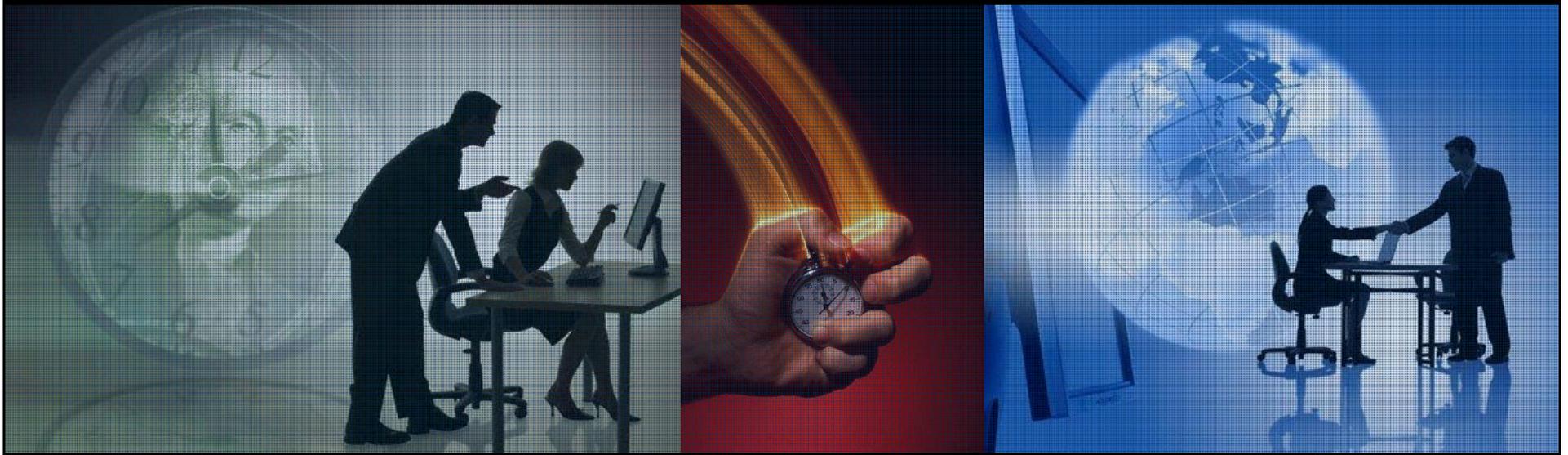




Performance and Utilization Report

April, 2006





Agenda

NASA Shared Services Center

- Scorecard
- Financial Management
 - Foreign Travel
 - PCS (Enroute, Miscellaneous, Fixed Temporary Quarters, House Hunting Trip)
 - PCS (Actual Temporary Quarters, Real Estate & Constructive Vouchers)
- Customer Contact Center
 - Initial Call Resolution
 - Call Response Rate
 - Customer Inquiries
 - Customer Satisfaction Survey
- Customer Service Web
- Performance Summary
- Service Delivery Priorities
- Monthly Status Bills



Scorecard - Overall

NASA Shared Services Center

Activity	All
Foreign Travel	
PCS (6 days)	
PCS (15 days)	
SES Appointments	
Initial Call Resolution	
Call Response Rate	
Website Availability	

Legend:



Met or Exceeded SLA

0 – 5% below SLA

>5% below SLA



Scorecard – By Center

NASA Shared Services Center

Activity by Center	ARC	DFRC	GRC	GSFC	HQ	JSC	KSC	LaRC	MSFC	NSSC	SSC
Foreign Travel	G	G	G	G	G	G	G	G	G		
PCS (6 days)			G	G	G	G	G		G	G	G
PCS (15 days)	G		G	G	G	G	G		G	G	
SES Appointments											
Initial Call Resolution	G	R	G	G	G	G	G	G	G	R	G
Call Response Rate	G	G	G	G	G	G	G	G	G	G	G
Website Availability	G	G	G	G	G	G	G	G	G	G	G

Legend:

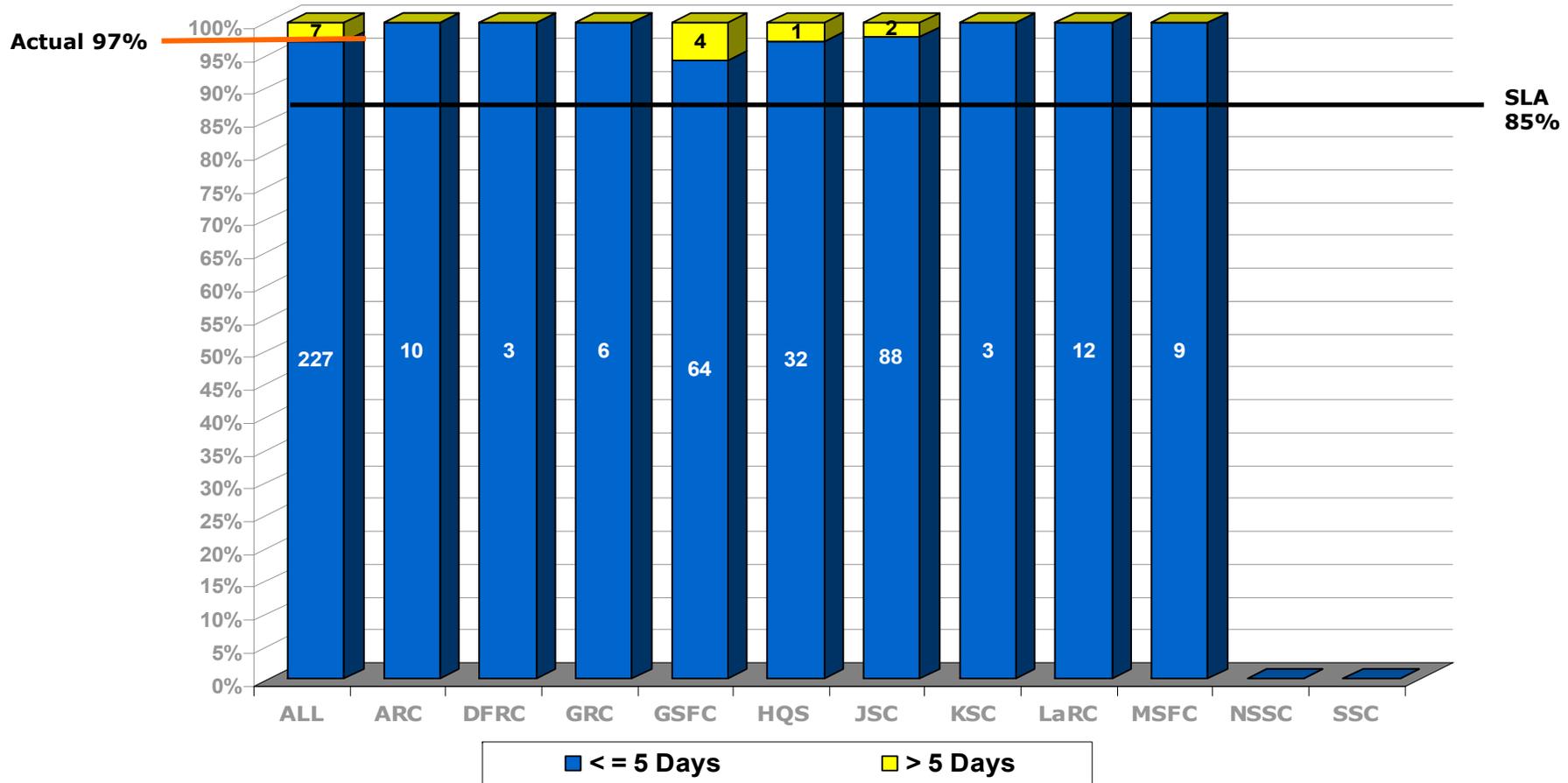
	Met or Exceeded SLA
	0 – 5% below SLA
	>5% below SLA



Financial Management Foreign Travel

NASA Shared Services Center

SLA: 85% of Foreign Travel Vouchers processed within 5 business days of receipt of completed voucher (including adequate funding)





Financial Management Foreign Travel

NASA Shared Services Center

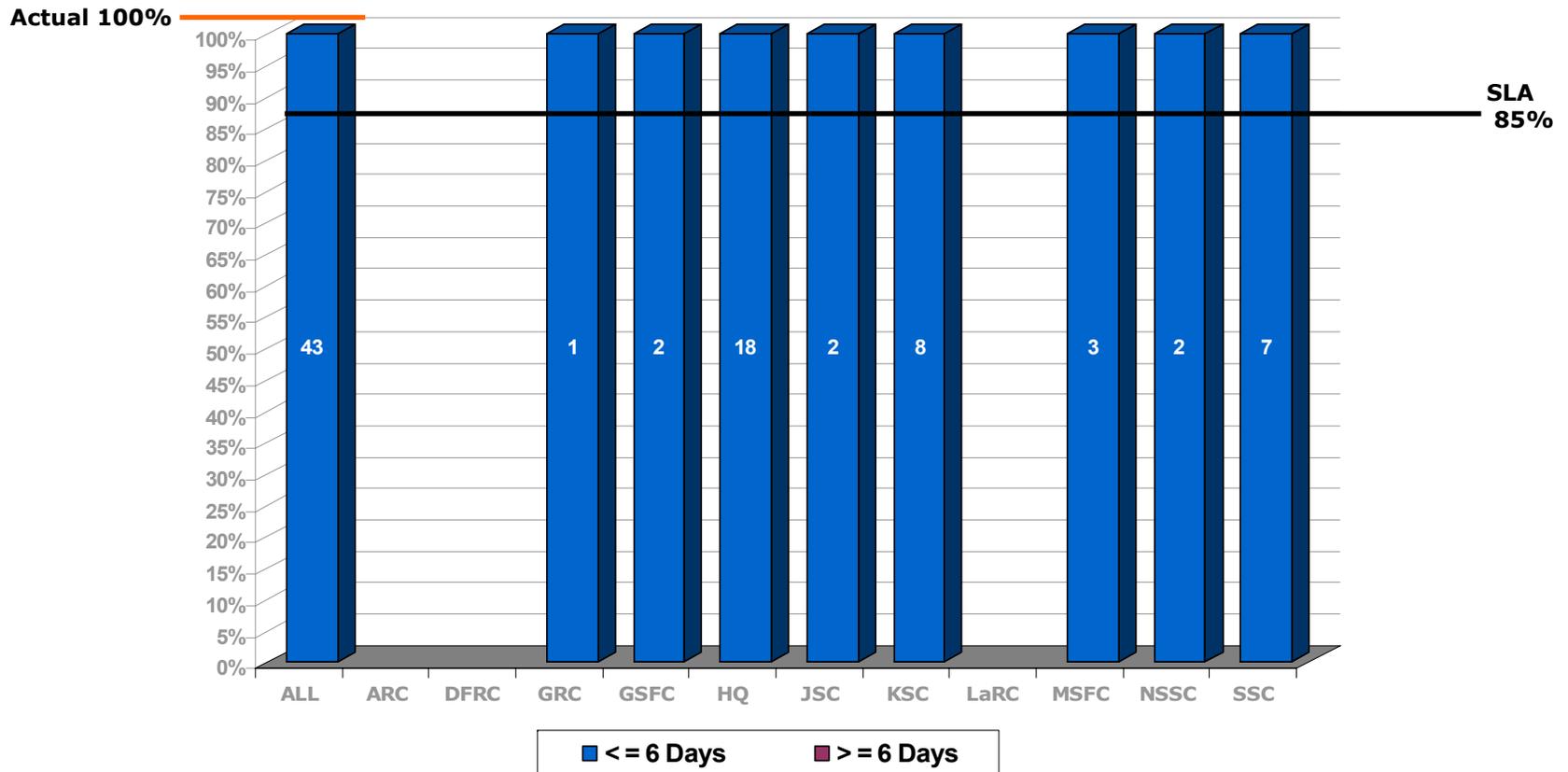
- Exceeded the SLA requirement by processing 97% of Foreign Travel Vouchers within 5 business days of receipt of completed voucher (including adequate funding)
- Averaged 3.5 days to process Foreign Travel Vouchers
- NSSC overall performance as well as individual Center performance improved from March
- 97% of Foreign Travel Vouchers met or exceeded the SLA compared to 88.8% in March



Financial Management PCS - Enroute, Miscellaneous, Fixed Temporary Quarters, House Hunting Trip

NASA Shared Services Center

SLA: 85% of PCS Vouchers processed within 6 business days of receipt of completed voucher





Financial Management PCS - Enroute, Miscellaneous, Fixed Temporary Quarters, House Hunting Trip

NASA Shared Services Center

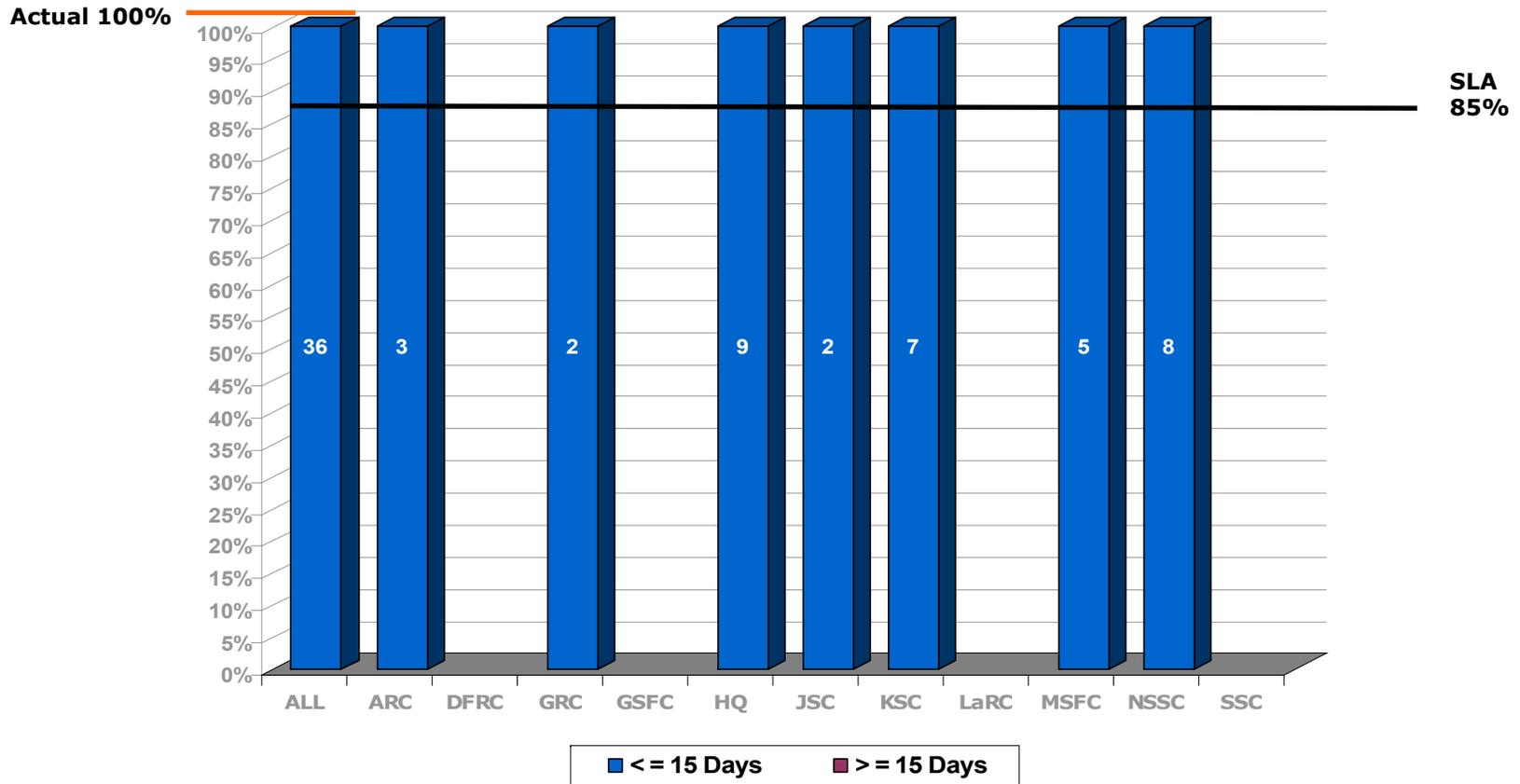
- Exceeded the SLA requirement by processing 100% of PCS Vouchers within 6 business days of receipt of completed voucher
- Averaged 4.3 days to process PCS Vouchers



Financial Management PCS – Actual Temporary Quarters, Real Estate & Constructive Vouchers

NASA Shared Services Center

SLA: 85% of PCS Vouchers processed within 15 business days of receipt of completed voucher





Financial Management PCS – Actual Temporary Quarters, Real Estate & Constructive Vouchers

NASA Shared Services Center

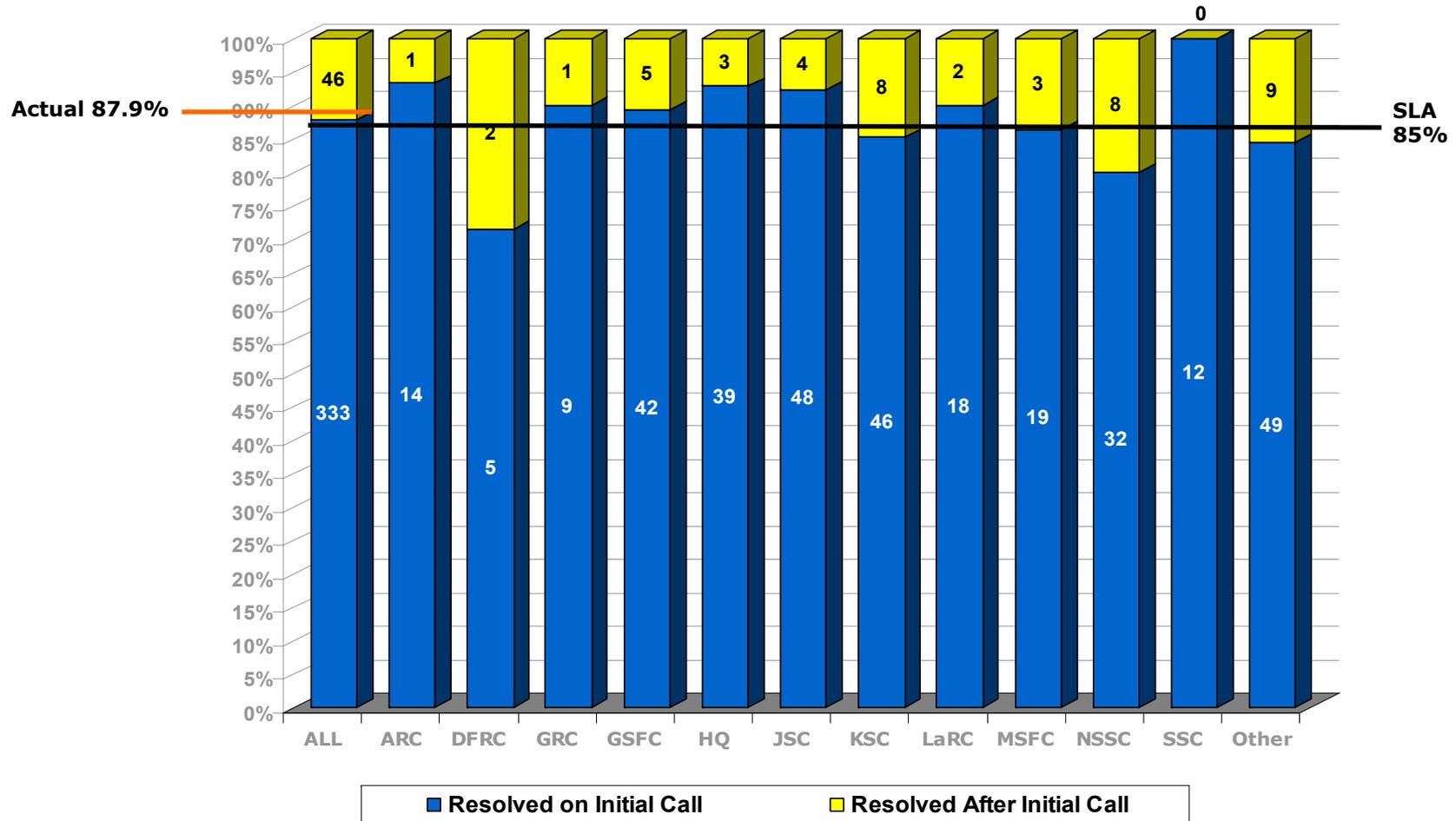
- Exceeded the SLA requirement by processing 100% of PCS Vouchers within 15 business days of receipt of completed voucher
- Averaged 5.2 days to process PCS Vouchers



Customer Contact Center Initial Call Resolution

NASA Shared Services Center

SLA: 85% of Routine Customer Inquiries are resolved on initial call during NSSC Business Hours





Customer Contact Center Initial Call Resolution

NASA Shared Services Center

- Exceeded the SLA requirement by resolving 87.9% of routine customer inquiries on initial call during NSSC business hours
- NSSC and “Other” initial call resolution was impacted by a high number of miscellaneous inquiries



Customer Contact Center Call Response Rate

NASA Shared Services Center

SLA: 80% of Customer Calls are answered within 45 Seconds during NSSC Business Hours

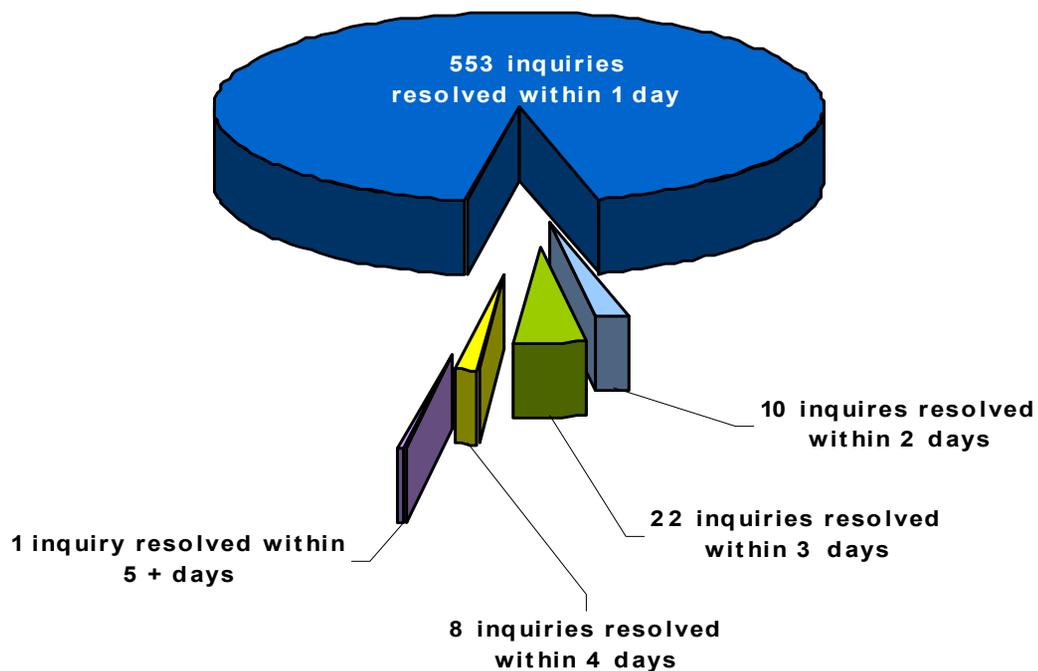
- 100% of calls were answered within 45 seconds
 - The average speed of answer was 6.1 seconds
 - Transition of high volume activities such as payroll and domestic travel in May could increase the call response rate



Customer Contact Center Customer Inquiries (Resolution by Days)

NASA Shared Services Center

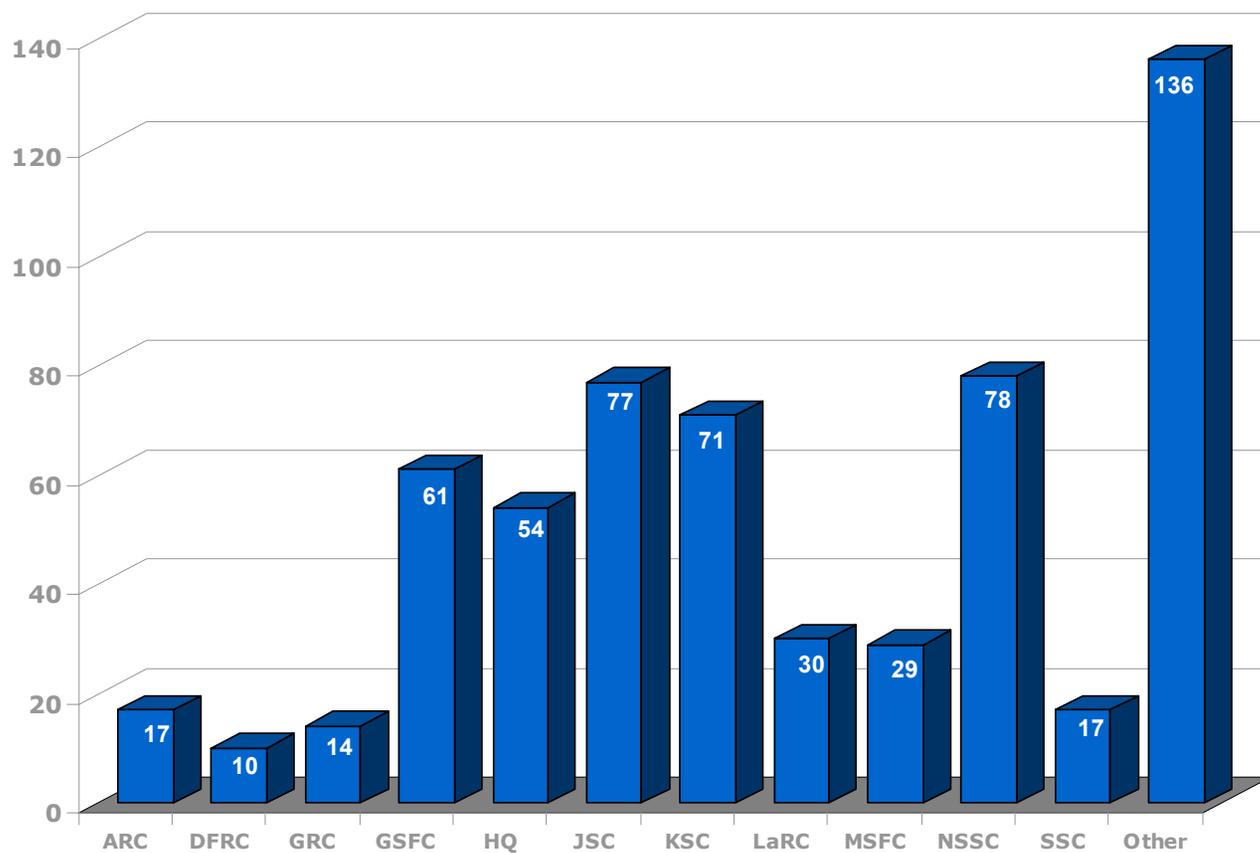
594 Customer Inquiries in April





Customer Contact Center Customer Inquiries

NASA Shared Services Center





Customer Contact Center Customer Inquiries

NASA Shared Services Center

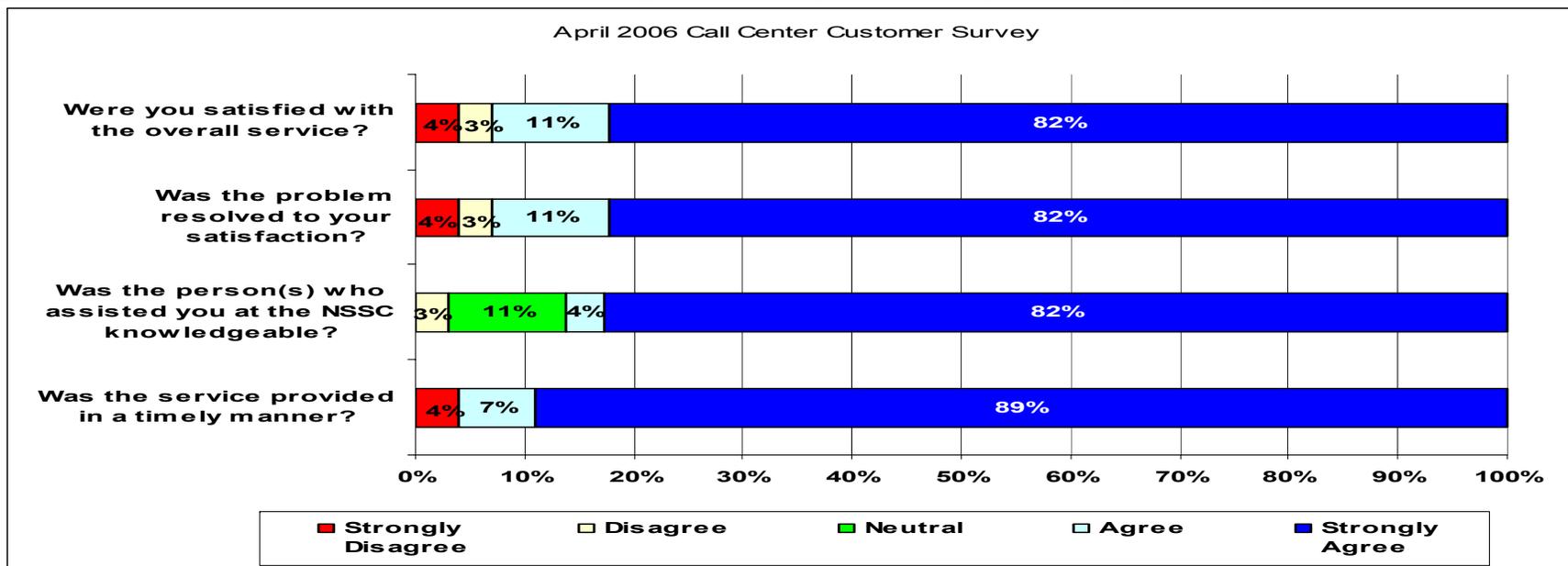
- “Other” inquiries fell into the following categories:
 - Employment Inquiries (activity has yet to transition) 65%
 - Inquiries about Grants (activity transitioned May 1) 5%
 - General Inquiries about the NSSC and/or NASA 30%



Customer Contact Center Customer Satisfaction Survey

NASA Shared Services Center

Question	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Mean
Was the service provided in a timely manner?	4%	0%	0%	7%	89%	4.79
Was the person(s) who assisted you at the NSSC knowledgeable?	0%	3%	11%	4%	82%	4.64
Was the problem resolved to your satisfaction?	4%	3%	0%	11%	82%	4.64
Were you satisfied with the overall service?	4%	3%	0%	11%	82%	4.64





Customer Contact Center Customer Satisfaction Survey

NASA Shared Services Center

- 93% of randomly selected customers “agree” or “strongly agree” that they were satisfied with the overall service of the NSSC
- 93% of randomly selected customers “agree” or “strongly agree” that their problem was resolved to their satisfaction

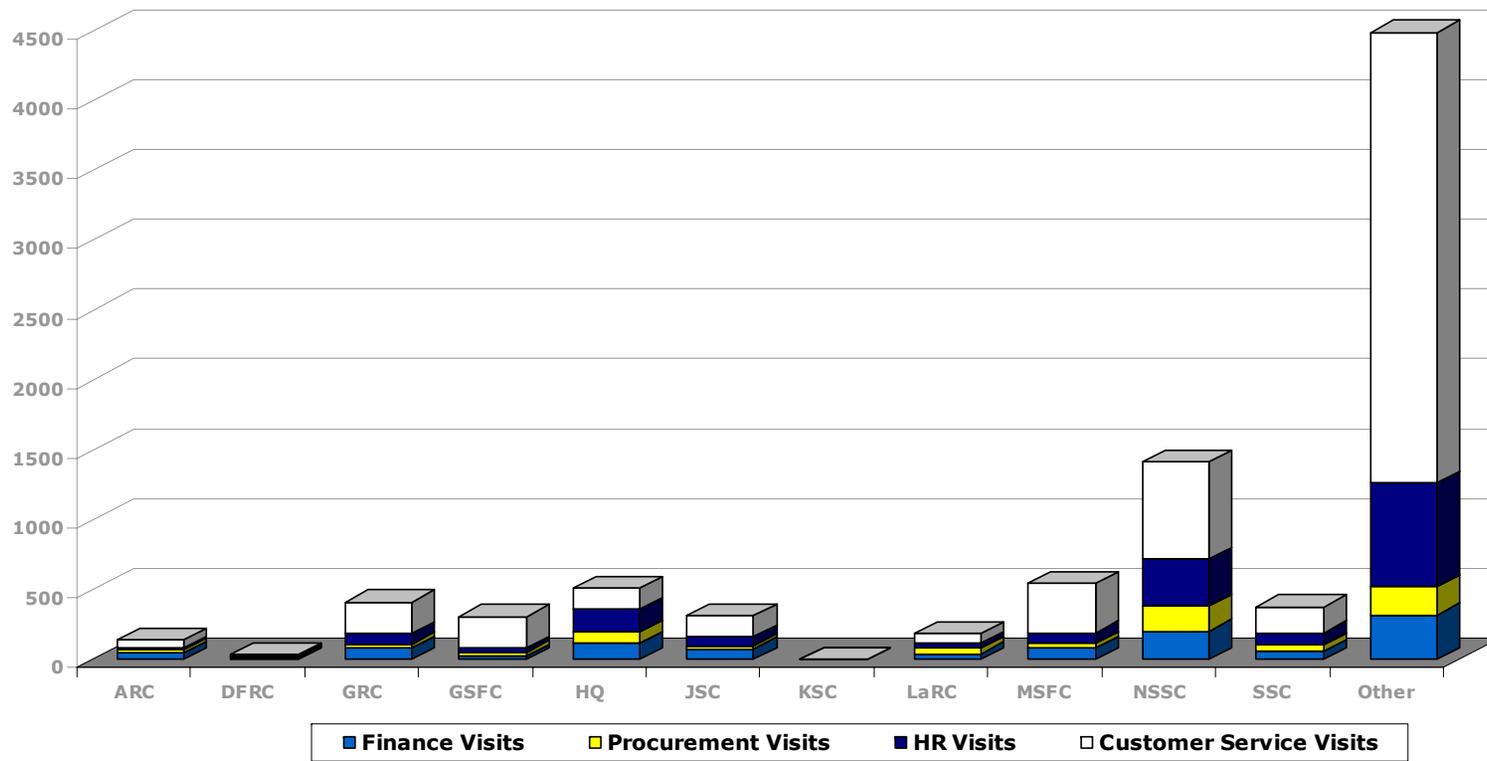


Customer Service Web Visits By Center

NASA Shared Services Center

SLA: Web Site Availability **99.5%** Web Pages Developed and Maintained **472**
Actual: Web Site Availability **99.8%**

Visits by Center





Performance Summary

NASA Shared Services Center

- Overall met or exceeded service levels for all SLIs
- Met or exceeded SLIs for each individual Center on 5 out of 6 services
- Initial call resolution rates should improve as call volume increases and Contact Center representatives gain experience



Service Delivery Priorities

NASA Shared Services Center

- Stabilizing processes for “Go-Live” activities and preparing to transition high volume, high profile activities such as payroll, domestic travel, and grants
- Development of a Quality Control Program for implementation by August 1 is underway
 - Program will help the NSSC measure quality, reduce re-work, train staff, and improve processes
- Expanding the NSSC Customer Satisfaction Program to include event driven surveys will help identify and prioritize process improvements



Monthly Status Bill - ARC

NASA Shared Services Center

ARC												
Functional Area	Service (Transition Month)	FY06 Rate	FY06 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY 06 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Payroll & Time Attendance Processing (May)	\$321	725	0	0	725	100.00%	\$232,674	\$0	\$0	\$232,674	100.00%
	Travel Services (PCS & Foreign-March; Domestic-June)	\$69	2,438	13	37	2,401	98.48%	\$169,298	\$903	\$2,570	\$166,728	98.48%
	Total Finance Services							\$401,972	\$903	\$2,570	\$399,402	99.36%
Human Resources	Support to Personnel Programs (March)	\$238	1,088	155	311	777	71.43%	\$258,314	\$36,902	\$73,804	\$184,510	71.43%
	SES Case Documentation (April)	\$3,079	3	0	0	3	100.00%	\$9,236	\$0	\$0	\$9,236	100.00%
	Employee Development and Training (July)	\$284	363	0	0	363	100.00%	\$102,979	\$0	\$0	\$102,979	100.00%
	Employee Benefits (March)	\$69	1,088	155	311	777	71.43%	\$74,951	\$10,707	\$21,414	\$53,536	71.43%
	PCS and Extended TDY Relocation Assistance (Sept)	\$2,126	0	0	0	0	100.00%	\$531	\$0	\$0	\$531	100.00%
	Total Human Resources Services							\$446,011	\$47,609	\$95,218	\$350,793	78.65%
Procurement	Grants (October)	\$6,378	0	0	0	0	N/A	\$0	\$0	\$0	\$0	N/A
	Training Purchases (July)	\$249	333	0	0	333	100.00%	\$82,889	\$0	\$0	\$82,889	100.00%
	Other Procurement Services (March)	\$312,665	1	0.14	0.29	0.71	71.43%	\$312,665	\$44,666	\$89,333	\$223,332	71.43%
	Total Procurement Services							\$395,554	\$44,666	\$89,333	\$306,221	77.42%
GRAND TOTAL							\$1,243,537	\$93,179	\$187,121	\$1,056,416	84.95%	

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.



Monthly Status Bill - DFRC

NASA Shared Services Center

DFRC												
Functional Area	Service (Transition Month)	FY06 Rate	FY06 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY 06 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Payroll & Time Attendance Processing (May)	\$321	278	0	0	278	100.00%	\$89,058	\$0	\$0	\$89,058	100.00%
	Travel Services (PCS & Foreign-March; Domestic-June)	\$69	1,023	3	5	1,018	99.51%	\$71,036	\$208	\$347	\$70,688	99.51%
	Total Finance Services							\$160,094	\$208	\$347	\$159,746	99.78%
Human Resources	Support to Personnel Programs (March)	\$238	416	59	119	297	71.43%	\$98,872	\$14,125	\$28,249	\$70,623	71.43%
	SES Case Documentation (April)	\$3,079	4	0	0	4	100.00%	\$11,545	\$0	\$0	\$11,545	100.00%
	Employee Development and Training (July)	\$284	139	0	0	139	100.00%	\$39,416	\$0	\$0	\$39,416	100.00%
	Employee Benefits (March)	\$69	416	59	119	297	71.43%	\$28,688	\$4,098	\$8,197	\$20,491	71.43%
	PCS and Extended TDY Relocation Assistance (Sept)	\$2,126	3	0	0	3	100.00%	\$6,377	\$0	\$0	\$6,377	100.00%
	Total Human Resources Services							\$184,898	\$18,223	\$36,446	\$148,453	80.29%
Procurement	Grants (May)	\$6,378	6	0	0	6	100.00%	\$38,269	\$0	\$0	\$38,269	100.00%
	Training Purchases (July)	\$249	128	0	0	128	100.00%	\$31,784	\$0	\$0	\$31,784	100.00%
	Other Procurement Services (March)	\$312,665	1	0.14	0.29	0.71	71.43%	\$312,665	\$44,666	\$89,333	\$223,332	71.43%
	Total Procurement Services							\$382,718	\$44,666	\$89,333	\$293,386	76.66%
GRAND TOTAL								\$727,710	\$63,098	\$126,126	\$601,585	82.67%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.



Monthly Status Bill - GRC

NASA Shared Services Center

GRC												
Functional Area	Service (Transition Month)	FY06 Rate	FY06 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY 06 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Payroll & Time Attendance Processing (May)	\$321	1,054	0	0	1,054	100.00%	\$338,100	\$0	\$0	\$338,100	100.00%
	Travel Services (PCS & Foreign-March; Domestic-June)	\$69	3,519	9	17	3,502	99.52%	\$244,396	\$625	\$1,181	\$243,215	99.52%
	Total Finance Services							\$582,496	\$625	\$1,181	\$581,315	99.80%
Human Resources	Support to Personnel Programs (March)	\$238	1,580	226	452	1,129	71.43%	\$375,357	\$53,622	\$107,245	\$268,112	71.43%
	SES Case Documentation (April)	\$3,079	10	0	0	10	100.00%	\$30,018	\$0	\$0	\$30,018	100.00%
	Employee Development and Training (July)	\$284	527	0	0	527	100.00%	\$149,639	\$0	\$0	\$149,639	100.00%
	Employee Benefits (March)	\$69	1,580	226	452	1,129	71.43%	\$108,911	\$15,559	\$31,117	\$77,793	71.43%
	PCS and Extended TDY Relocation Assistance (Sept)	\$2,126	4	0	0	4	100.00%	\$9,034	\$0	\$0	\$9,034	100.00%
	Total Human Resources Services							\$672,959	\$69,181	\$138,362	\$534,597	79.44%
Procurement	Grants (Oct)	\$6,378	0	0	0	0	N/A	\$0	\$0	\$0	\$0	N/A
	Training Purchases (July)	\$249	279	0	0	279	100.00%	\$69,614	\$0	\$0	\$69,614	100.00%
	Other Procurement Services (March)	\$312,665	1	0.14	0.29	0.71	71.43%	\$312,665	\$44,666	\$89,333	\$223,332	71.43%
	Total Procurement Services							\$382,279	\$44,666	\$89,333	\$292,946	76.63%
GRAND TOTAL								\$1,637,734	\$114,473	\$228,876	\$1,408,858	86.02%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.



Monthly Status Bill - GSFC

NASA Shared Services Center

GSFC												
Functional Area	Service (Transition Month)	FY06 Rate	FY06 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY 06 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Payroll & Time Attendance Processing (May)	\$321	1,726	0	0	1,726	100.00%	\$553,925	\$0	\$0	\$553,925	100.00%
	Travel Services (PCS & Foreign-March; Domestic-June)	\$69	7,591	70	139	7,452	98.17%	\$527,201	\$4,862	\$9,654	\$517,547	98.17%
	Total Finance Services							\$1,081,126	\$4,862	\$9,654	\$1,071,472	99.11%
Human Resources	Support to Personnel Programs (March)	\$238	2,589	370	740	1,849	71.43%	\$614,965	\$87,852	\$175,704	\$439,261	71.43%
	SES Case Documentation (April)	\$3,079	8	0	0	8	100.00%	\$23,091	\$0	\$0	\$23,091	100.00%
	Employee Development and Training (July)	\$284	863	0	0	863	100.00%	\$245,161	\$0	\$0	\$245,161	100.00%
	Employee Benefits (March)	\$69	2,589	370	740	1,849	71.43%	\$178,434	\$25,491	\$50,981	\$127,453	71.43%
	PCS and Extended TDY Relocation Assistance (Sept)	\$2,126	8	0	0	8	100.00%	\$15,943	\$0	\$0	\$15,943	100.00%
	Total Human Resources Services							\$1,077,594	\$113,343	\$226,685	\$850,908	78.96%
Procurement	Grants (May)	\$6,378	314	0	0	314	100.00%	\$2,002,740	\$0	\$0	\$2,002,740	100.00%
	Training Purchases (July)	\$249	253	0	0	253	100.00%	\$62,946	\$0	\$0	\$62,946	100.00%
	Other Procurement Services (March)	\$312,665	1	0.14	0.29	0.71	71.43%	\$312,665	\$44,666	\$89,333	\$223,332	71.43%
	Total Procurement Services							\$2,378,351	\$44,666	\$89,333	\$2,289,018	96.24%
GRAND TOTAL								\$4,537,071	\$162,871	\$325,673	\$4,211,398	92.82%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.



Monthly Status Bill - HQ

NASA Shared Services Center

HQ												
Functional Area	Service (Transition Month)	FY06 Rate	FY06 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY 06 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Payroll & Time Attendance Processing (May)	\$321	803	0	0	803	100.00%	\$257,707	\$0	\$0	\$257,707	100.00%
	Travel Services (PCS & Foreign-March; Domestic-June)	\$69	9,400	60	117	9,283	98.76%	\$652,898	\$4,167	\$8,126	\$644,772	98.76%
	Total Finance Services							\$910,605	\$4,167	\$8,126	\$902,479	99.11%
Human Resources	Support to Personnel Programs (March)	\$238	1,205	172	344	860	71.43%	\$286,105	\$40,872	\$81,744	\$204,361	71.43%
	SES Case Documentation (April)	\$3,079	29	0	0	29	100.00%	\$87,745	\$0	\$0	\$87,745	100.00%
	Employee Development and Training (July)	\$284	402	0	0	402	100.00%	\$114,058	\$0	\$0	\$114,058	100.00%
	Employee Benefits (March)	\$69	1,205	172	344	860	71.43%	\$83,014	\$11,859	\$23,718	\$59,296	71.43%
	PCS and Extended TDY Relocation Assistance (Sept)	\$2,126	25	0	0	25	100.00%	\$53,142	\$0	\$0	\$53,142	100.00%
	Total Human Resources Services							\$624,064	\$52,731	\$105,463	\$518,602	83.10%
Procurement	Grants (May)	\$6,378	517	0	0	517	100.00%	\$3,297,505	\$0	\$0	\$3,297,505	100.00%
	Training Purchases (July)	\$249	313	0	0	313	100.00%	\$78,028	\$0	\$0	\$78,028	100.00%
	Other Procurement Services (March)	\$194,150*	1	0.14	0.29	0.71	71.43%	\$194,150	\$27,736	\$55,471	\$138,679	71.43%
	Total Procurement Services							\$3,569,683	\$27,736	\$55,471	\$3,514,211	98.45%
GRAND TOTAL								\$5,104,352	\$84,634	\$169,060	\$4,935,292	96.69%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.

*\$118,515 of Other Procurement Services are being paid for by HQ separately with Corporate G&A Funding.



Monthly Status Bill - JSC

NASA Shared Services Center

JSC												
Functional Area	Service (Transition Month)	FY06 Rate	FY06 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY 06 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Payroll & Time Attendance Processing (May)	\$321	1,711	0	0	1,711	100.00%	\$549,111	\$0	\$0	\$549,111	100.00%
	Travel Services (PCS & Foreign-March; Domestic-June)	\$69	5,873	94	168	5,705	97.14%	\$407,894	\$6,529	\$11,669	\$396,226	97.14%
	Total Finance Services							\$957,005	\$6,529	\$11,669	\$945,337	98.78%
Human Resources	Support to Personnel Programs (March)	\$238	2,567	367	733	1,833	71.43%	\$609,621	\$87,089	\$174,177	\$435,443	71.43%
	SES Case Documentation (April)	\$3,079	11	0	0	11	100.00%	\$34,636	\$0	\$0	\$34,636	100.00%
	Employee Development and Training (July)	\$284	856	0	0	856	100.00%	\$243,030	\$0	\$0	\$243,030	100.00%
	Employee Benefits (March)	\$69	2,567	367	733	1,833	71.43%	\$176,883	\$25,269	\$50,538	\$126,345	71.43%
	PCS and Extended TDY Relocation Assistance (Sept)	\$2,126	21	0	0	21	100.00%	\$45,171	\$0	\$0	\$45,171	100.00%
	Total Human Resources Services							\$1,109,341	\$112,358	\$224,715	\$884,626	79.74%
Procurement	Grants (Oct)	\$6,378	0	0	0	0	N/A	\$0	\$0	\$0	\$0	N/A
	Training Purchases (July)	\$249	199	0	0	199	100.00%	\$49,484	\$0	\$0	\$49,484	100.00%
	Other Procurement Services (March)	\$312,665	1	0.14	0.29	0.71	71.43%	\$312,665	\$44,666	\$89,333	\$223,332	71.43%
	Total Procurement Services							\$362,149	\$44,666	\$89,333	\$272,816	75.33%
GRAND TOTAL								\$2,428,496	\$163,553	\$325,717	\$2,102,779	86.59%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.



Monthly Status Bill - KSC

NASA Shared Services Center

KSC												
Functional Area	Service (Transition Month)	FY 06 Rate	FY06 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY 06 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Payroll & Time Attendance Processing (May)	\$321	1,139	0	0	1,139	100.00%	\$365,383	\$0	\$0	\$365,383	100.00%
	Travel Services (PCS & Foreign-March; Domestic-June)	\$69	3,139	18	41	3,098	98.69%	\$218,003	\$1,250	\$2,848	\$215,155	98.69%
	Total Finance Services							\$583,386	\$1,250	\$2,848	\$580,538	99.51%
Human Resources	Support to Personnel Programs (March)	\$238	1,708	244	488	1,220	71.43%	\$405,633	\$57,948	\$115,895	\$289,738	71.43%
	SES Case Documentation (April)	\$3,079	5	0	0	5	100.00%	\$13,854	\$0	\$0	\$13,854	100.00%
	Employee Development and Training (July)	\$284	569	0	0	569	100.00%	\$161,715	\$0	\$0	\$161,715	100.00%
	Employee Benefits (March)	\$69	1,708	244	488	1,220	71.43%	\$117,701	\$16,814	\$33,629	\$84,072	71.43%
	PCS and Extended TDY Relocation Assistance (Sept)	\$2,126	14	0	0	14	100.00%	\$29,228	\$0	\$0	\$29,228	100.00%
	Total Human Resources Services							\$728,132	\$74,762	\$149,524	\$578,608	79.46%
Procurement	Grants (Oct)	\$6,378	0	0	0	0	N/A	\$0	\$0	\$0	\$0	N/A
	Training Purchases (July)	\$249	529	0	0	529	100.00%	\$131,813	\$0	\$0	\$131,813	100.00%
	Other Procurement Services (March)	\$312,665	1	0.14	0.29	0.71	71.43%	\$312,665	\$44,666	\$89,333	\$223,332	71.43%
	Total Procurement Services							\$444,478	\$44,666	\$89,333	\$355,145	79.90%
GRAND TOTAL								\$1,755,995	\$120,679	\$241,705	\$1,514,291	86.24%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.



Monthly Status Bill - LaRC

NASA Shared Services Center

LaRC												
Functional Area	Service (Transition Month)	FY 06 Rate	FY06 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY 06 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Payroll & Time Attendance Processing (May)	\$321	1,023	0	0	1,023	100.00%	\$328,311	\$0	\$0	\$328,311	100.00%
	Travel Services (PCS & Foreign-March; Domestic-June)	\$69	3,900	12	31	3,869	99.21%	\$270,876	\$833	\$2,153	\$268,723	99.21%
	Total Finance Services							\$599,187	\$833	\$2,153	\$597,034	99.64%
Human Resources	Support to Personnel Programs (March)	\$238	1,535	219	438	1,096	71.43%	\$364,490	\$52,070	\$104,140	\$260,350	71.43%
	SES Case Documentation (April)	\$3,079	5	0	0	5	100.00%	\$16,164	\$0	\$0	\$16,164	100.00%
	Employee Development and Training (July)	\$284	512	0	0	512	100.00%	\$145,307	\$0	\$0	\$145,307	100.00%
	Employee Benefits (March)	\$69	1,535	219	438	1,096	71.43%	\$105,758	\$15,108	\$30,216	\$75,541	71.43%
	PCS and Extended TDY Relocation Assistance (Sept)	\$2,126	6	0	0	6	100.00%	\$13,286	\$0	\$0	\$13,286	100.00%
	Total Human Resources Services							\$645,004	\$67,178	\$134,356	\$510,647	79.17%
Procurement	Grants (Oct)	\$6,378	0	0	0	0	N/A	\$0	\$0	\$0	\$0	N/A
	Training Purchases (July)	\$249	556	0	0	556	100.00%	\$138,544	\$0	\$0	\$138,544	100.00%
	Other Procurement Services (March)	\$312,665	1	0.14	0.29	0.71	71.43%	\$312,665	\$44,666	\$89,333	\$223,332	71.43%
	Total Procurement Services							\$451,209	\$44,666	\$89,333	\$361,876	80.20%
GRAND TOTAL								\$1,695,400	\$112,678	\$225,842	\$1,469,558	86.68%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.



Monthly Status Bill - MSFC

NASA Shared Services Center

MSFC												
Functional Area	Service (Transition Month)	FY06 Rate	FY06 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY 06 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Payroll & Time Attendance Processing (May)	\$321	1,108	0	0	1,108	100.00%	\$355,590	\$0	\$0	\$355,590	100.00%
	Travel Services (PCS & Foreign-March; Domestic-June)	\$69	5,229	17	47	5,182	99.10%	\$363,165	\$1,181	\$3,264	\$359,901	99.10%
	Total Finance Services							\$718,755	\$1,181	\$3,264	\$715,491	99.55%
Human Resources	Support to Personnel Programs (March)	\$238	1,662	237	475	1,187	71.43%	\$394,775	\$56,396	\$112,793	\$281,982	71.43%
	SES Case Documentation (April)	\$3,079	7	0	0	7	100.00%	\$20,782	\$0	\$0	\$20,782	100.00%
	Employee Development and Training (July)	\$284	554	0	0	554	100.00%	\$157,380	\$0	\$0	\$157,380	100.00%
	Employee Benefits (March)	\$69	1,662	237	475	1,187	71.43%	\$114,545	\$16,364	\$32,727	\$81,818	71.43%
	PCS and Extended TDY Relocation Assistance (Sept)	\$2,126	4	0	0	4	100.00%	\$7,971	\$0	\$0	\$7,971	100.00%
	Total Human Resources Services							\$695,453	\$72,760	\$145,520	\$549,933	79.08%
Procurement	Grants (Oct)	\$6,378	0	0	0	0	N/A	\$0	\$0	\$0	\$0	N/A
	Training Purchases (July)	\$249	93	0	0	93	100.00%	\$23,122	\$0	\$0	\$23,122	100.00%
	Other Procurement Services (March)	\$312,665	1	0.14	0.29	0.71	71.43%	\$312,665	\$44,666	\$89,333	\$223,332	71.43%
	Total Procurement Services							\$335,787	\$44,666	\$89,333	\$246,454	73.40%
GRAND TOTAL								\$1,749,995	\$118,607	\$238,117	\$1,511,878	86.39%

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.



Monthly Status Bill - SSC

NASA Shared Services Center

SSC												
Functional Area	Service (Transition Month)	FY06 Rate	FY06 Projected Utilization	Current Month Actual Utilization	YTD Actual Utilization	Remaining Balance Utilization	% Remaining Balance	FY 06 Projected \$	Current Month Actual \$	YTD Actual \$	Remaining Balance \$	% Remaining \$
Finance	Payroll & Time Attendance Processing (May)	\$321	150	0	0	150	100.00%	\$48,140	\$0	\$0	\$48,140	100.00%
	Travel Services (PCS & Foreign-March; Domestic-June)	\$69	665	7	14	651	97.90%	\$46,205	\$486	\$972	\$45,233	97.90%
	Total Finance Services							\$94,345	\$486	\$972	\$93,372	98.97%
Human Resources	Support to Personnel Programs (March)	\$238	225	32	64	161	71.43%	\$53,444	\$7,635	\$15,270	\$38,174	71.43%
	SES Case Documentation (April)	\$3,079	2	0	0	2	100.00%	\$6,927	\$0	\$0	\$6,927	100.00%
	Employee Development and Training (July)	\$284	75	0	0	75	100.00%	\$21,306	\$0	\$0	\$21,306	100.00%
	Employee Benefits (March)	\$69	225	32	64	161	71.43%	\$15,507	\$2,215	\$4,431	\$11,076	71.43%
	PCS and Extended TDY Relocation Assistance (Sept)	\$2,126	3	0	0	3	100.00%	\$6,377	\$0	\$0	\$6,377	100.00%
	Total Human Resources Services							\$103,562	\$9,850	\$19,700	\$83,861	80.98%
Procurement	Grants (May)	\$6,378	11	0	0	11	100.00%	\$66,971	\$0	\$0	\$66,971	100.00%
	Training Purchases (July)	\$249	111	0	0	111	100.00%	\$27,547	\$0	\$0	\$27,547	100.00%
	Other Procurement Services (March)	\$312,665	1	0.14	0.29	0.71	71.43%	\$312,665	\$44,666	\$89,333	\$223,332	71.43%
	Total Procurement Services							\$407,182	\$44,666	\$89,333	\$317,849	78.06%
GRAND TOTAL							\$605,088	\$55,003	\$110,006	\$495,083	81.82%	

Note: Utilization Rates are consistent with the SLA which are displayed in whole dollars.



Questions or Comments

NASA Shared Services Center

- For questions and/or comments please contact your NSSC Center Liaison

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