



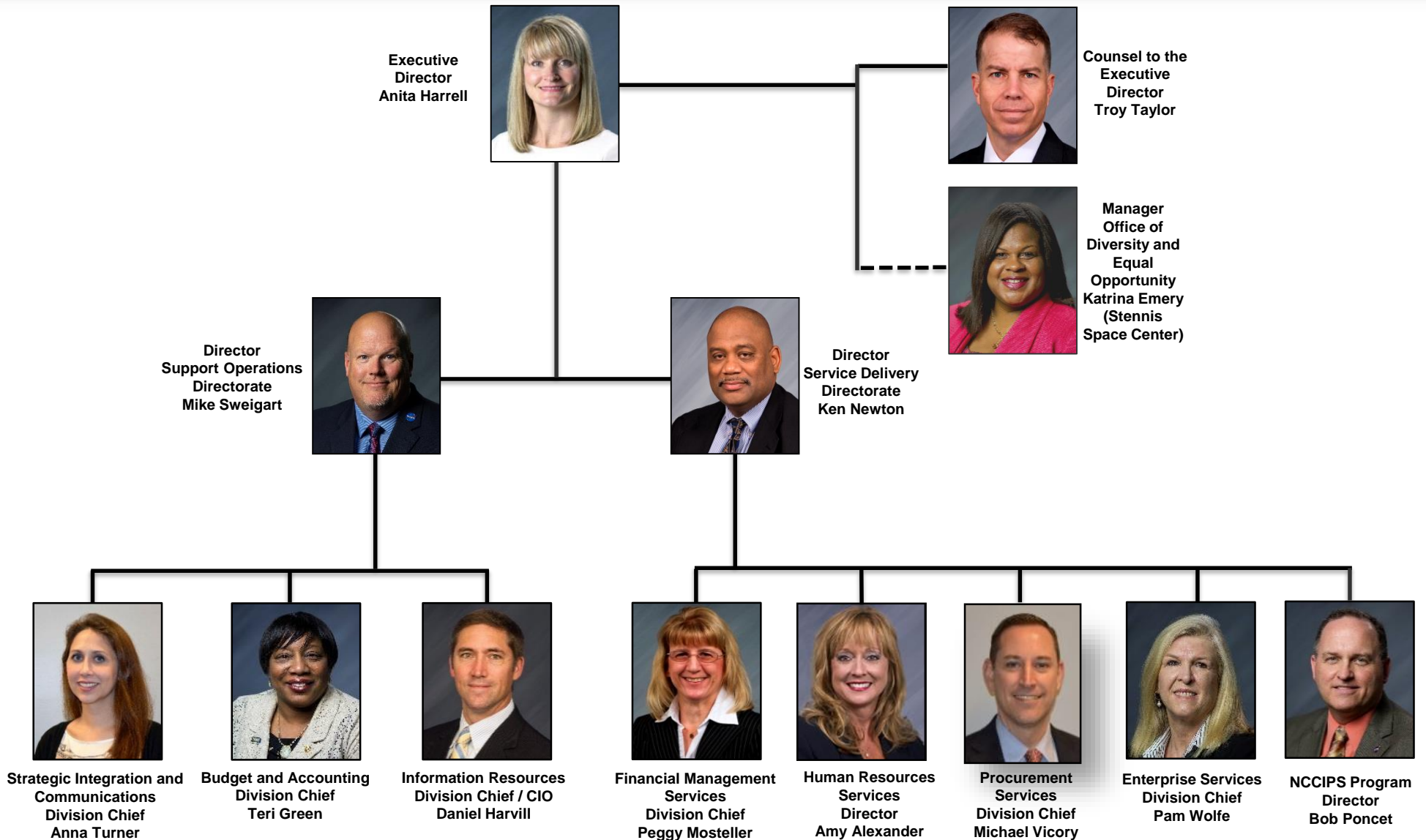
# NASA Shared Services Center Overview



May 2019



# NSSC Senior Leadership Team



# NSSC Vision and Mission

## NSSC Vision

*Unparalleled Service*

## NSSC Mission

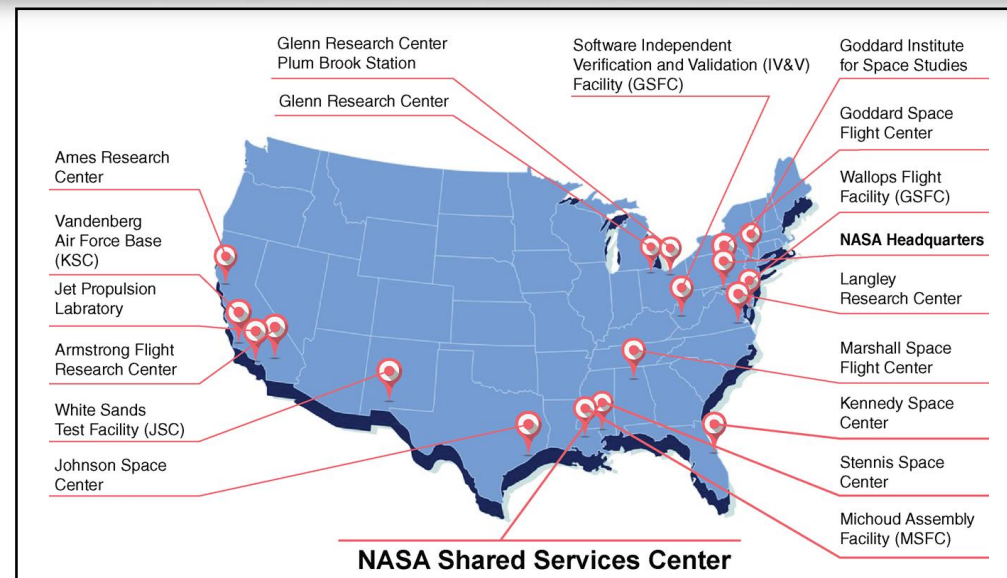
*To provide timely, accurate, high-quality, cost-effective and customer-focused support for selected NASA business and technical services.*





## What is the NASA Shared Services Center?

- A Working Capital Fund organization delivering support services to NASA utilizing the shares services delivery model since 2006
- Over 60 business activities in the areas of Financial Management, Human Resources, Procurement, Enterprise Services, and Agency Business Support.
- FY19 annual operating budget of \$63.1 million
- National Center for Critical Information Processing and Storage (NCCIPS) with a FY19 annual operating budget of \$22.8 million
  - Tier III-equivalent data center which provides secure processing and storage for nationally sensitive, critical or classified Federal information
  - Customers include Department of Homeland Security, Intelligence Community Customer, Army Missiles & Space Program Executive Office, Department of Transportation, Department of Housing and Urban Development, General Services Administration, Navy, Maritime Administration, and NASA





## Why a Shared Services Business Model?

- Single mission to achieve operational efficiencies through consolidation, standardization, and automation.
- Organizational culture that values and promotes the customer experience, problem solving, collaboration, and responsiveness
- NSSC is able to deliver to its customers across the Agency:
  - Enhanced Customer Experience: NASA employees realize increased overall satisfaction through the efficient, cost effective delivery of high-quality services
  - Improved Performance Management: Service delivery approach that reflects transparency, accountability, and informed decision making
  - Strengthened Mission Focus: NASA employees are able to devote more time to strategic activities rather than transactional/administrative tasks

# NSSC Service Delivery Model

- Core tenets of service delivery model
  - Formal governance structure
  - Flexible workforce model
  - Pricing model and chargeback mechanism
  - Structured management of customer interactions
  - Transparency in performance, costs, and reporting
  - Business intelligence and data-driven decisions
  - Innovation & Continuous Improvement
- Portfolio of services continues to grow
  - Recent transitions include Grants Management Services and Classification Services
  - Intelligent Automation Services (Robotics) implementation in work
  - Transition of Staffing Services—May 20, 2019

## The Model Works – in FY18:

- Overall Customer Satisfaction Rating of Over 93%
- 68,500 Contractor Invoices and Vouchers Processed
- 53,500 Domestic and Foreign Travel Vouchers Processed
- 2,300 Retirement Estimates Prepared
- 630 Retirement Packages
- 24,600 Personnel Actions Processed
- 1,670 New Grants Awarded
- 580 New SBIR Contracts Awarded
- 3,900 New Simplified Acquisition Purchases Awarded
- 69,500 Contact Center Inquiries
- 315,600 Enterprise Service Desk Inquiries



# NSSC Services Portfolio

Procurement Services	Financial Management Services	Human Resources Services		Enterprise Services	Other
<ul style="list-style-type: none"> <li>• Grants Awards &amp; Administration</li> <li>• SBIR/STTR Contract Award &amp; Admin</li> <li>• Agency Consolidated Contract Management</li> <li>• Enterprise License Management</li> <li>• Agency Enterprise IT Contracts</li> <li>• Simplified Acquisitions</li> <li>• Agency P-Card Program Management</li> <li>• FAC-C and FAC-COR Certification Management</li> <li>• Contract Audit/ Administration Services Validation</li> </ul>	<ul style="list-style-type: none"> <li>• Accounts Payable</li> <li>• Accounts Receivable</li> <li>• Fund Balance with Treasury</li> <li>• Financial Reporting</li> <li>• ETDY Travel Authorization and Voucher Preparation</li> <li>• ETDY Travel Voucher Payments</li> <li>• Domestic Travel Voucher Payments</li> <li>• Foreign Travel Voucher Payments</li> <li>• COS Travel Voucher Payments</li> <li>• Travel/Fleet Card Administration</li> <li>• Relocation Services Contract Management</li> <li>• Employee Relocation Support</li> </ul>	<ul style="list-style-type: none"> <li>• Drug Testing Admin</li> <li>• Employment Inquiries</li> <li>• Adjudication of Position Classification Appeals</li> <li>• Employee Recognition and Awards Processing</li> <li>• Preparation and Deployment of Employee Notices</li> <li>• Information Materials Development</li> <li>• Suitability Adjudications</li> <li>• Retirement Estimates and Package Processing</li> <li>• Benefits &amp; Survivor Counseling</li> <li>• Civilian and Military Deposit Processing</li> <li>• Admin of Leave Donor, Leave Bank, and Sick Leave Programs</li> <li>• Federal Workers' Comp Program Administration</li> <li>• Unemployment Compensation Management</li> <li>• Payroll, Time and Attendance Processing</li> </ul>	<ul style="list-style-type: none"> <li>• HR &amp; Training Systems Development and Maintenance</li> <li>• On-boarding, In-Processing Support</li> <li>• Classification Services</li> <li>• Classification Appeals</li> <li>• HR surveys support</li> <li>• Senior Executive Service (SES) Appointment Support</li> <li>• SES Candidate Development Program Support</li> <li>• (SES) Presidential Rank Awards Support</li> <li>• Financial Disclosures Processing</li> <li>• Personnel Action Processing</li> <li>• e-OPF Maintenance and Recordkeeping</li> <li>• On-site Training Purchases</li> <li>• Off-site Training Purchases</li> <li>• Staffing Services</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Contact Center</li> <li>• Document Imaging and Electronic Document Management</li> <li>• Enterprise Service Desk</li> <li>• Intelligent Automation Services</li> <li>• Enterprise Service Request System</li> </ul>	<ul style="list-style-type: none"> <li>• Agency Business Services (Budgeting &amp; Resource Management)</li> <li>• IT Business Services</li> <li>• Budgeting and Resource Management for NASA IT Contracts</li> <li>• National Center for Critical Information Processing &amp; Storage (NCCIPS)</li> </ul>



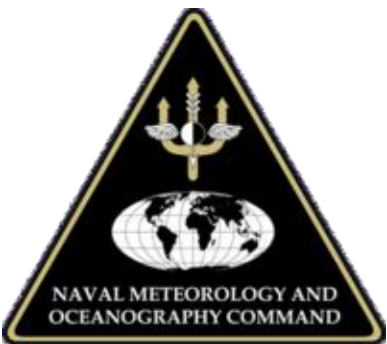
## National Center for Critical Information Processing and Storage (NCCIPS)

- National approach for a shared data services facility...Congress supported the initial capital investments of \$300M based on DHS consolidation in 2005-2006
- Secure processing and storage for national sensitive, critical, & classified information
- Government Owned, Contractor Operated
- 64-acre campus with 200,000 ft<sup>2</sup> of total space
- 145,000 ft<sup>2</sup> data center facility with 75,000 ft<sup>2</sup> of 30" raised floor, 12,000 ft<sup>2</sup> of 12" raised floor, 33,000 ft<sup>2</sup> of office space, and 25,000 ft<sup>2</sup> of support space
- Tier III-equivalent redundant electrical distribution and cooling
- Six Layers of physical security 24x7x365
- Working new support contract with a 1-yr base, 4x 1-yr options, and 3x 1-yr ATOs; expect award in late Dec 2018
- Semi-annual Customer Advisory Forum to discuss NCCIPS budget and strategy

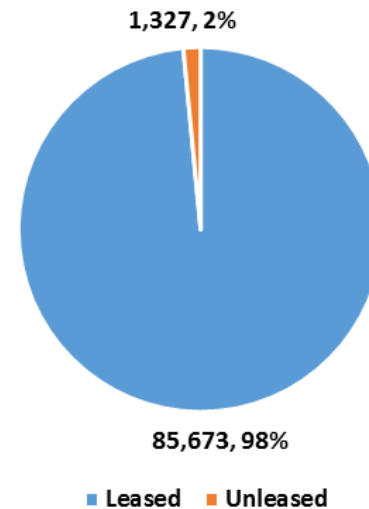




# National Center for Critical Information Processing and Storage (NCCIPS)



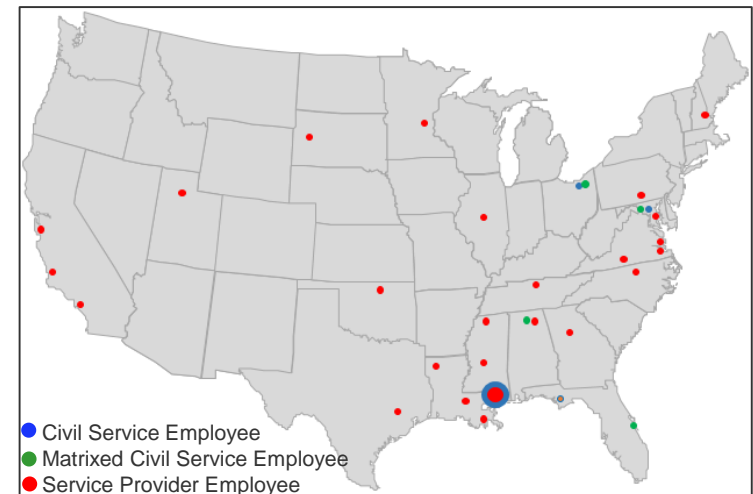
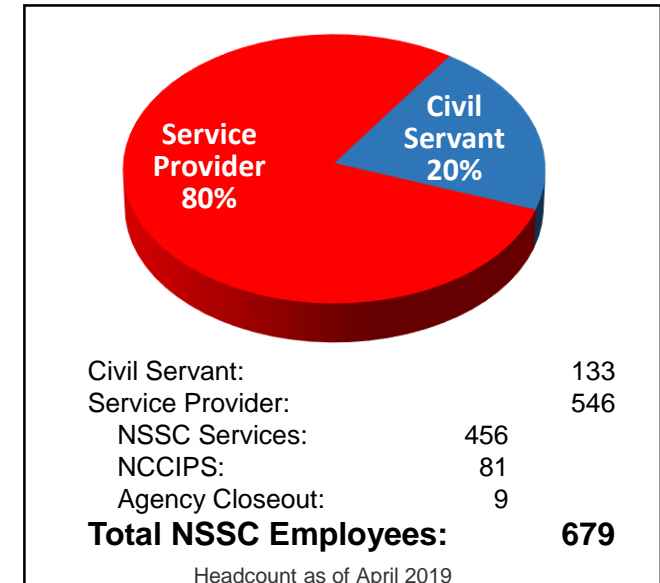
Total Data Center Floor (87,000 ft<sup>2</sup>)



- Army Missiles & Space PEO is new customer as of September 2018
- A member of the Intelligence Community is a new customer as of April 2019
- NASA customers include NSSC and Stennis Space Center
- All Office Space is leased

# NSSC Workforce

- The NSSC workforce is composed of 80% service providers/contractors and 20% civil servants
- 91% of employees are onsite at Stennis Space Center. Remaining 9% are offsite employees who are distributed across the country, with greatest concentrations at MSFC and GSFC
- Future transitions will maximize utilization of a distributed workforce across multiple NASA Centers
- Current service provider prime contractors include: General Dynamics IT (formerly CSRA), SAIC, Deltha, and Brandan Enterprises
- Diverse workforce, employing a greater percentage of women and veterans than NASA as a whole



## Economic Impact on Local Community

- Innovative public-private partnership between NASA, private sector, and the states of Mississippi and Louisiana
  - States provided economic incentives for NASA to locate the organization in south Mississippi
  - Mississippi invested \$33 million for a new building
  - Louisiana provided \$1 million in training funds to train workers displaced by Hurricane Katrina
- NASA contracts with Mississippi State University to complete periodic regional economic impact analyses
  - As stated in the FY18 Economic Impact Report, NSSC spends approximately \$0.87 out of every dollar received within a 50-mile radius of its current facility location at Stennis Space Center
  - In FY18, the NSSC contributed nearly \$153 million in the form of salaries and purchases into the local economy (communities of Hancock, Harrison, and Pearl River counties in coastal Mississippi and St. Tammany Parish in Louisiana)



