National Aeronautics and Space Administration

The NSSC News

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Former NSSC
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From the Desk of the Former Executive Director:
A Fond Farewell

After nearly 26 years of service, March 18, 2011, marked my final day at NASA, as I began pursuing a career interest in private industry. The opportunity presented to me is a mixed blessing. While I'm excited about the future, my heart is heavy when I think about all that I have left behind.

In my years with this Agency, I was the fortunate recipient of numerous assignments at multiple NASA Centers—all presenting different challenges. Perhaps my greatest source of inspiration was the time that I spent here at the NASA Shared Services Center (NSSC).

Designing, developing, implementing, and stabilizing a new NASA Center was a task as daunting as it was rewarding. All the normal challenges associated with a new start-up were present—and then there was Hurricane Katrina. The NSSC met that challenge and has accomplished so much since those early days.

The success of the NSSC is unprecedented. Since "Go-Live," the NSSC has met or exceeded 93.9% of its Service Level Indicators, but what I am most proud of is the lasting impacts the NSSC will continue to have on NASA.

Redirecting resources to the Agency's core technical mission is crucial for NASA's future. I leave confident that the NSSC and NASA are well-equipped for the future, because I know the strong foundation that has already been laid by the employees at the NSSC. I look forward to watching all the success that is to come for this great Agency.

What's New on the Web:
Social Media

The NSSC is proud to be the newest member of the social media revolution. We understand convenience is of great importance to our NASA customers. Social media is just one more way to open the channels of communication. Now you can keep tabs on what is going on at the NSSC by following our tweets on Twitter; you can share your thoughts with us on our Facebook wall; or you can even search our database of Frequently Asked Questions (FAQ's) from our Facebook page. While we see ourselves as social people, the purpose of our involvement in social media is to be of even greater assistance to you, so be sure to pay us a visit!

Facebook: www.facebook.com/NASANSSC
Twitter: http://twitter.com/NASA_NSSC

The Customer Contact Center:
From the Front Lines

It is that time of year when the Annual IT Security Training is required in SATERN. The FY11 Annual IT Security Training has been enhanced and combined with the IT Training for Managers, so there is only one course this year. In preparation for this annual training, here are some tips for successful launching of SATERN courses:

- Check your computer's system configurations to ensure your system meets the requirements to run SATERN courses by clicking on the "See Your System Settings" link on the bottom right-hand side of the SATERN "Welcome" page
- Set your pop-up blocker to enable pop-ups
- Clear your browser cache to ensure enough space is available to run the course
- Launch the course from the Learning Plan for best results

Human Resources Update:

External Training Request Improvements

Anita Harrell
Division Chief
Human Resources

Fast Facts:
Key Improvements

- Electronic records are now created at the appropriate step in the process to eliminate rework and duplication of effort
- Assignment of responsibilities is now lined up with the required process steps, to keep the process flowing efficiently in one direction
- Electronic documentation is now centralized in Remedy

The External Training Request service has undergone many changes in the past nine months, all aimed at helping to improve the NSSC's support to the NASA community. The first change was the re-alignment of External Training Purchases from Procurement to Human Resources in July 2010. This change placed the entire External Training Request process under one department and opened the door for additional improvements. This is not to say the process was broken; the Training Purchases process has been consistently "Green" as far as Service Level Indicators, but the NSSC is continually working to improve services.

As a result of a Kaizen event held late last year, the External Training Request process is now a much more streamlined activity. In fact, as of February 1, 2011, the External Training Request process is now paperless.

By going paperless, physical movement of files between processing stations is eliminated, and so is a significant amount of paper purchases and storage requirements. By reducing the amount of re-work and duplication, the last-day push to meet metrics, that seemed to be common for Training Purchases, is all but eliminated. Prior to the changes, requests were typically available to the card holder no earlier than day three of the five-day metric, with most arriving on day four or five. The typical package now arrives electronically by the second day.

Adjustments took time, but the External Training Request service made 90% of its metric in February, and as of March 15, 2011, 100% of External Training Requests have been completed within the five-day metric!

Information Technology Update:

Enterprise Service Desk (ESD) Update

Bruce O'Dell
Division Chief
Information Technology

Fast Facts:
ESD Update

- ESD is less than 90 days before "Go-Live"
- ESD will begin support on June 1, 2011
- All requests for computer seats, cell phones, printers, copiers, etc., will originate in the ESRS

The ESD project is currently in the final 90 days before "Go-Live." The NSSC is planning to begin support to the first IT Infrastructure Integration Program (I3P) contractor on June 1, 2011. Primary interactions with ESD customers will occur in four key ways:

- Through a Tier-0 self-service Web site
- Through a Tier-1 service desk
- Through the Enterprise Service Request System (ESRS)
- Through the notifications system

With the Tier-0 Web site, customers will be able to search knowledge articles to help solve issues they may be having with hardware, software, and other IT services provided by the I3P contractors. Customers may call the ESD for the same support, as well as for password resets for certain software applications.

The ESRS will also be accessible via the Tier-0 Web site. It will be an online catalog of all services offered to NASA users by the I3P contractors. All requests for computer seats, cell phones, printers, copiers, etc., will originate in the ESRS.

The notifications system will be used by the ESD to issue notifications to users of planned and unplanned outages affecting I3P services. Users may subscribe to view these notifications at the Tier-0 Web site or receive them by e-mail.

Financial Management Update:

Agency e-Invoicing Update

**Cindy Epperson
Division Chief
Financial Management**

**Fast Facts:
e-Invoicing Update**

- The e-Invoicing team is currently meeting weekly to research e-Invoicing solutions
- The team is co-led by the NSSC and the HQ OCFO Systems Branch
- The Team is planning to forward a recommendation to HQ OCFO senior management by April 29, 2011

The Agency e-Invoicing team is currently meeting weekly to conduct market research on available government and commercial e-Invoicing solutions. The team's goal is to recommend an e-Invoicing approach to the HQ Office of the Chief Financial Officer (OCFO) senior management by Friday, April 29, 2011. The team is co-led by the NSSC and the HQ OCFO Systems Branch. The team also includes participation from HQ OCFO Office of Procurement, Center Procurement, Finance communities, the NASA Enterprise Applications Competency Center (NEACC), and Center Business Process Leads (CBPL's).

The goal of implementing an e-Invoicing solution is to:

- Reengineer the Accounts Payable process through automation of manual steps in the current invoice process
- Minimize or eliminate data entry errors and associated rework

The advantages of e-Invoicing are dependent upon the selection and configuration of the solution, but should translate into fewer interest penalty payments, more discounts, and increased on-time payment percentage for NASA. Qualitative benefits of e-Invoicing include: increased internal controls, audit transparency, improved data accuracy, and the ability to process invoices during a disruption of business situation. NASA vendors will also benefit from online real-time payment and invoice status reports.

Procurement Update:

Couple Convicted of Fraud in Connection with SBIR Contracts

**Mike Sweigart
Division Chief
Procurement**

**Fast Facts:
SBIR Fraud Conviction**

- A professor and his wife were convicted of fraud in connection with more than $3 million in government SBIR contracts
- The couple submitted erroneous proposals and reports to NASA and the Air Force
- They face a maximum sentence of 20 years imprisonment on each count of wire fraud and conspiracy

A nuclear engineering professor, formerly employed by the University of Florida, and his wife, the president of a research and development company (NETECH) specializing in high-tech engineering research, were convicted on February 25, 2011, of fraud and related offenses in connection with more than $3 million in government SBIR contracts.

Following a three-week jury trial in Gainesville, Samim Anghaie, 61, and his wife, Sousan Anghaie, 56, were convicted of conspiracy to commit wire fraud. In addition, Samim Anghaie was convicted on 28 substantive counts of wire fraud, and Sousan Anghaie was convicted on 26 substantive counts. Samim Anghaie was also convicted of producing false documents to a Federal agency.

The Anghaies submitted proposals and reports to NASA and the Air Force, in which they falsely claimed that the research and analysis had been performed by NETECH as part of the contracts. In reality, the research and analysis had been taken from research projects, theses, and presentations of graduate and doctoral students at the University of Florida. Along with research previously conducted by a laboratory located in Russia, the information was used by NETECH without knowledge or consent.

The Anghaies face a maximum sentence of 20 years imprisonment on each count of wire fraud and conspiracy. Samim also faces a sentence of up to five years imprisonment for the production of false documents. Sentencing will take place at a later date. The case was prosecuted by Assistant United States Attorneys Gregory P. McMahon and Thomas F. Kirwin.

Voice of the Customer:
You Spoke, We Listened

Did you know that you can view the results of the NSSC's Baseline and Broad-Based Surveys online?

Baseline Surveys are used to establish customer satisfaction levels for services being performed at NASA Centers that will transition to the NSSC and are conducted once for each service within a year of the projected transition to the NSSC.

Broad-Based Surveys are used to assess how well the NSSC is performing services that have transitioned from the NASA Centers and are conducted annually for activities that have transitioned to the NSSC for at least six months.

The NSSC surveys continue to provide a great opportunity to listen to the "Voice of the Customer." To view the results of our surveys, please visit: www.nssc.nasa.gov/metrics on the NSSC Customer Service Web site.

In Other News:
NSSC Articles and Releases

To keep customers informed of all the changes at the NSSC, we submit articles and news releases to designated Center publication contacts and post them at: www.nssc.nasa.gov/voice. Still, with all the important work going on at NASA, NSSC customers may not have an opportunity to review the information that they need to know. Here is an opportunity to catch up. Below are links to information about a few of the most recent developments at the NSSC:

In January, Michael Smith was named the Deputy Director of the NSSC. With the departure of Richard Arbuthnot, Mr. Smith is now serving as the NSSC's Acting Executive Director. Read Michael Smith's bio or read the press release announcing his selection as the NSSC Deputy Director.

The NSSC recently marked it's fifth year of operation. To learn more about how the NSSC celebrated this milestone, read the press release.

In honor of the fifth anniversary of the NSSC, a special commemorative version of the NSSC employee newsletter, the "NSSCommunicator," was released. Read the NSSCommunicator online.

Budget & Operations:
I3P Business Office Update

Rebecca Dubuisson
Director, Business and Administration

The NSSC has been working on a business case to consolidate business office functions related to the Information Technology (IT) Infrastructure Integration Program (I3P) contracts. I3P consists of four Agency-wide contracts that are, or soon will be, managed at multiple locations:

- The EAST contract is managed at MSFC
- The ACES contract will be managed at the NSSC
- The NICS contract will be managed at MSFC
- The WEST contract will be managed at GSFC

An Enterprise Service Desk (ESD) will be formed at the NSSC to support I3P. To learn more about the services provided by I3P visit: http://insidenasa.nasa.gov/ocio/i3p/index.html.

The NSSC Board of Directors recently approved the implementation of an I3P Business Office as a new service to support all the I3P contracts. The implementation team for this service is currently being formed. Functions of the I3P Business Office include:

- Budget formulation
- Resources management
- Contract management
- Services/catalog management
- Service level agreement administration
- Performance and utilization reporting
- Survey administration

Technical Service Office functions for each contract will reside at the responsible managing Center.

Did You Know?:
Frequently Asked Question

Question: How do I change my TSP election?

Answer: You can start, change, or stop contributions at any time. Visit: www.employeeexpress.gov to change the amount or percent of payroll deduction for contributing to TSP. If you wish to change the allocation of future TSP contributions or transfer existing account balances among the G, F, C, S, I, or L funds, access https://www.tsp.gov.