NASA Shared Services Center Overview

May 2019
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

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• National approach for a shared data services facility…Congress supported the initial capital investments of $300M based on DHS consolidation in 2005-2006
• Secure processing and storage for national sensitive, critical, & classified information
• Government Owned, Contractor Operated
• 64-acre campus with 200,000 ft$^2$ of total space
• 145,000 ft$^2$ data center facility with 75,000 ft$^2$ of 30” raised floor, 12,000 ft$^2$ of 12” raised floor, 33,000 ft$^2$ of office space, and 25,000 ft$^2$ 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)

- 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

Total Data Center Floor (87,000 ft²)

- 85,673, 98%
- 1,327, 2%
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)