NSSC - The Doors Open March 1, 2006
All those involved with the NSSC (transition teams, change teams, steering council, and many more) continue to work with both arder and diligence toward opening on March 1, 2006. Thus far a total of 41 Civil Servants and approximately 130 Service Provider team employees, headed by Computer Sciences Corporation (CSC), are on board. We also had a great response on the Project Announcement Visibility Effort (PAVE) request that went out to NASA employees with a total of 18 applicants from 7 NASA Centers. Thanks to all those who applied! The NSSC is also excited to announce that it will be holding a Ground Breaking Ceremony, tentatively scheduled for February 24, 2006 at Stennis Space Center, MS.

NSSC Steering Council Meeting
The Steering Council will meet at NASA Headquarters in Washington, DC, January 26, 2006. Mr. Richard Arbuthnot, NSSC Executive Director, will provide an update on establishing the NSSC Board of Directors (BOD), board membership responsibilities, and rotation schedule. He will also present the status on NSSC’s overall posture in business and administration, customer satisfaction and communication, and service delivery for our opening on March 1, 2006. The Operational Readiness Review (ORR) schedule and process, and the non-advocate review being conducted by Stennis Space Center will also be discussed.

Service Delivery Update
Service Delivery sponsored NSSC Contact Center Orientation and Training was held on January 5, 2006. The session covered the difference between a call center and a contact center and explained why the contact center is a critical component of the NSSC strategy for delivering Unparalleled Service. Art Askew, Contact Center Department Manager, conducted the session after a short introduction by Joyce Short, NSSC Service Delivery Director. Many questions were answered and topics discussed including:

Why do we need a contact center? The contact center is a disciplined approach to the management of customer interactions. It provides the structure the NSSC needs to quickly resolve customer issues, provide customers with timely follow-up and feedback, identify process improvements, and improve customer satisfaction.

What is the difference between a contact center and a call center? Call centers only handle telephone inquiries. A contact center handles inquiries from a variety of channels including: telephone, fax, web, and email. According to one study conducted in 2000, 85% of all customer contacts were by telephone and only 15% were through web, email, or web chat. In 2005 only 35% of an estimated 30 billion customer contacts were by telephone. Web customer contacts rose to 40% and email to 20%. Since our business is service, everyone benefits from a basic understanding of how the NSSC Customer Contact Center works. If you missed the first Customer Contact Center Orientation and Training session, don’t worry, we’ve got a lot more coming in the near future.

What has the NSSC completed? The NSSC has completed many items critical for a successful March 1, 2006 opening since the last newsletter. For example, the Joint Service Delivery Project Plan has been developed and is in its final review. The plan is used at the bi-weekly joint project plan meeting. The plan identifies the tasks that must be completed prior to a March 1 opening. The success of the NSSC hinges on a variety of factors and the project plan helps the NSSC assure that critical tasks aren’t unwittingly missed or allowed to slip. For example, we’ve defined the call management strategy for each of the activities that transition March 1; we’ve completed the first draft of the service delivery guide for each March 1 activity; the contact center furniture was delivered and installed; the servers delivered and installed; we’ve fine tuned the format and content for Operational Readiness Reviews (ORR); and developed a prototype for the NSSC customer web. We’ve been busy.

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

NSSC - The Doors Open March 1, 2006
All those involved with the NSSC (transition teams, change teams, steering council, and many more) continue to work with both arder and diligence toward opening on March 1, 2006. Thus far a total of 41 Civil Servants and approximately 130 Service Provider team employees, headed by Computer Sciences Corporation (CSC), are on board. We also had a great response on the Project Announcement Visibility Effort (PAVE) request that went out to NASA employees with a total of 18 applicants from 7 NASA Centers. Thanks to all those who applied! The NSSC is also excited to announce that it will be holding a Ground Breaking Ceremony, tentatively scheduled for February 24, 2006 at Stennis Space Center, MS.

NSSC Steering Council Meeting
The Steering Council will meet at NASA Headquarters in Washington, DC, January 26, 2006. Mr. Richard Arbuthnot, NSSC Executive Director, will provide an update on establishing the NSSC Board of Directors (BOD), board membership responsibilities, and rotation schedule. He will also present the status on NSSC’s overall posture in business and administration, customer satisfaction and communication, and service delivery for our opening on March 1, 2006. The Operational Readiness Review (ORR) schedule and process, and the non-advocate review being conducted by Stennis Space Center will also be discussed.

Service Delivery Update
Service Delivery sponsored NSSC Contact Center Orientation and Training was held on January 5, 2006. The session covered the difference between a call center and a contact center and explained why the contact center is a critical component of the NSSC strategy for delivering Unparalleled Service. Art Askew, Contact Center Department Manager, conducted the session after a short introduction by Joyce Short, NSSC Service Delivery Director. Many questions were answered and topics discussed including:

Why do we need a contact center? The contact center is a disciplined approach to the management of customer interactions. It provides the structure the NSSC needs to quickly resolve customer issues, provide customers with timely follow-up and feedback, identify process improvements, and improve customer satisfaction.

What is the difference between a contact center and a call center? Call centers only handle telephone inquiries. A contact center handles inquiries from a variety of channels including: telephone, fax, web, and email. According to one study conducted in 2000, 85% of all customer contacts were by telephone and only 15% were through web, email, or web chat. In 2005 only 35% of an estimated 30 billion customer contacts were by telephone. Web customer contacts rose to 40% and email to 20%. Since our business is service, everyone benefits from a basic understanding of how the NSSC Customer Contact Center works. If you missed the first Customer Contact Center Orientation and Training session, don’t worry, we’ve got a lot more coming in the near future.

What has the NSSC completed? The NSSC has completed many items critical for a successful March 1, 2006 opening since the last newsletter. For example, the Joint Service Delivery Project Plan has been developed and is in its final review. The plan is used at the bi-weekly joint project plan meeting. The plan identifies the tasks that must be completed prior to a March 1 opening. The success of the NSSC hinges on a variety of factors and the project plan helps the NSSC assure that critical tasks aren’t unwittingly missed or allowed to slip. For example, we’ve defined the call management strategy for each of the activities that transition March 1; we’ve completed the first draft of the service delivery guide for each March 1 activity; the contact center furniture was delivered and installed; the servers delivered and installed; we’ve fine tuned the format and content for Operational Readiness Reviews (ORR); and developed a prototype for the NSSC customer web. We’ve been busy.

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

NSSC - The Doors Open March 1, 2006
All those involved with the NSSC (transition teams, change teams, steering council, and many more) continue to work with both arder and diligence toward opening on March 1, 2006. Thus far a total of 41 Civil Servants and approximately 130 Service Provider team employees, headed by Computer Sciences Corporation (CSC), are on board. We also had a great response on the Project Announcement Visibility Effort (PAVE) request that went out to NASA employees with a total of 18 applicants from 7 NASA Centers. Thanks to all those who applied! The NSSC is also excited to announce that it will be holding a Ground Breaking Ceremony, tentatively scheduled for February 24, 2006 at Stennis Space Center, MS.

NSSC Steering Council Meeting
The Steering Council will meet at NASA Headquarters in Washington, DC, January 26, 2006. Mr. Richard Arbuthnot, NSSC Executive Director, will provide an update on establishing the NSSC Board of Directors (BOD), board membership responsibilities, and rotation schedule. He will also present the status on NSSC’s overall posture in business and administration, customer satisfaction and communication, and service delivery for our opening on March 1, 2006. The Operational Readiness Review (ORR) schedule and process, and the non-advocate review being conducted by Stennis Space Center will also be discussed.

Service Delivery Update
Service Delivery sponsored NSSC Contact Center Orientation and Training was held on January 5, 2006. The session covered the difference between a call center and a contact center and explained why the contact center is a critical component of the NSSC strategy for delivering Unparalleled Service. Art Askew, Contact Center Department Manager, conducted the session after a short introduction by Joyce Short, NSSC Service Delivery Director. Many questions were answered and topics discussed including:

Why do we need a contact center? The contact center is a disciplined approach to the management of customer interactions. It provides the structure the NSSC needs to quickly resolve customer issues, provide customers with timely follow-up and feedback, identify process improvements, and improve customer satisfaction.

What is the difference between a contact center and a call center? Call centers only handle telephone inquiries. A contact center handles inquiries from a variety of channels including: telephone, fax, web, and email. According to one study conducted in 2000, 85% of all customer contacts were by telephone and only 15% were through web, email, or web chat. In 2005 only 35% of an estimated 30 billion customer contacts were by telephone. Web customer contacts rose to 40% and email to 20%. Since our business is service, everyone benefits from a basic understanding of how the NSSC Customer Contact Center works. If you missed the first Customer Contact Center Orientation and Training session, don’t worry, we’ve got a lot more coming in the near future.

What has the NSSC completed? The NSSC has completed many items critical for a successful March 1, 2006 opening since the last newsletter. For example, the Joint Service Delivery Project Plan has been developed and is in its final review. The plan is used at the bi-weekly joint project plan meeting. The plan identifies the tasks that must be completed prior to a March 1 opening. The success of the NSSC hinges on a variety of factors and the project plan helps the NSSC assure that critical tasks aren’t unwittingly missed or allowed to slip. For example, we’ve defined the call management strategy for each of the activities that transition March 1; we’ve completed the first draft of the service delivery guide for each March 1 activity; the contact center furniture was delivered and installed; the servers delivered and installed; we’ve fine tuned the format and content for Operational Readiness Reviews (ORR); and developed a prototype for the NSSC customer web. We’ve been busy.

NSSC Vision: Unparalleled Service
NSSC Mission: To provide timely, accurate, high quality, cost effective, and customer focused support for selected NASA business and technical services.
Financial Management Division Update

The NSSC Financial Management Division welcomes Margaret (Christie) Bonner, Charlene Tyler and Sandra Wescovich.

Margaret (Christie) comes to us from the Armed Forces Retirement Home in Gulfport, MS where she worked as a Budget Analyst. Christie joins the Accounts Payable/Accounts Receivable Branch as a Certifying Officer. She has 15 years of federal service, with eleven years of financial management experience.

Charlene comes to us from DOD where she worked as a Budget Technician for the Commander Naval Reserve Forces Command in New Orleans, LA. Charlene joins the Payroll/Travel Branch as a Financial Management Specialist. She has 20 years of federal service, with fifteen years of financial management experience.

Sandra Wescovich, a former Program Analyst from NASA/Stennis Space Center, joins the Payroll/Travel Branch as a Certifying Officer. Sandra has 13 years of financial management experience.

NSSC Human Resources

The NSSC’s Human Resources Division recently took the lead in developing prototype informational pages for

Operational Readiness Review Schedule

<table>
<thead>
<tr>
<th>ORR #1 NSSC “Go Live”</th>
<th>ORR #2 NSSC SP “Go Live”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office/Division ORRs</td>
<td>Office/Division ORRs</td>
</tr>
<tr>
<td>NLT 1/31/06</td>
<td>NLT 1/31/06</td>
</tr>
<tr>
<td>Preliminary ORR</td>
<td>Preliminary ORR</td>
</tr>
<tr>
<td>2/1-2/06</td>
<td>2/2-3/06</td>
</tr>
<tr>
<td>SMO Non-Advocate Review</td>
<td>SMO Non-Advocate Review</td>
</tr>
<tr>
<td>2/7-8/06</td>
<td>2/21-22/06</td>
</tr>
<tr>
<td>NSSC “Go Live” ORR</td>
<td>NSSC SP “Go Live” ORR</td>
</tr>
<tr>
<td>2/21-22/06</td>
<td>2/23-24/06</td>
</tr>
</tbody>
</table>

—are you sure that the contact center software is ready?

We got a couple more bugs to work out, but come March 1, 2006 … heck, we could run the Customer Contact Center from the moon.

Quote Corner - Success

Whatever you vividly imagine, ardently desire, sincerely believe, and enthusiastically act upon… must inevitably come to pass!

—Paul J. Meyer

What is the recipe for successful achievement? To my mind there are just four essential ingredients: Choose a career you love, give it the best there is in you, seize your opportunities, and be a member of the team.

—Benjamin F. Fairless
Procurement Division Update

Members of the NSSC team were welcomed by the NASA Competency Center located in Huntsville, Alabama to receive P-Card Solutions System training. This training is critical to the successful transition of the Purchase Card (P-Card) Program to the NSSC. NSSC will assume the function of the Lead Agency Purchase Card Coordinator currently located and managed at Langley Research Center on March 1, 2006. Our sincere thanks go out to Jane Maples and Doreen Medzi for their cooperation and leadership during this training visit. Additionally, NSSC met with the GSFC Grants Operations Staff to discuss the current processes and the upcoming transition later this year. A final version of the NRA guide for proposers has been submitted to NASA HQ for internal review and distribution. We plan to return to GSFC in February to meet with the grant community and discuss in more detail how to plan the transition.

We have received many applications from across the Government during the current recruitment cycle expressing interest in both Contract Specialist and Procurement Analyst vacancies currently being filled at the NSSC. Interviewing will begin and new personnel will be in place to support the go-live on March 1, 2006.

Lisa Jukes, along with the HR team, collaborated to create pages that adhered to the 5 main principles of usability (also referred to as human factors):

1) Easy to learn
2) Easy to memorize
3) Efficient
4) Designed to reduce error frequency and severity
5) Designed to increase customer satisfaction

The overall purpose of the standard pages will be to provide the customer with valuable service information and to empower them to easily request those services via clear and concise “How do I...?” instructional pages. The standardization will also provide the customer with a consistent and uniform navigation scheme, enabling them to quickly find their information no matter where they are within the NSSC web pages.

The new web pages are scheduled to go out for review and comment by January 27.

For more information on usability/human factors, visit the following web sites:

U.S. Department of Health and Human Services: www.usability.gov

Nielsen Norman Group: www.nngroup.com


SATERN e-Training Initiative Reignites in Houston

Due to a NASA wide initiative to alter our enterprise wide systems security configurations, the System for Administration Training and Education Resources for NASA (SATERN) team experienced a slight pause in their activities. However, on January 11-12, the team regrouped in Houston to discuss the next steps in implementing this new tool for managing and monitoring training information.

SATERN (also known as Learning Management System (LMS)) is designed for effectively tracking the comprehensive range of information NASA uses within its learning programs. SATERN will eventually replace the current training systems such as SOLAR and AdminSTAR and will, as a result, provide NASA with a “one-stop-shop” for training coordination and data.

The NSSC HR Training and Procurement teams will be actively engaged in standing-up SATERN and ensuring that the processes and business rules adopted facilitate a smooth transition of the training and procurement functions when they migrate to the NSSC.

For more information on the SATERN initiative, visit https://solar.msfc.nasa.gov/solar/delivery/public/html/newindex.htm

Customer Satisfaction & Communication Office Update

The NSSC Customer Satisfaction & Communication Office would like to welcome Diane Duly from Glenn Research Center. Diane comes to us from NASA Glenn Research Center where she was the Lead Human Resources Specialist responsible for providing advisory and day-to-day operating human resources management services in the areas of classification, staffing, personnel actions processing, and records maintenance. Diane has served in various capacities on a number of Agency wide Human Resources teams. Most recently, she served as the HR Functional Lead for the Most Efficient Organization (MEO): the Agency’s proposal team for the NSSC. She has been with NASA since 1991. Prior to coming to NASA, Diane worked for the Defense Logistics Agency (DLA), where she served as a Senior Classification Specialist, Senior Staffing Specialist, and Employee Labor Relations Specialist. Welcome on board, Diane.