National Aeronatics and Space Administration

Photo Credit: (NASA/Venetia Gonzales)

nssc NASA SHARED SERVICES CENTER NASA
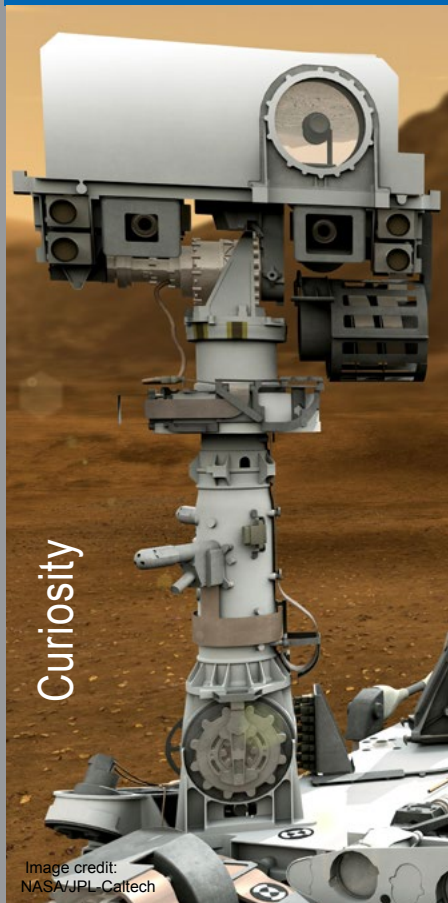
*Vision: Unparalleled Service*

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

## In this issue:

Curiosity

Image credit: NASA/JPL-Caltech

Global Hawk Aircraft

Photo Credit: NASA

Space Shuttle Endeavour

Photo Credit: (NASA/Matt Hedges)

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

Michael J. Smith,
NSSC Executive Director

I hope the release of this quarterly publication reaches you in good health and great spirits.

The NSSC family has faced its share of challenges this quarter, thanks to Mother Nature and Hurricane Isaac in August. I'm happy to report that the professionalism and strength of character of NSSC employees prevailed. As you will read in the pages of this newsletter, critical NSSC functions such as Payroll went on uninterrupted, ensuring that all NASA employees were paid appropriately and on time.

While Isaac forced the NSSC to close for business from August 28-30, we have long since been back to business as usual. And as usual, things are busy around our Center.

On July 29, Anita Harrell (formerly the chief of the Human Resources Division at the NSSC) began her duties as the new director of the Business and Administration office. Anita began her NASA career as a co-op in 1996 and joined the NSSC in 2006.

I am positive she will continue to be a great asset to the NSSC in her new position. In Anita's stead, Amy Alexander (formerly the deputy chief of the Human Resources Division at the NSSC) began duties as the director of the Human Resources Division July 29. Amy joined the NSSC in 2007 and has extensive Human Resources experience. She is a natural fit as our new Human Resources chief.

Aside from staffing changes, this quarter has included an abundance of activity within the Enterprise Service Desk (ESD) and the Information Technology Infrastructure Integration Program Business Office (I3PBO).

We will take time in this edition of the NSSC News to highlight the I3PBO, but I would like to mention one milestone recently reached by the ESD.

On August 17, the ESD created help ticket number 200,000. While we continue to refine ESD as a service, we are very proud of how far it has come. The ESD team continues to manage the volume of cases with great success. Monthly Performance and Utilization Reports outline Service Level Agreement performance for ESD (and other I3P Providers) and can be accessed at www.nssc.nasa.gov/metrics.

## Executive Director

**Fast Facts:**
About 95.18% of customers responding to ESD help ticket surveys in August indicated they were satisfied by the overall performance of the call agent working their case. A typical workload for the ESD consists of 5,500 help tickets a week.

---

# Human Resources
## Open Season for FEHB begins Nov. 12

Amy Alexander, Division Chief,
Human Resources

The Human Resources Services Division would like to take this opportunity to welcome our new HR Deputy Chief, Mr. Kenneth Dewert, who will be joining the NSSC team on Oct. 7. Kenneth is transferring from the USDA, National Finance Center in New Orleans, where he served as the branch chief for classification, compensation and recruitment. A former Marine, Kenneth brings more than 15 years of experience related to Human Resources and Information Systems. He has a master's degree in Human Resources Management and Information Systems, and we are privileged to have him as an addition to our team.

In partnership with the Office of General Counsel, we developed an electronic platform accessible through the Ethics Program Tracking System (EPTS). This new platform will provide a ready resource for OGE-Form 278 form filers to satisfy the requirement related to the STOCK Act of 2012.

The STOCK Act of 2012 includes a new ongoing periodic transaction reporting requirement for employees who must file the public financial disclosure report (OGE Form 278). OGE Form 278 applies to securities transactions exceeding $1000. Filers wishing to obtain more detailed information on this requirement may want to review guidance and the new Form 278-T recently provided by the Office of Government Ethics at http://1.usa.gov/VPAQkw.

NASA's Office of General Counsel will be communicating to the OGE-278 filers announcing the electronic availability of the OGE-278T. Your local NASA ethics office is available to advise you on any question may have on your filing or your ethical obligations as a federal employee.

And don't forget, each year, an Open Season is held for Federal Employees Health Benefits (FEHB) program enrollees to change health plans or the type of enrollment they have. Eligible employees may also enroll during this time. This year "Open Season" begins Nov. 12 and closes Dec.12. Coverage is effective the first day of the first full pay period of the next calendar year. A separate employee notice announcing this year's Open Season will be issued before the start date.

Outside of Open Season, you may enroll in the FEHB program, change your enrollment, or cancel coverage ONLY in connection with certain Qualifying Life Events (QLEs). Changes must be made within 60 calendar days of the event. For additional information regarding QLEs, refer to the Office of Personnel Management website at: http://opm.gov/insure/health/planinfo/qle.asp. Allowable QLE changes to FEHB plans are to be made on the Employee Express website at: https://www.employeeexpress.gov.

## NSSC News

## Human Resources

**Fast Facts:**
The NSSC HR Division partnered with the Office of General Counsel to develop a new platform in support of OGE-Form 278 filers which will satisfy the STOCK Act of 2012 requirement.

FEHB Open Season begins Nov. 12 and closes Dec. 12. During this time you may enroll into the FEHB program, change your enrollment or cancel coverage.

# Information Technology
## Service in the Storm

Bruce O'Dell, Division Chief
Information Technology

On the evening of August 28, Hurricane Isaac made landfall as a Category 1 storm near the mouth of the Mississippi River, greatly affecting New Orleans and coastal La. and Miss. Stennis Space Center, which hosts the NSSC and the Enterprise Service Desk (ESD), was forced to close for three days, presenting the ESD team with its first major Continuity of Operations challenge since "Go Live."
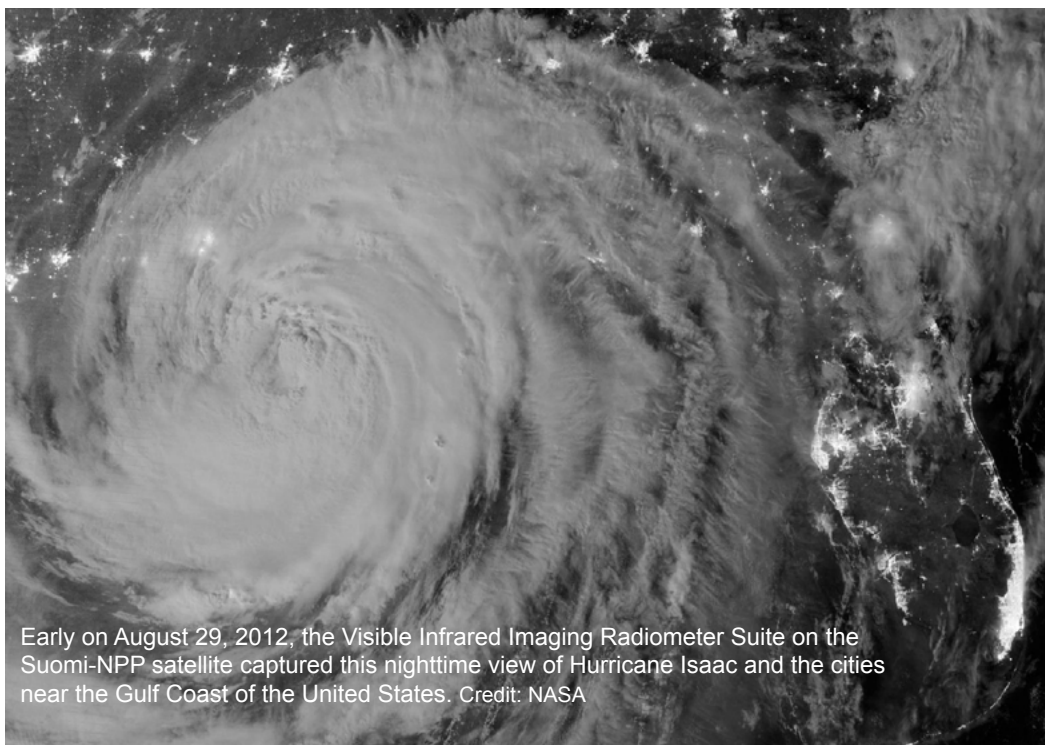
To prepare for such scenarios, 10 ESD agents are remotely located at Marshall Space Flight Center as part of normal operations. These agents worked tirelessly to provide continuous service to NASA (7:00 a.m. – 7:00 p.m.), while the storm passed near Stennis.

As the first bands of the storm came ashore, agents in Miss. and La. worked from home, taking calls and responding to Web inquiries for as long as the lights and internet were available. As many as 1,709 calls were presented in those three days, a significant decrease from normal ESD/NSSC volume. Many customers avoided placing calls and instead turned to the Web for reporting incidents. The Tier-0 website recorded a record volume of inquiries. Fortunately, the weather subsided, and normal operations were restored on Friday, August 31. The backlog of help tickets was quickly worked.

The ESD would like to thank the NASA community for its patience and support. Countless callers shared well wishes and gave their support to agents. The kind thoughts and words were appreciated!

NSSC News

### Fast Facts:

The Enterprise Service Desk (ESD) remained open and fully operational through Hurricane Issac. Several ESD agents worked remotely from Marshall Space Flight Center to support the NSSC mission in providing continuous unparalleled service to NASA. As many as 1,709 calls were serviced within a three-day period until the storm subsided.

Early on August 29, 2012, the Visible Infrared Imaging Radiometer Suite on the Suomi-NPP satellite captured this nighttime view of Hurricane Isaac and the cities near the Gulf Coast of the United States. Credit: NASA

Information Technology

---

# Procurement
## The Enterprise License Management Team Highlights

Mike Sweigart, Division Chief,
Procurement

The Enterprise License Management Team (ELMT) program was established in April 2008, at the NSSC to provide support for the discovery, analysis, establishment and management of Agency enterprise licensing agreements.

Since its inception, the Agency has realized an estimated cumulative savings of $5.8M. The ELMT works to consolidate software license contracts resulting in reduced administrative costs and best-value pricing solutions. Rather than purchase individual software licenses, the Agency is looking to promote the use of ELMT allowing NASA to procure and manage software from one location instead of the current method. The ELMT maintains licensing and contract consolidation initiative activities for NASA and negotiates economy-of-scale pricing for selected software.

ELMT services include:
• Business case analysis for potential transitions to an enterprise agreement (e.g., enterprise license agreement, blanket purchase agreement or consolidated Agency-wide contracts);
• Establishment of new agreements with software original equipment manufacturers and/or value-added resellers;
• Tracking of licenses that have been phased out in lieu of participation in an agreement, but are still Agency-owned and available to be reused by other NASA Centers; and
• Management of agreements to include:
1. Establish ELMT administrative infrastructure;
2. Process request for transfer of available license from the pool of available licenses to a Center;
3. Support the procurement of additional licenses;
4. Validate periodic software licenses;
5. Reconcile vendor maintenance invoices and payment coordination; and
6. Facilitate license "true-up" activities prior to renewals or exercising of options.

The ELMT leverages communication with Center IT asset managers and other stakeholders to seek out opportunities to consolidate software contracts and promote Agency-level software agreements. Furthermore, the ELMT is currently partnering with the Office of the Chief Information Office (OCIO) and Office of Procurement to better communicate the services and associated benefits of the program to the Agency.

As procurement officer for the NSSC, I would like to encourage the Centers, programs and projects to leverage the services offered through the ELMT.
The ELMT affords the Agency the opportunity to take advantage of the following program benefits:
• Reduction of software costs (initial purchases and maintenance);
• Consideration of small business socio-economic requirements;
• Reduction of procurement activities and subsequent cost;
• Increased Agency access to vendor software suites, packages and add-ons;
• Establishment of common software versions and configurations throughout the Agency;
• Promotion of efficient utilization of software applications;
• Increased potential for Agency license reutilization;
• Asset inventory tracking and reporting;
• Centralized license compliance and audit support; and
• Budget and procurement planning support.

The ELMT seeks to secure enterprise agreements to reduce cost, add value and simplify procurements. In closing, I want to encourage NASA customers to visit the ELMT website at: http://www.nssc.nasa.gov/elmt, to view the most current listing of the ELMT license portfolio, current activities or to learn more about the program.

# Business and Administration

Information Technology Infrastructure
Integration Program Business Office

NSSC News

Anita Harrell, Director,
Business and Administration
Office

The NASA I3P provides enterprise-level Information Technology (IT) services across all 10 NASA Centers for: End-User Services, Communications/Network Services and Enterprise Business, as well as Management Applications (Web services will be added soon).

These service areas are integrated under a newly instituted IT Infrastructure Library v 3.0 framework, an enterprise Identity, Access and Credential Management system and process. The services are supported by an Enterprise Service Desk (ESD) that includes an online Service Request System located at the NSSC. I3P spans all 10 NASA Centers and more than 60,000 users, with an annual value of $400M in services.

Over the projected 10-year program life span, costs under the supporting contracts are required to decrease each year. This fiscal year, the I3PBO went "live" in support of these contracts and has since been working closely with Center personnel on several critical activities.

In this issue of the NSSC News, we will highlight some of the most important activities that are currently under way. The Agency Consolidated End-user Services (ACES) contract activities continue to require significant support from center resource personnel, ACES Center Integration Leads, ACES Subject Matter Experts, Hewlett Packard Center Program Managers (HPCPMs) and the HP Business Office.

The I3PBO and these Center resources are currently focusing on the Configuration Management Database (CMDB) cleanup efforts. The CMDB is the database of all I3P assets across the Agency. A team effort is currently under way to reconcile the Legacy/ODIN data and the currently deployed ACES seats, so the CMDB accurately represents assets at each Center. This is a huge effort and one difficult to complete, due to the fact that assets are refreshed on a continuous basis. Once the initial cleanup efforts are completed, ongoing maintenance of the data will be imperative to avoid having to repeat these cleanup efforts.

HP recently met with the I3PBO, the ESD, the Service Integration Manager (SIM) and the NSSC's service provider, CSC, to work through interim and steady-state processes. This effort became a priority within the Office of the Chief Information Officer (OCIO) when some deployed assets

were not reflected on monthly invoices from the contractor. Funds needed to be accrued to pay for the retroactive billing for those assets. This CMDB cleanup effort was intended as a means to determine the amount of retroactive billing anticipated to adequately accrue cost prior to the end of the fiscal year.

To add to the challenge, Centers are currently in the process of validating ACES invoices for multiple months; this continues to be a time-consuming manual process. Once the CMDB cleanup effort is completed, the CMDB will become the basis for accruing cost in the Funds Check and Reconciliation Tool (FCaRT). This will streamline the process for Center personnel and the I3PBO and reduce the efforts required to reconcile the ACES invoices. The invoices will be submitted electronically, pulled into FCaRT and compared with the accruals from the CMDB. This will provide the Center resource personnel with inconsistencies between CMDB and the invoice. Centers will then be able to focus

---

on the inconsistencies, as opposed to requiring full, detailed invoice reconciliation. To put this in perspective, a single invoice can contain anywhere from 25,000 to 125,000 lines of detail, and every asset has Contract Line Item Numbers (CLINs) associated with it.

The type of computer used, the type of monitor used, the back-up services associated with the system and the two or eight-hour return-to-service are each reflected as separate CLINs. While this level of detail provides greater visibility than ever before, it also presents greater challenges to absorb and decipher the tremendous volume of information (i.e., the ability to quickly determine conflicts between an invoice and a system of record). CMDB will save a considerable number of work hours.

The I3PBO uses the Working Capital Fund (WCF) process for processing direct funds from the Centers. I3P contract funding related to ACES, NASA Integrated Communication Services (NICS), NETWORX and Enterprise Application Service Technologies (EAST) will be processed using a newly-defined WCF I3P Project.

Chargeback rates associated with the I3P Project will not be burdened with any of the NSSC's overhead and indirect costs related to other NSSC services. However, the I3PBO is treated just like other NSSC services and carries its share of burden and indirect costs. The I3PBO is responsible for

coordination and management of all services located in the I3P WCF project. This includes all the financial and business administration aspects of managing the I3P WCF project and coordinating with the I3P Service Offices concerning budgeting, funding and payment of invoices received from the I3P contracts.
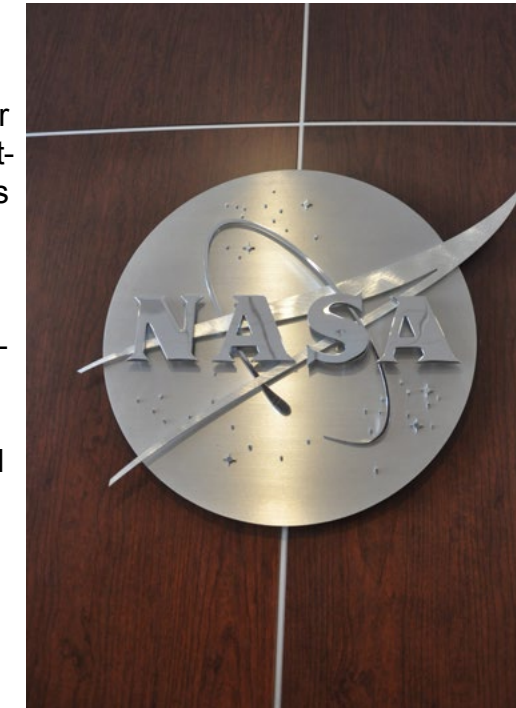


This represents a tremendous amount of change from NASA's previous approach. We now have an Agency contract as opposed to individual Center Task Orders. We now have a consolidated Business Office to process funds and cost the contract, and we are using the WCF, which is a unique process in SAP.

In addition to the new business processes, NASA has a new Enterprise Service Request System (ESRS) for placing I3P service requests. Use of ESRS has also presented some business challenges. ESRS has to ensure the following: available

services are established for ordering, necessary information is captured when the order is submitted and approved and information flows properly to the contractor for fulfillment - ultimately to the CMDB and FCaRT.

While continuing CMDB cleanup efforts, the I3PBO is also preparing to expand its portfolio. The Delta Operational Readiness Review for the NICS and GSA NETWORX contracts occurred on September 24, 2012, and focused on the remaining functions that did not transition April 1, 2012. These functions include multiple customer-funded work packages that did not transition due to the nature of how the funding was costed in SAP and the need to complete the current processes prior to FY13.

Beginning in FY13, each customer will receive their share of cost for the work packages funded by multiple customers. This process is different, in that the current SAP process costs the first funds received. Consequently, some customers' funds may not be fully costed, depending upon the order of receipt of the funds from the customers.

In addition, GSA NETWORX contracts will move to the I3PBO and be administered through the WCF. The I3PBO has been preparing for this transition over the last few months and discussing the impacts and expectations with the Centers during the weekly and monthly CSO reviews.

In addition to wrapping up items associated with FY12, the I3PBO is also preparing for FY13. Centers recently received a schedule of funds required to support the initial FY13 requirements on the I3P contracts.

We have received a considerable volume of funding documents from the Centers, and the resource community is actively working to ensure funds are in place prior to services being rendered. Other activities include updating rates for the assets available through ACES in the ESD. These rate changes will become effective November 1.

Refresher training for the Center Resource Analysts in Dashboard and Analytics will occur in October and, at that point, we will begin to use the FCaRT tool. In addition, we are planning to have a face-to-face meeting in mid-October to discuss the latest activities and provide on-site training.

The I3PBO has recently received support from several members of the NSSC Financial Management Division. CMDB cleanup efforts were led by Nikki Tubbs and included the support of Charles Holloway and Racheal Broussard.

The I3PBO has had some recent changes to the Procurement personnel handling the I3P contracts. Anna Lann is leading the procurement group, that is comprised of: Chris Bridges on EAST; William (Rich) Horton and Brad Diggs on ACES and Michelle Berdux on NICS and NETWORX.

On August 8, the I3PBO Implementation team was the recipient of a 2012 NASA Group Achievement Award. The I3PBO was officially established Nov. 1, 2011, and charged with providing the I3P Service Offices, I3P Vendors and Centers' business-related support for the administration of the I3P contracts.

The I3PBO provides three main functions: Resources Management, Administration and Reporting and Contract Administration for each of the I3P contracts.

The I3PBO organization is a mix of procurement, resource and business analysts, performance analysts, property administration and IT support staff. The I3PBO is responsible for managing a WCF of more than $300M annually to support the I3P contracts that are the "backbone support entities" of the Agency's IT infrastructure services.

Adding to the complexity of establishing the I3PBO, the ACES contract was renegotiated in January 2012, requiring a complete re-baselining of contract requirements, adjustments to the billing structure and processes and extensive coordination with the OCIO and other Centers. The change in funding and managing Agency IT contracts also impacted current Center processes.

Through the transition, the I3PBO staff continues to work with Center personnel to ensure that current Center

funding for Legacy IT contracts transitioned appropriately for the I3P services being implemented. The knowledge and confidence of the I3PBO staff reduced the anxiety and questions from Center personnel and ensured a smooth transition. The I3PBO initiated the consolidation and standardization of I3P business operations and contracts administration. This required the design, development and implementation of procedures, desk guides, tools and processes in order to successfully transition services.

The I3PBO is committed to providing the best service possible as we work through manual processes, toward reaching stability using the tools as intended in FY13.

I want to say a special thank you to Pamela Wolfe, branch chief of the I3PBO, and the entire I3P-BO team for their dedication and diligent work.

---

# Financial Management
## Provides Continuous Support

Cindy Epperson, Division Chief, Financial Management

The NSSC Financial Management Division (FMD) is supporting the Information Technology Infrastructure Integration Program Business Office (I3PBO) in an integrated effort with Centers and Hewlett Packard (HP) to reconcile and validate data in the Configuration Management Database (CMDB). This effort will achieve a clean set of configuration item data and is key to recording cost accruals timely and accurately with minimal manual effort. It will significantly assist in invoice reconciliation efforts going forward.

The Accounts Payable team also worked closely with the I3PBO in processing the three-month backlog of I3P invoices received in August 2012 to ensure on-time payment.

On August 9, NASA announced the award of an Agency relocation contract to Franconia Real Estate Services d/b/a Allegiance Relocation of Woodbridge, Va. The new contractor will perform all NASA employee relocation services effective October 1. The contract will be managed by the NSSC.

Allegiance Relocation Services will provide home sale and home marketing assistance, entitlement counseling, destination area services, property management and move management services for employees who are authorized relocation entitlements beginning Fiscal Year 2013.

Relocation services are provided to all NASA Centers and support facilities. The NSSC FMD is working with Allegiance Relocation Services to ensure they have a clear understanding of NASA's processes and procedures. Additionally, the change of station website is being updated accordingly, to help ensure a smooth and successful transition.

In support of the Agency's efforts to update the NASA Conference Tracking System (NCTS), the Office of Chief Financial Officer and the NSSC Conference Reporting point of contact have identified requirements for NCTS. In compliance with NPR 7120, an NCTS Preliminary Design Review (PDR) preparation meeting was held Monday, September 17.

The importance of this meeting was to discuss and resolve any major concerns or issues related to the technical design charts prior to the PDR itself. The PDR was held on Tuesday, September 18. The NCTS updates are moving forward as planned.

Due to Hurricane Isaac, the NSSC was closed August 28-30. Although closed, the NSSC FMD successfully completed all processes. Payroll Office employees worked from home to ensure all deadlines were met and employees were paid.

**Fast Facts:**
The NSSC Financial Management Division provides continuous support to the I3PBO efforts in order to process invoices, validate data, and record cost accruals timely and accurately with minimal manual effort.
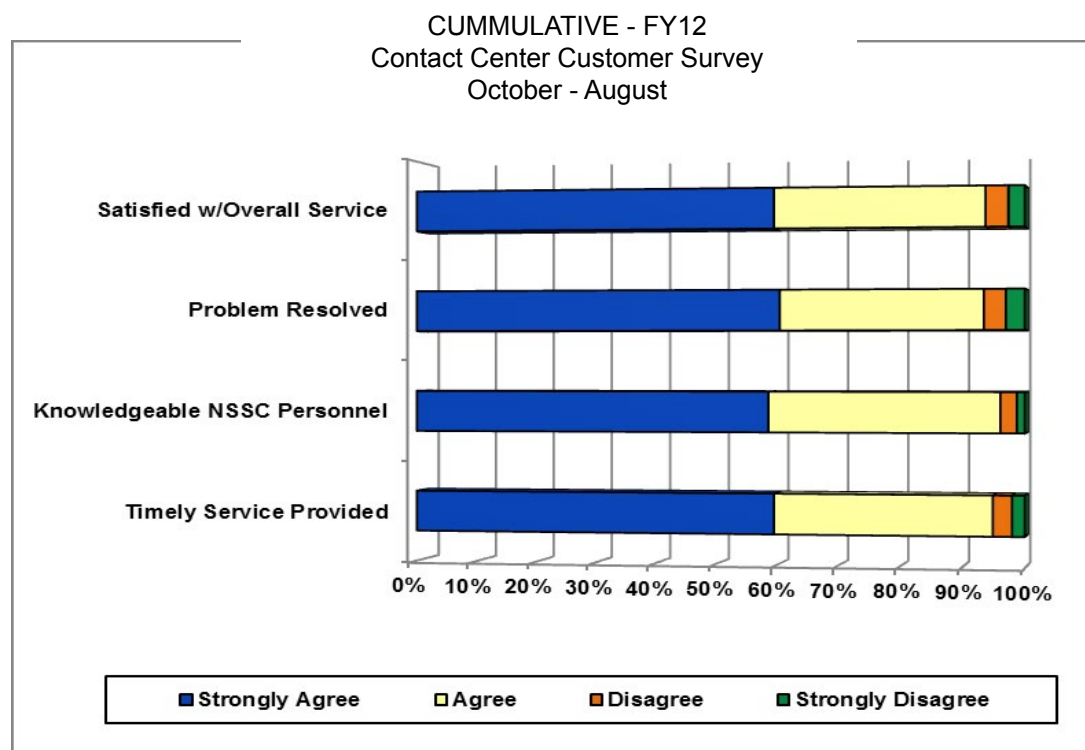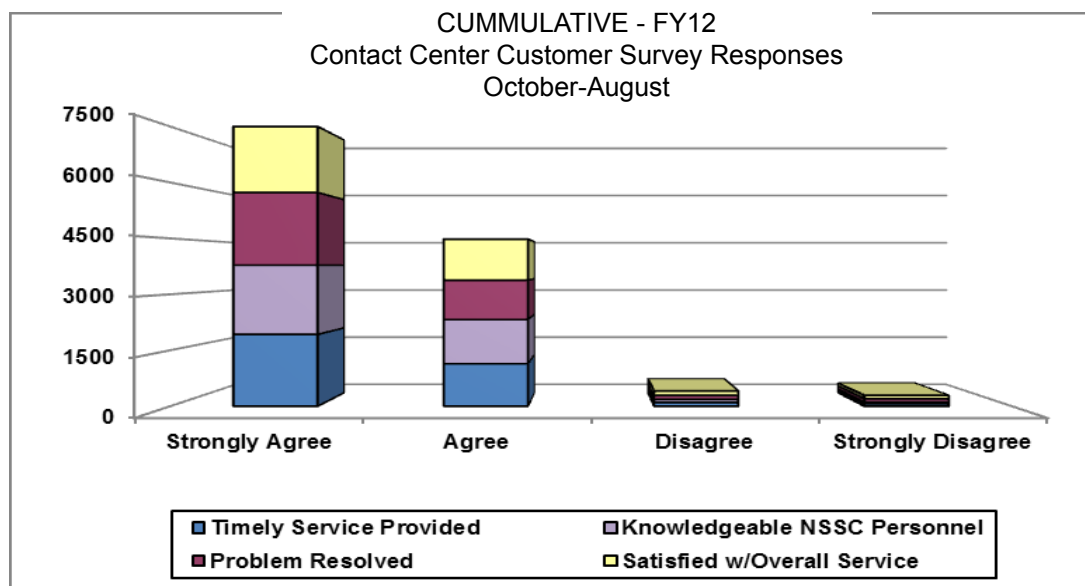
**Financial Mgmt.**

This visible image of Tropical Storm Isaac taken from NOAA's GOES-13 satellite shows the huge extent of the storm.
Image Credit: NASA GOES Project

# Voice of the Customer
## Customer Contact Center - Customer Satisfaction Survey

**CUMMULATIVE - FY12**
**Contact Center Customer Survey Responses**
**October-August**



Legend: Timely Service Provided, Knowledgeable NSSC Personnel, Problem Resolved, Satisfied w/Overall Service

Customer Contact Center Survey highlights:

93.78% Customers are satisfied with overall service.

**CUMMULATIVE - FY12**
**Contact Center Customer Survey**
**October - August**



Legend: Strongly Agree, Agree, Disagree, Strongly Disagree

| | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JLY | AUG |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Monthly Satisfaction | 96.21% | 93.53% | 92.66% | 91.64% | 92.92% | 96.62% | 94.40% | 92.71% | 93.75% | 93.25% | 94.14% |
| Cumulative Satisfaction | 96.21% | 94.74% | 94.08% | 93.54% | 93.46% | 93.86% | 93.93% | 93.80% | 93.79% | 93.75% | 93.78% |

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.

10
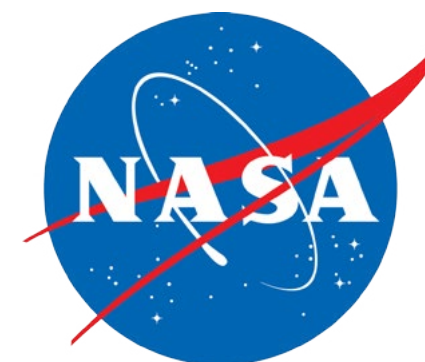
## NASA Shared Services Center
Building 1111, C Road
Stennis Space Center, MS 39529

*www.nssc.nasa.gov*

**NSSC Customer Contact Center**
Call     1-877-677-2123 (1-877-NSSC123)
E-mail   nssc-contactcenter@nasa.gov
Fax      1-866-779-6772 (1-866-779-NSSC)

**Enterprise Service Desk (ESD)**
Call     1-877-677-2123 (1-877-NSSC123)
E-mail   nasa-esd@mail.nasa.gov
Fax      1-866-779-6772 (1-866-779-NSSC)

11