II proposals, expanding on Phase I results. Phase III includes commercialization of the results of Phase II, and requires the use of private sector or non-SBIR Federal funding as innovations move from the laboratory to the marketplace.

Selected SBIR proposals were submitted by 196 small, high-technology firms in 37 states. Selected STTR proposals were submitted by 36 small, high-technology firms in 13 states.

As part of the STTR program, the firms proposed to partner with 34 universities or research institutions in 16 states.

# The NSSC News



Rebecca Dubuisson  
Director  
B&A

**Fast Facts:**

**I3P Business Office  
ORR**

Unanimous Go vote on December 8, 2011, gave the I3P Business Office the official green light to begin operations.

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

### *I3P Business Office Goes Live*

The NASA I3P Business Office at the NSSC is officially live after receiving a unanimous Go vote at its Operational Readiness Review (ORR) on December 8, 2011. The I3P Business Office seizes the opportunity to improve efficiency and reduce costs by consolidating most common administrative functions for the I3P contracts into a single I3P Business Office, located at the NSSC. The more technical functions related to service delivery will be performed at each I3P Service Office.

The team has already spent weeks working to support the ACES and EAST contracts. The Office of Management and Budget granted spend authority, to utilize the Working Capital Fund for I3P contracts, last month. The new funds and program codes have been established in SAP. IPAC schedules have been delivered to Center POCs, and the NSSC has already received and processed the initial Funds Commitment Documents from Wave One Centers. The business office continues working to receive, validate, and upload ACES bulk orders. FCaRT, the tool that will be used for reporting and tracking funds, is being tested and finalized as the team prepares to perform its first accrual and liquidation of funds. The first invoices for ACES are due next month. Several documents, including the Service Delivery Guide and the Concept of Operations, are now available at [www.nssc.nasa.gov/i3pbo](http://www.nssc.nasa.gov/i3pbo).

## 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 some recent developments at the NSSC:

Follow the progress of the ESD by reading the articles the NSSC sent to Center representatives for distribution in [October](#) and [November](#).

This Quarter, Mike Smith, then Acting Executive Director, was named the NSSC Executive Director.

[Read more](#)

Are you following what is happening at the NSSC regarding services that are most important to you? NASA employees are encouraged to subscribe to NSSC service specific FAQ's to ensure they are informed in a timely manner. Those who subscribe will be alerted when policy/procedures change. Visit: <https://answers.nssc.nasa.gov/app/account/notif/list> to add subscriptions.

## Voice of the Customer

### *"Why is My Travel Voucher Payment Late?"*

Service	Domestic	Foreign	ETDY	PCS: Enroute, Misc., Lump Sum (Fixed) Temporary Quarters, House Hunting	PCS: Actual Temporary Quarters, Real Estate, Constructive, Other Vouchers	PCS: RITA & ITRA
SLI						
Standard	85%	85%	85%	85%	85%	85%
Metric*	4 Days	5 Days	5 Days	6 Days	15 days	30 days

\*Metric: expressed in business days after a complete voucher (including adequate funding) is received by the NSSC.

The NSSC works hard to ensure travel reimbursements are processed and paid timely. Metrics for voucher processing consistently meet or exceed the standards. In fact, domestic travel often hovers above 99 percent. Still, we understand none of this matters if your payment is later than you expect. Here are some helpful tips:

- Thoroughly review and validate the accuracy of claims entered on your Foreign or ETDY voucher to prevent returns for correction. Returns prolong the payment process; and
- The NSSC begins processing your documents for payment after your Center's Management Approver signs the expense report; use the Management Approval date to estimate payment date.