# NSSC NEWS

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Financial Management Human Resources Procurement Information Technology Agency Business Support

## In this issue:

# Delivering High Performance
## Innovative ways we can do more with less

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

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

Michael J. Smith,
NSSC Executive Director

March 1, 2013, marked our seventh year of operation as NASA's Shared Services Center (NSSC). To be honest, it was an anniversary that came and went fairly unceremoniously.

Sure, as a workforce, I feel confident saying we share a sense of collective pride over everything accomplished during this stretch of time—the successful service transitions and stabilizations, improved processes and efficiencies, as well as implementation of new ways of doing business for our NASA customers.

While internal and external recognitions have offered occasional pats on the back, our largest sense of accomplishment is felt when we see all the exciting work happening at your Centers.

The NSSC's role in redirecting funds and freeing up resources is one we take very seriously. When you can do your job, we feel we have done ours. We feel the gravity of what we do, and we have a great sense of urgency about not only getting it done right, but also seeking opportunities for improvement where they exist.

Our focus is not on anniversaries or past accomplishments, but on improvements and becoming more efficient. For example, with the implementation of ACES, the NSSC has strengthened its capacity to be mobile and secure. This added security is extremely important for business continuations as hurricane season approaches. The level of customer service you receive from the NSSC should remain consistent, even if Mother Nature is presenting a challenge to the Mississippi Gulf Coast.

The Enterprise Services Desk (ESD) is also undergoing enhancements to improve efficiency. Among other things, these changes will give end users more control over their service orders and the types of communications they receive. With the new enhancements, "On Behalf Of" orders for new hires can be placed earlier, allowing time to setup services for new employees before their start date and improving NASA's on-boarding.

e-Invoicing will simplify NASA's invoice payment process and make it more efficient. NASA's implementation of the Department of Defense's Wide Area Workflow (WAWF) e-Invoicing solution continues to forge ahead. Phase 1 of the transition is currently scheduled to go-live May 6. Members of the NSSC Accounts Payable team assisted the process by conducting testing at the NEACC for the Phase I vendor invoice interface from WAWF to SAP.

You can read more about the NSSC Business Continuity Plan (BCP), ESD enhancements, e-Invoicing and other activities in this edition of the NSSC News.

# NASA Awarded Best Place to Work

### Awarded by the Partnership for Public Services

The Partnership for Public Service recently presented the NSSC Senior Leadership Team with *The Best Places to Work in the Federal Government Award* for NASA. (Pictured left to right: Ken Newton, Dr. Barbara Male, Mike Smith, Judy England-Joseph, Rebecca Dubuisson, Anita Harrell)

# Stay Connected
### Social Media Links Available

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NSSC



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NASANSSC

## Follow Us! on Twitter!



NSSC



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NASA_NSSC

## Subcribe to Us! on You Tube!



NSSC



www.youtube.com/
user/NSSCVideo

*For more Info. Scan QR Code*

*Send us your Feedback.*

# Human Resources
Completing Annual Security Awareness Training in SATERN

Amy Alexander, Division Chief, Human Resources

The FY 2013 Annual Information Security Awareness Training in SATERN was added to all employees' learning plans.

The training is mandatory for NASA employees, civil servants or contractors who utilize a computer to accomplish work for the Agency.

| Center | 2013 Deadline |
|---|---|
| Ames Research Center | June 30 |
| Dryden Flight Research Center | Apr. 30 |
| Glenn Research Center | May 31 |
| Goddard Space Flight Center | June 30 |
| Headquarters | June 30 |
| Johnson Space Center | May 31 |
| Kennedy Space Center | May 31 |
| Langley Research Center | June 30 |
| Marshall Space Flight Center | June 30 |
| NASA Shared Services Center | Mar. 31 |
| Stennis Space Center | May 31 |

To comply with the Federal Information Security Management Act (FISMA) of 2002, NASA has a deadline to report 100 percent completion of the mandatory security awareness training by Aug. 31, 2013. To meet the FISMA requirement, Centers have established individual 2013 deadlines.

Because the annual training must be completed in SATERN, please be sure your system meets the minimum requirements for SATERN usage:

• Compatible browsers: Windows Internet Explorer 7.0 - 9.0, Firefox 3.6 and MAC Safari 5.0;

• Java requirements: Sun Java Runtime Environment (JRE) 1.6; and

• Disable the pop-up blocker by changing the settings within the "Tools" menu.

Note: In most cases, ACES Support at 877-677-2123 will have to install and configure your JAVA Runtime Environment (JRE) if it is not compatible with SATERN. If you have administrative rights you can go here to install JRE. Before you install, make sure to uninstall any previous version that may be present on your computer.

Once your system meets these requirements, log in to SATERN. SATERN now uses e-Authentication and will automatically log in existing users with their Launchpad AUID and password. If you are an existing user and your login information has changed or expired, you can find instructions on obtaining your AUID here or your password here. New users can obtain information on accessing SATERN here.

**Learning History**
Once you complete a course in SATERN, the course should automatically move from your learning plan to your learning history.
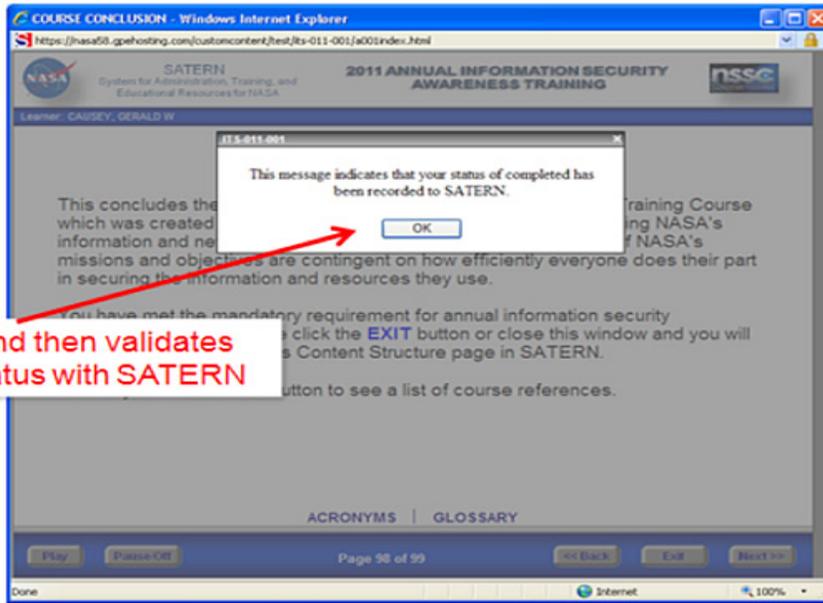
If you complete the course, and it does not move to your learning history, contact the NSSC at 877-677-2123 to receive credit for the course. You must provide a screen shot of the page that has the message indicating you have completed the course (this page will have your name on it).

To get this screenshot from a PC, use shift and PrtScn to capture the message and the control (Ctrl) plus the V key to paste it into an email or word document. From a MAC, press Command-Shift-3.

# Human Resources
Completing Annual Security Awareness Training in SATERN (cont.)

The screen shot as shown above will be automatically saved as a PNG file on your desktop. Send the screen capture to the NSSC Customer Contact Center at NSSC-ContactCenter@mail.nasa.gov.

**Coming Soon!**
The NSSC is working to improve the NASA Automated Award System.  Click here to learn more.



"The training is mandatory for NASA employees, civil servants, or contractors who utilize a computer to accomplish work for the Agency."

# Financial Management
## Highlights and Updates

Peggy Mosteller, Division Chief, Financial Management

**NASA's Accounts Receivable Receives an Excellent Rating from Treasury**
NASA received a rating of excellent and/or compliant on the U.S. Treasury's Debt Management Services Agency Assessment Scorecard for the first quarter of 2013. The scorecard measures federal agency compliance with the Debt Collection Improvement Act of 1996.

The scorecard contains 16 measures which are rated using a quantitative and qualitative scoring metric. NASA rated excellent on six measures and compliant on four measures. The remaining six measures are not applicable to NASA. The compliant rating is the highest rating for qualitative measures, and the excellent rating is the highest rating for quantitative measures. Beginning with the second quarter of 2012, NASA has received the highest rating for four consecutive quarters.

**e-Invoicing/WAWF Update**
NASA's implementation of Department of Defense's Wide Area Workflow (WAWF) e-Invoicing solution will go-live with Phase 1 scheduled for May 6. The NASA e-Invoicing Program Overview and Participant Letter was sent to more than 2,800 NASA vendors with a determination that direct invoice submission is authorized or that invoices are currently approved by Defense Contract Audit Agency (DCAA) / Defense Contract Management Agency (DCMA) for cost contracts. The letter requested volunteer participants for the WAWF Phase I go-live.

Vendors have responded, and the WAWF team is researching which vendors have contracts that meet the Phase I criteria. In addition, members of the NSSC Accounts Payable team conducted testing at the NEACC for the Phase I vendor invoice interface from WAWF to SAP.

> "e-Invoicing will simplify NASA's invoice payment process by eliminating many of the manual steps in the current process and providing new capabilities."

Transitioning to WAWF has many benefits. WAWF will provide vendors with an electronic mechanism to submit invoices; improve payment cycle time, reduce late payments and interest penalties; and eliminate manual scanning requirements for paper invoices.

**Government Wide Accounting (GWA) Modernization / Central Accounting Reporting System (CARS) Update**
In Feb. 2013, participants from the NASA Office of the Chief Financial Officer, the NSSC Financial Management Division, NASA Centers and the U.S. Treasury attended a GWA pilot status meeting. This meeting was held to discuss pilot data and issues. NASA confirmed the process for being notified by the U.S. Treasury related to unplanned system outages.

Also in Feb. 2013, the NSSC and NEACC representatives met with the U.S. Treasury to discuss details and requirements associated with becoming a GWA / CARS reporter for disbursements. Per the NEACC, the SAP coding, required to include Treasury Account Symbol (TAS) / Business Event Type Code (BETC) information on the bulk payment files sent to the U.S. Treasury for processing disbursements, will be implemented in Oct. 2013, with the exception of the coding for Corporate Trade Exchange (CTX) payments, which is tentatively scheduled for Jan. 2014.

# Information Technology
## Improving Service Through System Enhancements



Bruce O'Dell, Division Chief,
Information Technology

The ESD project team is preparing to implement system enhancements that will benefit CIO personnel, I3P providers, the I3P Business Office and I3P customers.
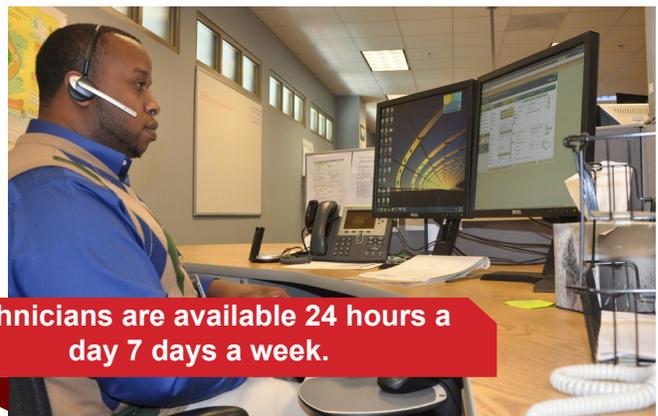
A successful demonstration of nine enhancements was conducted from the ESD test environment on Feb. 21, 2013, for approximately 60 stakeholders. The ESD project team passed Test Readiness Review Mar. 4 and Operational Readiness Review is planned for Apr. 4.

These enhancements will:

• Grant Tier-2 providers the ability to generate help tickets, even in cases when a single customer is not identified. This will be especially helpful to the NICS team, who frequently work tickets generated from a system, not a person. Automation will be built into the process so that the tickets are quickly routed to where they need to go.

• Allow individuals placing "On Behalf Of" orders to find new hires earlier in the on-boarding process. Those departing the Agency will be left in the system for "On Behalf Of" orders for a short time following separation. An individual's status will be displayed when placing an "On Behalf Of" order.

• Allow Centers the opportunity to create specific groups for approving orders at the IT and Resource levels. When changes are implemented, this can prevent every approver from receiving emails for every request and allow each Center to develop the workflow that is most appropriate for their approvers.

• Allow end users to edit a service request as it works its way through the approval cycle; requests that are edited will need to be re-approved.

• Allow users to subscribe to receive notifications in the system, but suppress notification emails.

• Ensure that customers and contacts will receive notification emails when orders are approved or rejected.

• Ensure that knowledge articles and help tickets are print-friendly; help tickets will have an easy email option allowing end users to share an open ticket with a POC.

• Grant knowledge article authors new searching capabilities, within the knowledge article library, that will assist them in managing content they have created.

## "We look forward to deploying all of these improvements on Apr. 9, 2013."

You can view a [video demonstration](video demonstration) of these enhancements.



**Technicians are available 24 hours a day 7 days a week.**

# Business and Administration
## The NSSC Prepares for Hurricane Season

Anita Harrell, Director,
Business and Administration
Office

The NSSC was originally slated to open its doors for business in Sept. 2005. Hurricane Katrina changed our go-live plans and our lives, and left us keenly aware that part of working on the Gulf Coast is being prepared to effectively plan for and manage external factors that threaten disruption of service. With this awareness in mind, the NSSC takes seriously its emergency operations strategies.

Each year, we review our Business Continuity Plan (BCP), retrain our employees on the essential procedures and prepare to provide seamless service in the event of a hurricane or other disasters.

The NSSC BCP is designed to provide a general overview of the strategies, resources and procedures required for the immediate response and subsequent recovery from short or long-term business interruptions, such as: loss of critical Information Technology (IT) services, loss of building access or a physical facility disruption.

The NSSC Business Continuity Program promotes the safety of NSSC employees during an emergency, ensures the continuous performance of identified NSSC essential operations during an emergency, and protects essential facilities, equipment, records and other assets.

A successful BCP minimizes damages and losses, and reduces or mitigates disruptions to operations, while providing organizational and operational stability. The plan is also a useful tool for facilitating decision-making during an emergency, achieving an orderly recovery from emergency operations and mitigating risks.

Activity-specific BCPs have been developed to document the specific recovery objectives and procedures required for the continued delivery of identified essential functions and services to the Agency, other Federal agencies, customers, stakeholders and NSSC personnel.

These activity-specific BCPs also identify personnel assigned to the Emergency Relocation Group (ERG). Planning at this finite level helps to ensure each essential service we provide can pick up and move to another location, if necessary and that all of our vital records are virtually accessible with our TechDoc electronic library.

## "We have made IT advancements that strengthen our BCP approach."

Through the ACES contract, our end user devices are more mobile-ready. NSSC ERG personnel have been issued laptops that have successfully been through Data At Rest (DAR) encryptions.

Our data is protected and through VPN, essential functions can continue remotely. More and more of our systems are virtually accessible.

Last year, the NSSC data center was moved to the National Center for Critical Information Processing and Storage (NCCIPS) world-class Tier-2+ facility at Stennis Space Center.

The data center's relocation, enhanced infrastructure and ability to better withstand natural disasters better posture the NSSC for around-the-clock support under all adverse conditions.

*NSSC News*

# Business and Administration
## The NSSC Prepares for Hurricane Season (cont.)

Critical personnel, financial, IT and procurement data is now maintained in a nationally recognized and secure data center.

The opening of the ESD has also enhanced our BCP strategies. With a subset of employees working at Marshall Space Flight Center, our ability to answer calls in a disaster situation is greatly enhanced.

Last August, Hurricane Isaac put our new capabilities to the test for the first time. As that storm hit Stennis Space Center, our team in Huntsville remained available to take calls (as did many dedicated employees in M.S. and L.A. who worked remotely from home as long as the electricity stayed on).

In April, we will once again retrain employees on our BCP strategies while we prepare for a new hurricane season. We will ensure that no matter where we are, we will be able to provide unparalleled service to NASA.

> "We will ensure that no matter where we are, we will be able to provide unparalleled service to NASA".

# Procurement
### NSSC Supports NASA Contracting Officer Representative (COR) Training

Mike Sweigart, Division Chief, Procurement

The NSSC Procurement Office provides administrative services in support of the NASA Federal Acquisition Certification for Contracting Officer Representatives (FAC-COR) Program.

NASA Civil Servants can take the NASA Basic COR 40-hour course to become certified to act as a COR for a NASA contract. NASA contractors cannot take COR training.

## "Only Federal Government employees may apply for and obtain a FAC-COR certification."

The schedule of COR training courses is kept updated and is located in the NASA HQ Procurement Library COR page. Courses will be held at GSFC, KSC and LaRC in April, and MSFC in June. After reviewing the current training schedule, users can search in SATERN "PROC-COTR-BASIC" for the listing of course offerings.

If an individual is attempting to enroll in a COR Basic course at another Center location, the POC for that Center, which is located in the training schedule file, needs to be contacted by the individual to check space availability.

If the POC at the Center has space available and approves the user's attendance, the POC contacts the NSSC to open up the SATERN course offering, for the user to be able to view and register for the course in SATERN. By default, the COR Basic course for each Center is visible only to that Center in SATERN when searching for training.

Once an employee becomes a certified COR, the

employee must meet Continuous Learning Requirements to maintain certification by obtaining 40 Continuous Learning Points (CLPs) every two years. Supervisors are responsible for working with their CORs to identify courses with the greatest benefit for professional development for the COR to meet the 40 CLP requirement.

These courses must be job related. CLPs are continuing education credits adopted to support the certification and training around Federal acquisition. You cannot take the NASA Basic COR 40-hour course over again and have it count more than once toward your requirement to obtain 40 CLPs every two years. Courses are available in SATERN.



SATERN tracks "Total Hours" which equate to CLPs. The SATERN External Training Request SF-182 that requires supervisor approval, may be used to record learning events.

For example, most of the Federal Acquisition Institutes on-line modules are "no cost" which can be noted in the SF-182 "comments" section. If the course has already been taken, note that the SATERN record just needs to be updated to reflect completion of the course.
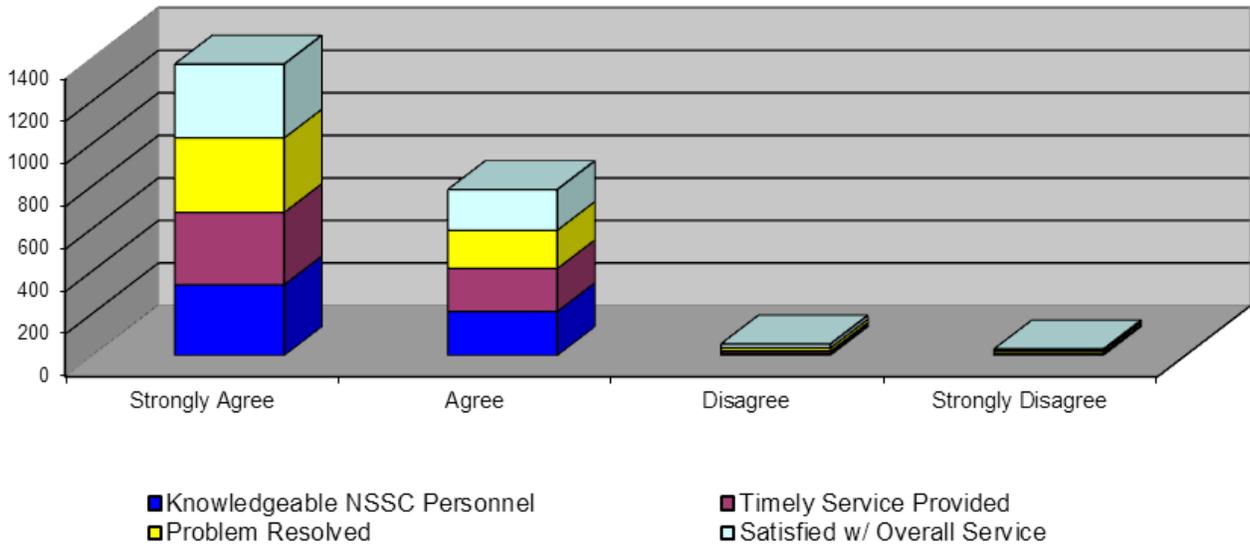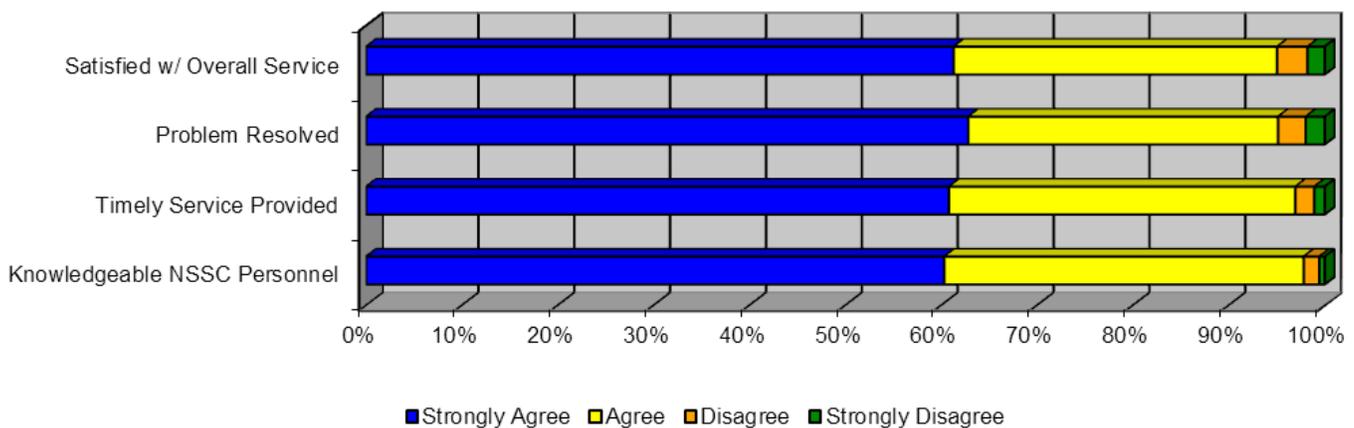
# Voice of the Customer
## Customer Contact Center - Customer Satisfaction Survey

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 below are used to help us improve our quality of customer service to meet our vision of Unparalleled Service.

CUMMULATIVE - FY13
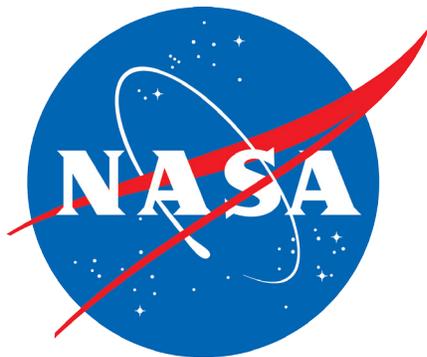Contact Center Customer (CCC) Survey Responses
October - February



CUMMULATIVE - FY13
Contact Center Customer (CCC) Survey
October - February



95.24% Customers are satisfied with overall service.

|  | OCT | NOV | DEC | JAN | FEB |
|---|---|---|---|---|---|
| Monthly Satisfaction | 95.13% | 95.21% | 94.80% | 95.72% | 95.24% |
| Cummulative Satisfaction | 95.13% | 95.17% | 95.05% | 95.35% | 95.32% |

# NASA Shared Services Center

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Stennis Space Center, MS 39529

*www.nssc.nasa.gov*

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

**Enterprise Service Desk (ESD)**
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