Historical Timeline

(Updated 09.01.2012)

A Look to the Past – Focused on Improving the Future

The NASA Shared Services Center (NSSC) is an innovative public-private partnership between the National Aeronautics and Space Administration (NASA), the States of Mississippi and Louisiana, and a service provider, CSC.

The history of the NSSC began long before the official launch date in March 2006. Achieving that launch date involved countless hours of dedication from its very inception, through one of the worst natural disasters in our Nation's history – Hurricane Katrina, to breaking ground on a new site, and helping to rebuild the Gulf Coast.

What does the NSSC mean for NASA?

The work performed by NSSC employees frees Agency resources that can then be redirected to NASA's core mission.

The NSSC performs select business and technical services in a single, shared services environment. Consolidation allows the NSSC to increase operational efficiency and provide a consistent level of customer service. The services provided by the NSSC are from five functional areas: Financial Management (FM), Human Resources (HR), Procurement (PR), and Information Technology Services (IT) and Agency Business Support (ABS).

How did the NSSC reach this point?

Follow the **Chronology of Significant Events** to understand the history of a Center that improves efficiency and helps America's Space Program to be able to focus on the core mission.

Chronology of Significant Events

December 2001 – NASA formed a study team, led by Ken Winter, to determine if NASA should implement a Consolidated Business Services Organization (CBSO).

March 2002 – NASA's Enterprise Council approved the CBSO Team's recommendation to implement a shared services center.

August 2002 – Lead, James L. Jennings, assigned to the NSSC Implementation Team; The mission – "To establish a consolidated shared services organization that will

provide higher quality, more cost-effective, and efficient services for selected NASA business and technical services."

February 2003 – The Implementation Team presented their recommendations to NASA's Executive Council (EC).

April 2003 – The EC approved the team's recommendation for consolidation of shared services into a single site and for activities to be transitioned to the consolidated NSSC.

May 2003 – The EC approved governance structure and endorsed the recommended functional activities for consolidation.

September 2003 – NASA released the NSSC Implementation Plan Report, the Business Case and Baseline for NSSC Implementation, indicating activities to transition to the NSSC and a targeted go-live date of October 1, 2005. Soon thereafter, NASA formed an Agency Transition Team.

December 2003 – NASA announced the A-76 Public – Private competition. Site selection was incorporated in the A-76 competition in April 2004.

January 2004 – The NSSC is officially established, and Richard E. Arbuthnot was named as the first Executive Director.

September 2004 – NASA released a final Request for Proposal (RFP) and received four proposals in November 2004.

May 2005 – NASA Administrator Mike Griffin approved findings of NSSC Source Evaluation Board (SEB) team. NASA awarded Service Provider contract to CSC. Stennis Space Center selected as the site. The NSSC received two protests, including the Most Efficient Organization (MEO) or QUEST Team. Soon after, the private company withdrew their protest with the Government Accountability Office.

August 2005 –The MEO protest was resolved.

August 2005 – The NSSC Project Team reported to SSC on August 22. On August 29, all employees had been evacuated due to Hurricane Katrina.

September 2005 – NASA Administrator Mike Griffin approved the NSSC's Way Forward following Hurricane Katrina and confirmed NASA's commitment to the State of Mississippi.

September - December 2005 – The Project Team regrouped in Washington, D.C.

February 2006 – The NSSC broke ground on new construction site for the NSSC permanent building.

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March 2006 – Go-Live for the NSSC.

June 2006 – First NSSC Board of Directors Meeting held at HQ: Board consists of senior officials from four NASA Centers and NASA's senior IT, Procurement, HR, and Financial Management officials.

September 2006 – First event-driven customer survey for domestic travel deployed. The domestic event-driven survey used a representative sample of randomly selected customers to get customers' feedback on the quality, timeliness and accuracy of the service provided.

December 2006 – The NSSC incorporated quality metrics for domestic travel in monthly reports to customers. Process for review and approval of NSSC capital investments developed.

January 2007 – First module of NSSC Datamart completed. The NSSC Datamart provided the business intelligence needed for end-to-end insights into the domestic travel reimbursement process.

January 2007 – The NSSC Balanced Scorecard cascaded to the workforce. The scorecard tied NSSC strategic initiatives, tactical and objective targets to the NSSC Vision of "Unparalleled Service."

February 2007 – NASA Advisory Council (NAC) visited the NSSC and Stennis Space Center.

February 2007 – Certification and accreditation of NSSC technology infrastructure and architecture received.

March 2007 – The NSSC received runner-up for Shared Services Outsourcing Network's Best New Shared Services Organization.

March 2007 – The NSSC migrated from old Web to new NSSC Customer Service Portal.

May 2007 – Service Recovery Program institutionalized the NSSC's philosophy, tools, and processes for recovering from service failures. Service Recovery training provided for Coaches, Leaders, and NSSC employees.

June 2007 – First NSSC Honor Awards Ceremony held.

October 2007 – Centers and the Office of Human Capital Management agreed the following Center-specific activities would be returned to the Centers: Health Fairs; Logistics for award ceremonies; and Logistics for recruiting events.

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January 2008 – Enterprise License Management (ELM) new business approved by the Board of Directors. The ELM consolidated software license contracts resulting in efficiency, reduced administrative costs, and best-value pricing models.

March 2008 – Received a Government Information Technology Executive Council (GITEC) Project Management Excellence Award in the category of Cost Savings / Cost Avoidance.

April 2008 – The NAC visited the NSSC and Stennis Space Center.

May 2008 – The NSSC employees moved into new building at Stennis Space Center provided by the State of Mississippi.

July 2008 – NASA Headquarters and NASA Centers participated in the NSSC Day. Discussions included Performance and the Chargeback Process.

August 2008 – Ribbon Cutting Ceremony held for new NSSC building.

August 2008 – Ethics Program Tracking System (EPTS) for external agencies approved by the Board of Directors. This service included electronic Web submission of the Office of Government Ethics (OGE)-450/450A and Standard Form (SF)-278, Contact Center support for filers, validation of each form, and secure/electronic transmission of the forms back to the client agency.

August 2008 – Completed Accounts Payable (AP) and Accounts Receivable (AR) transition.

September 2008 – Completed first formal benchmarking study for three high-volume Financial Management activities.

January 2009 – The NSSC Customer Contact Center received Help Desk Institute certification.

March 2009 – The NSSC received Best New Captive Shared Services Organization Excellence Award from Shared Services Outsourcing Network. This recognizes the most successful shared services organization launched within the last three years. This award is nationally recognized as the highest accolade for shared services organizations. The runner-up was the Wal-Mart Corporation. There were approximately 30 public and private submissions.

April 2009 – Enterprise Service Desk (ESD) and Enterprise Service Request System (ESRS) – new business approved. The NSSC's (TIER-1) IT help desk is the initial point of intake for reporting incidents and inquiries and for receiving help with Agency-wide IT services.

April 2009 – Members of U.S. Senator Roger Wicker's staff visited the NSSC.

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June 2009 – Return on Investment:

- The $30 million financial investment the Agency made in establishing the NSSC was paid in full
- Exceeding the initial savings estimate of $6 to $8 million per year and on track to recognize savings of $12 to $16 million a year
- The NSSC has the potential to save the Agency approximately $209 million by 2015

August 2009 – The White House Web site recognized the NSSC's work in the innovative acquisition improvement initiative through its Enterprise License Management Team.

June 2010 – The NSSC received the Leadership in Energy and Environmental Design (LEED) Silver Certification by the U.S. Green Building Council (USGBC), a goal that the NSSC has been working to achieve for two years.

July 2010 – Members of the State of Mississippi Legislature and the Mississippi Bureau of Building, Grounds and Real Property Management toured the NSSC.

August 2010 – The NSSC won the 2010 Corporate Executive Board *Force of Ideas Award* in the Advanced Service Center category, which is awarded by a committee of today's top leaders in corporate finance and strategy. The award recognizes best demonstrated practices, key business processes, and the creation of sustainable, measurable value for internal and external stakeholders.

January 2011 – The NSSC Customer Contact Center has been selected as a finalist in the categories of Technical Excellence and Overall Excellence for the tenth annual Government Customer Support Excellence Awards.

March 1, 2011 – NSSC's Fifth Anniversary.

March 2011 – Richard E. Arbuthnot, Executive Director, NSSC, awarded the Shared Services & Outsourcing Network (SSON) 2011 "People's Choice" Award.

March 2011 – Richard E. Arbuthnot steps down as NSSC Executive Director.

April 2011 – The NSSC Customer Contact Center was the 2011 winner of the Government Customer Support Excellence Award (GCSEA) in the Technical Excellence category.

November 2011 – Michael J. Smith announced as NSSC Executive Director.

March 2012 – The NSSC won first place in the Excellence in Culture Creation category at the Shared Services and Outsourcing Network Excellence Awards. The NSSC was also runner up in the Excellence in Customer Service category.

March 2012 – Rebecca Dubuisson announced as NSSC Deputy Director; Kenneth Newton announced as Director of Service Delivery.

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April 2012 – The NSSC selected by the International Academy of Visual Arts to receive a 2012 Communicator Award of Distinction for NASA's "*Welcome to NASA*" video

May 2012 – NASA received the *Above and Beyond Award* from the Washington, D.C. Chapter of Employer Support for the Guard and Reserve (ESGR). The nomination cited NASA policies, and direct support two JSC employees had received in connection with their military service from their supervisors, co-workers and the NSSC

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