



NASA Shared Services Center

Performance and Utilization Report

May, 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, and All Other Vouchers)
 - PCS (Relocation Income Tax Allowance (RITA) and Income Tax Reimbursement Allowance (ITRA))
- **Human Resources**
 - SES Case Documentation Appointments
- **Procurement**
 - Grants
- **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)	
PCS (RITA and ITRA)	
Grants	
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

Legend:

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

NASA Shared Services Center

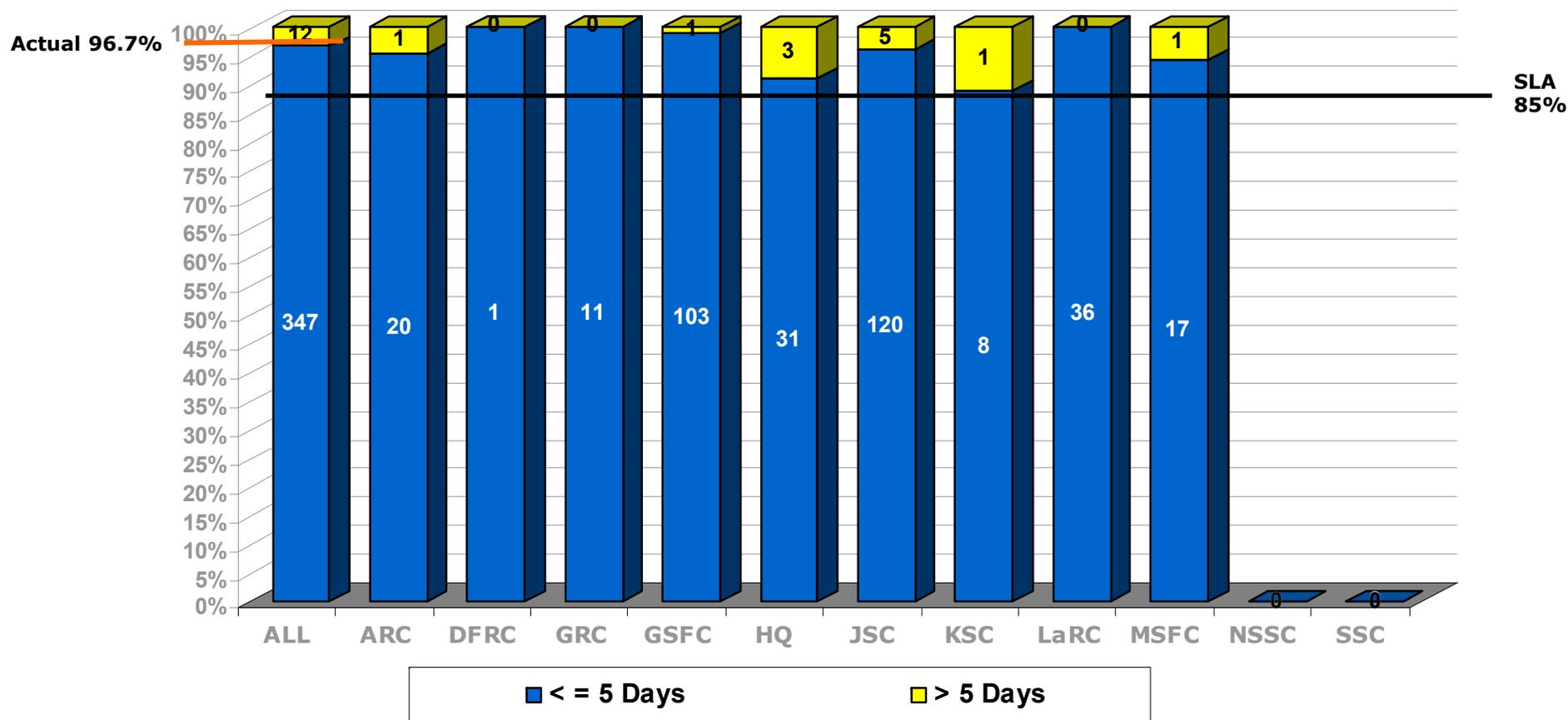
Activity by Center	ARC	DFRC	GRC	GSFC	HQ	JSC	KSC	LaRC	MSFC	NSSC	SSC
Foreign Travel	G	G	G	G	G	G	G	G	G		
PCS (6 days)	G	G			G	G	R	G	G	G	R
PCS (15 days)	G		G	G	G	G	G		G	G	G
PCS (RITA and ITRA)	G	G	G	G	G	G	G	G	G	G	G
Grants				G	G						
SES Appointments						G					
Initial Call Resolution	G	G	G	G	G	G	G	G	G	G	R
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



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

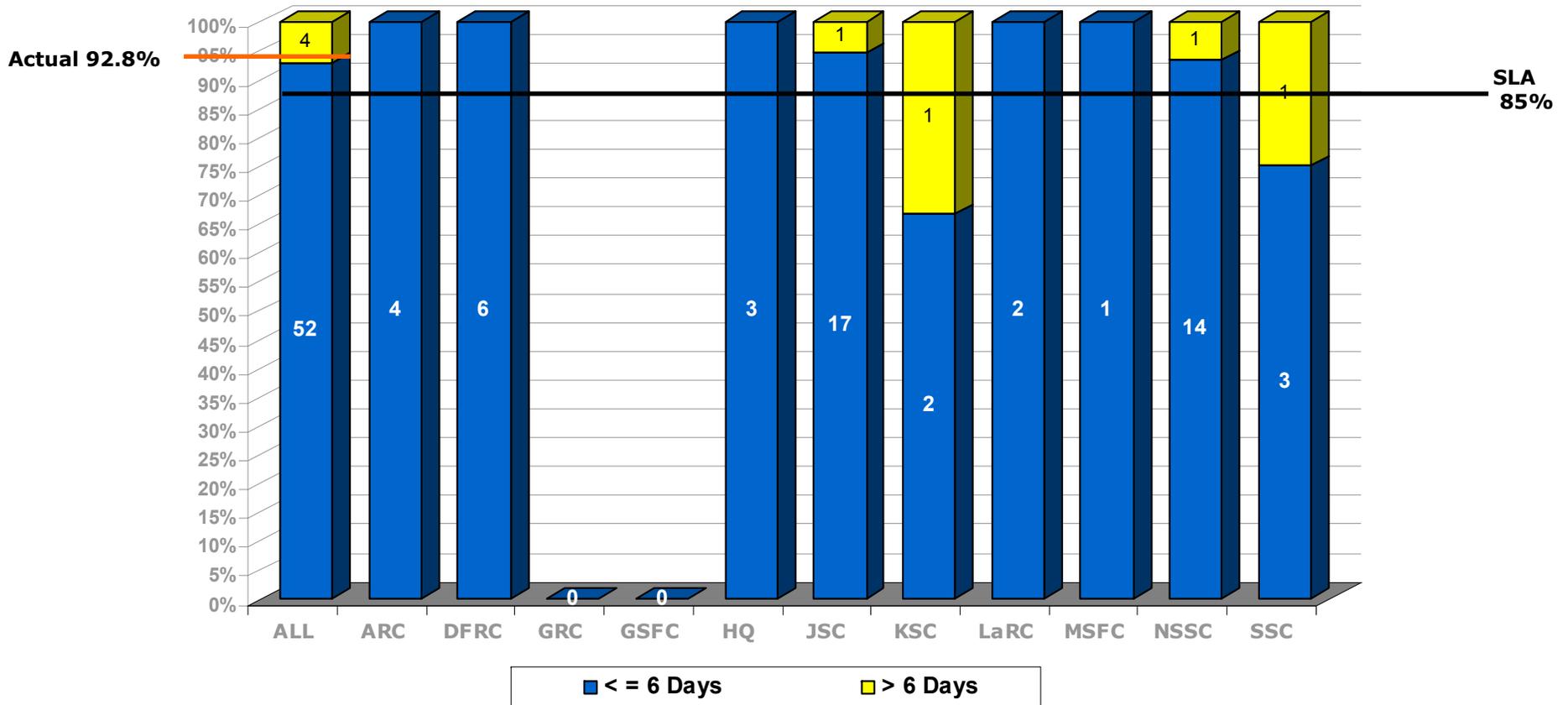
- Exceeded the SLA requirement by processing 96.7% of Foreign Travel Vouchers within 5 business days of receipt of completed voucher (including adequate funding)
- Averaged 3.8 days to process Foreign Travel Vouchers



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

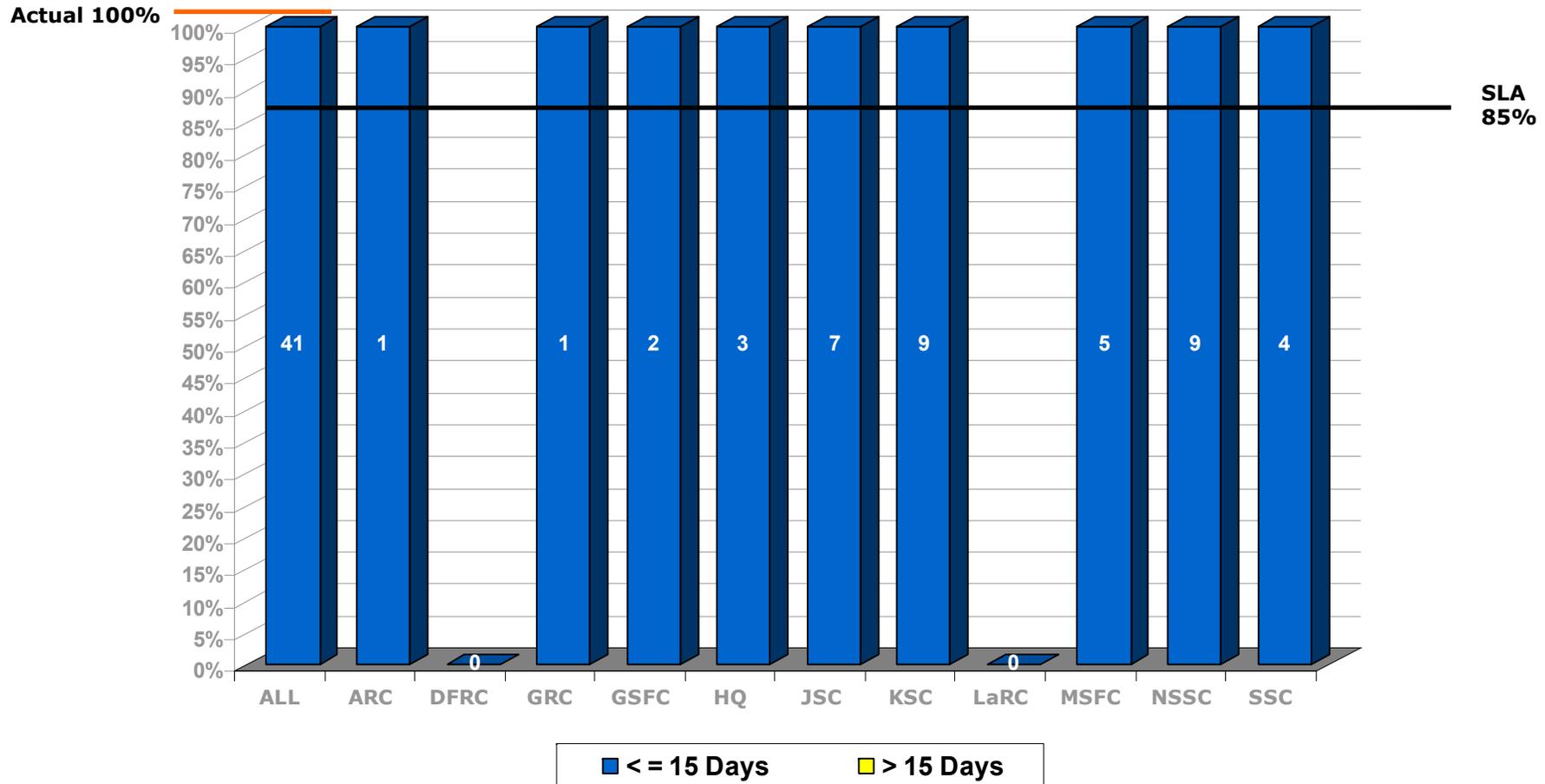
- Exceeded the SLA requirement by processing 92.8% of PCS Vouchers within 6 business days of receipt of completed voucher
- Averaged 4.5 days to process PCS Vouchers



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

NASA Shared Services Center

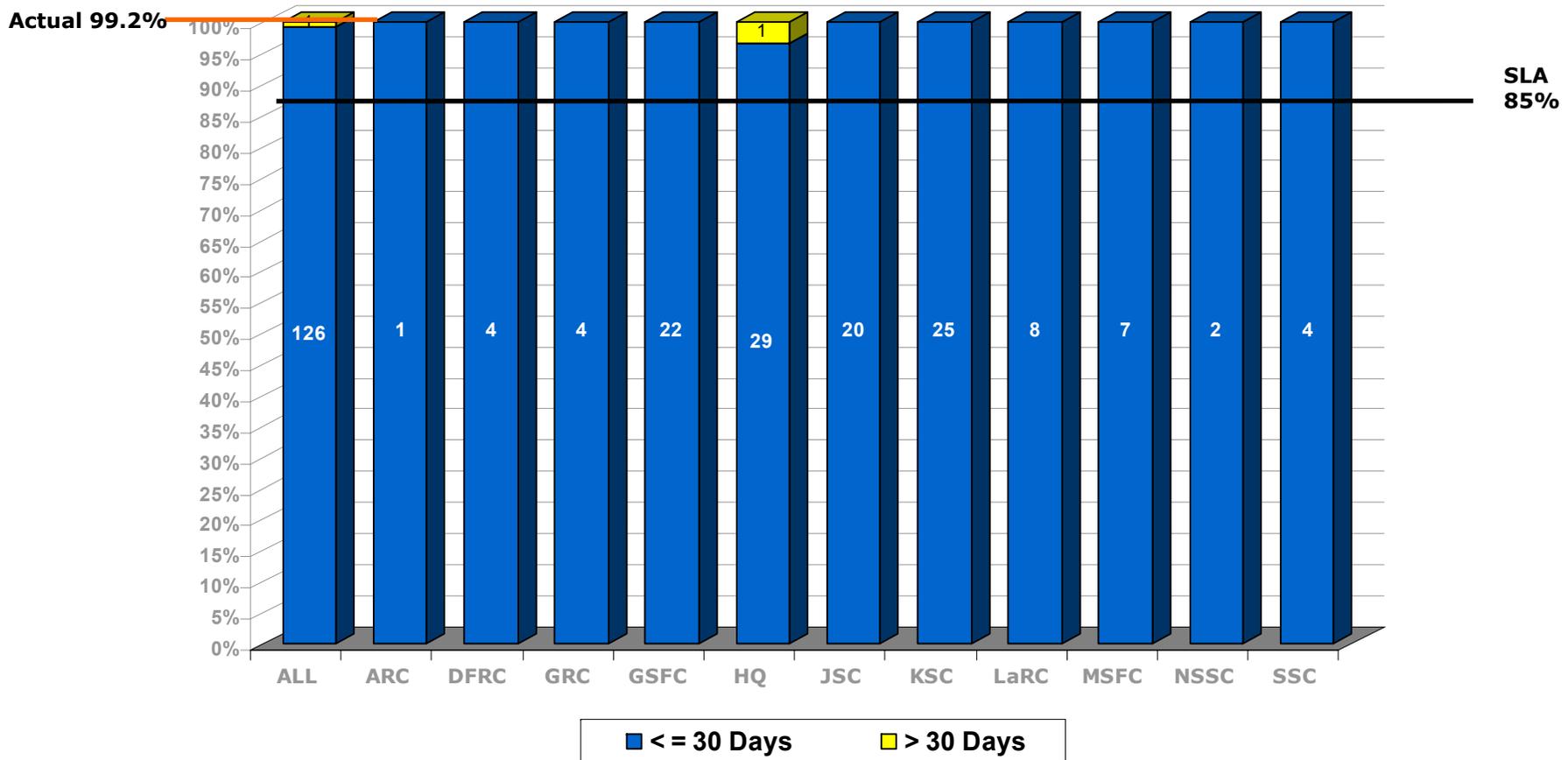
- Exceeded the SLA requirement by processing 100% of PCS Vouchers within 15 business days of receipt of completed voucher
- Averaged 8.9 days to process PCS Vouchers



Financial Management PCS – RITA and ITRA

NASA Shared Services Center

SLA: Validate and process 85% of RITA and ITRA vouchers within 30 business days of receipt of a complete voucher (including adequate funding)





Financial Management PCS – RITA and ITRA

NASA Shared Services Center

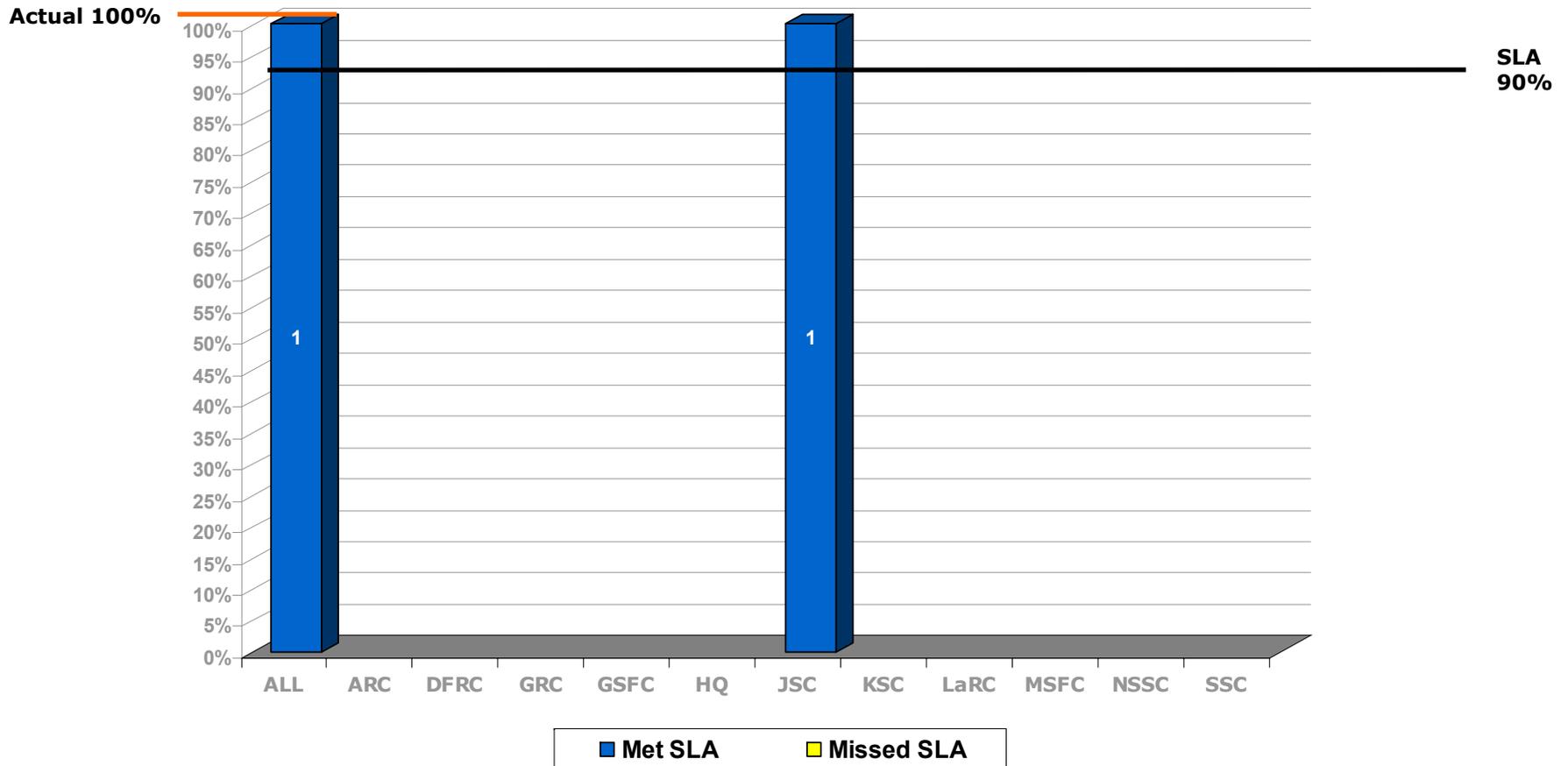
- Exceeded the SLA requirement by processing 99.2% of RITA and ITRA Vouchers within 30 business days of receipt of completed voucher
- Averaged 11 days to process PCS Vouchers



Human Resources SES Appointments

NASA Shared Services Center

SLA: Draft returned to candidate within 3 business days per iteration with up to 5 iterations. 90% of products completed and accepted by Center HR on first submittal

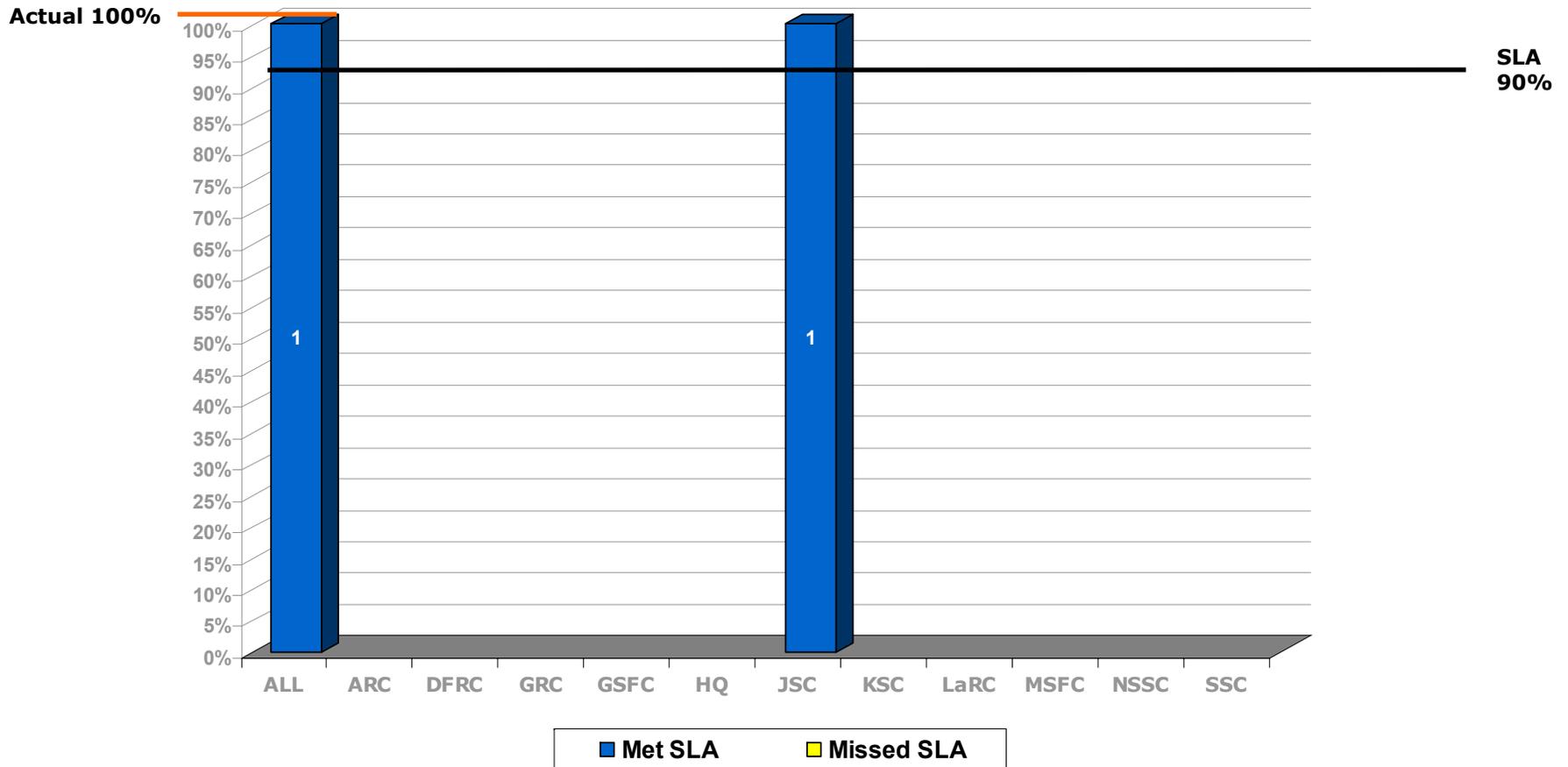


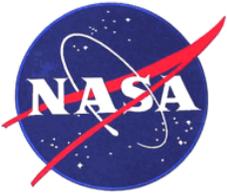


Human Resources SES Appointments

NASA Shared Services Center

SLA: Draft returned to candidate within 3 business days per iteration with up to 5 iterations. 90% of products completed and accepted by Center HR on first submittal

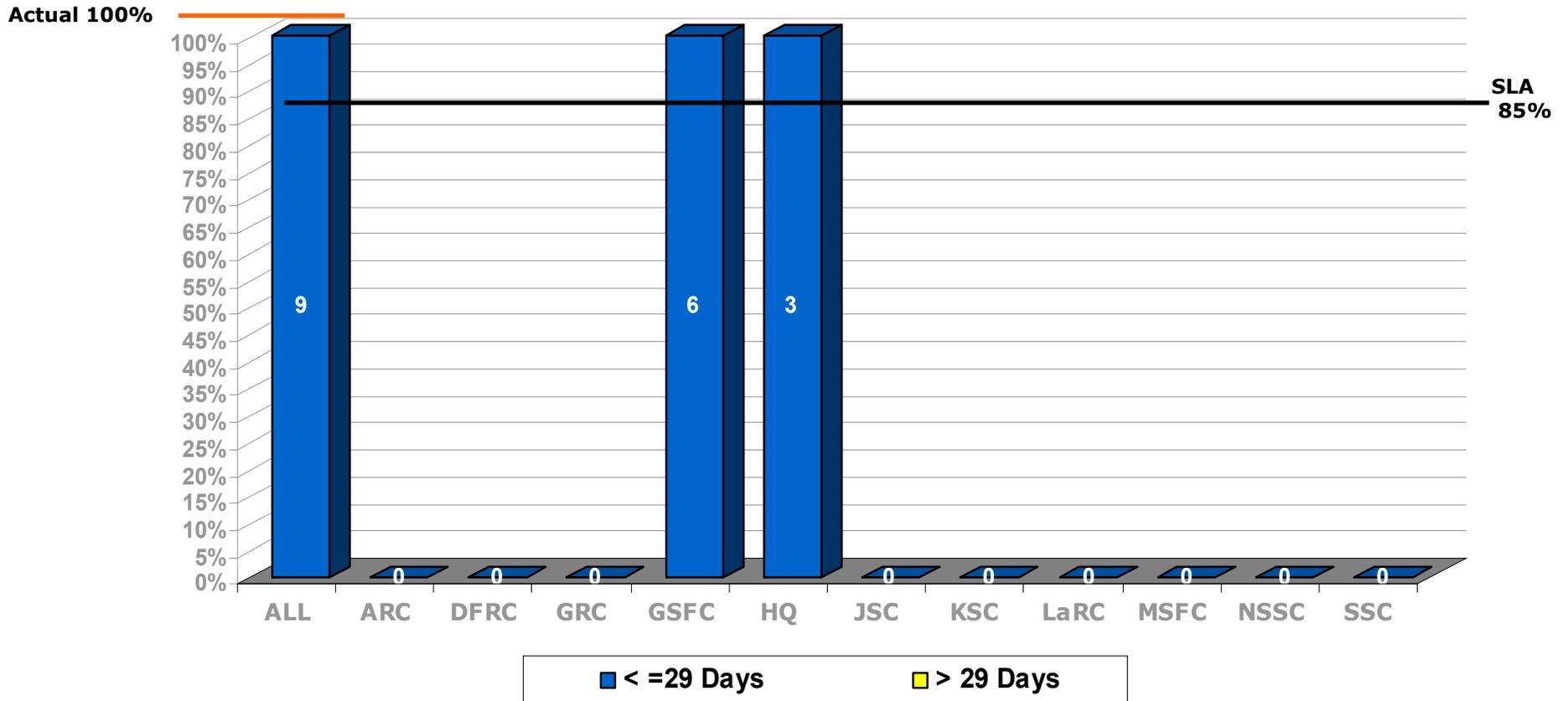




Procurement Grants and Cooperative Agreements

NASA Shared Services Center

SLA: 90% of Award packages prepared within 29 calendar days of receipt of a complete requirements package

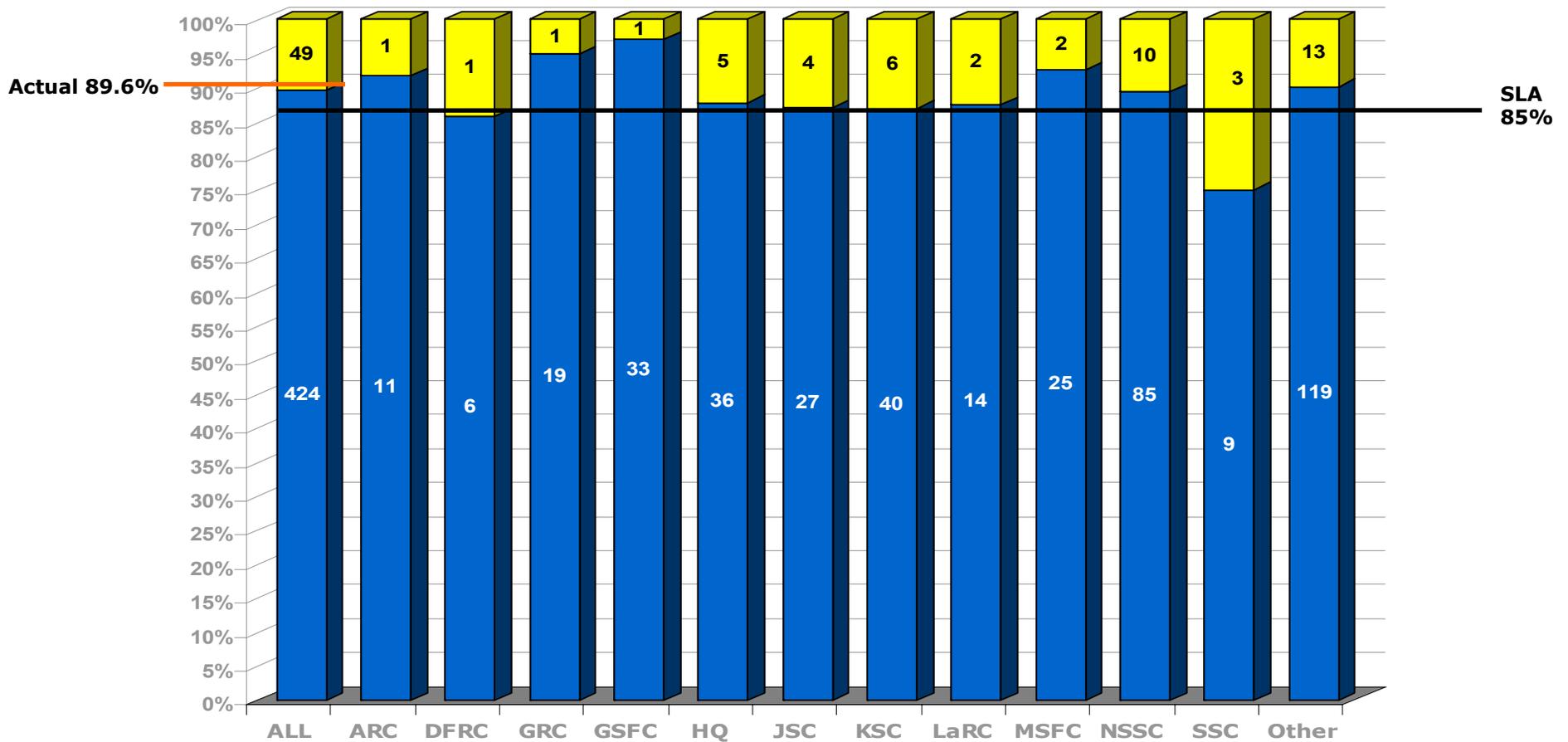




Customer Contact Center Initial Call Resolution

NASA Shared Services Center

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



May, 2006

■ Resolved on Initial Call
 ■ Resolved After Initial Call



Customer Contact Center Initial Call Resolution

NASA Shared Services Center

- Exceeded the SLA requirement by resolving 89.6% of routine customer inquiries on initial call during NSSC business hours – Up from 87.9% in April



Customer Contact Center Call Response Rate

NASA Shared Services Center

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

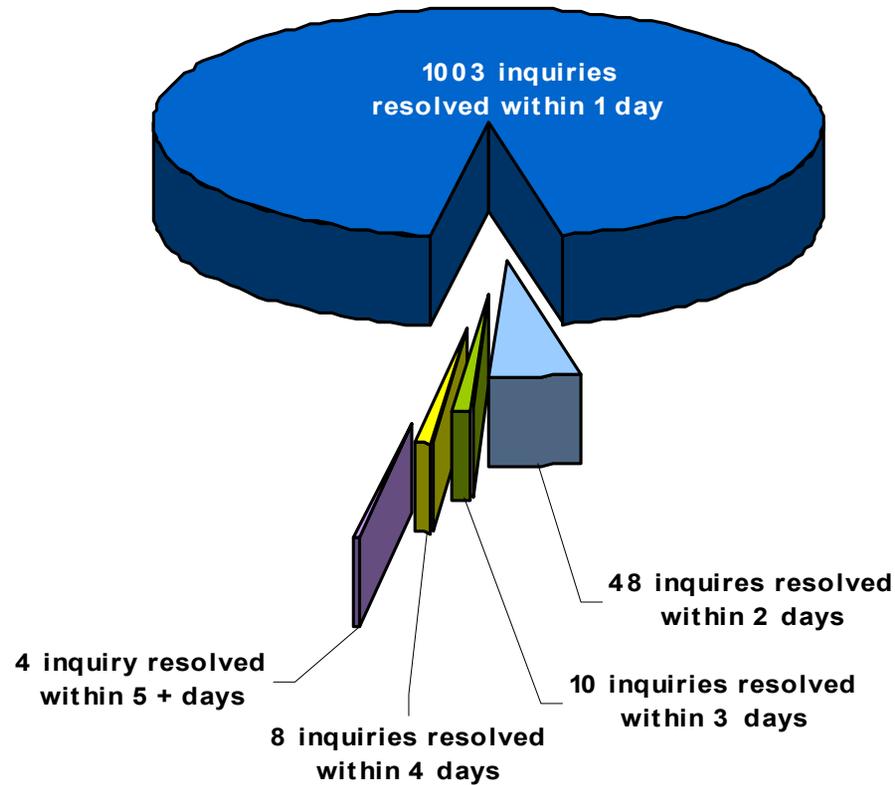
- 100% of calls were answered within 45 seconds
 - The average speed of answer was 6.13 seconds



Customer Contact Center Customer Inquiries (Resolution by Days)

NASA Shared Services Center

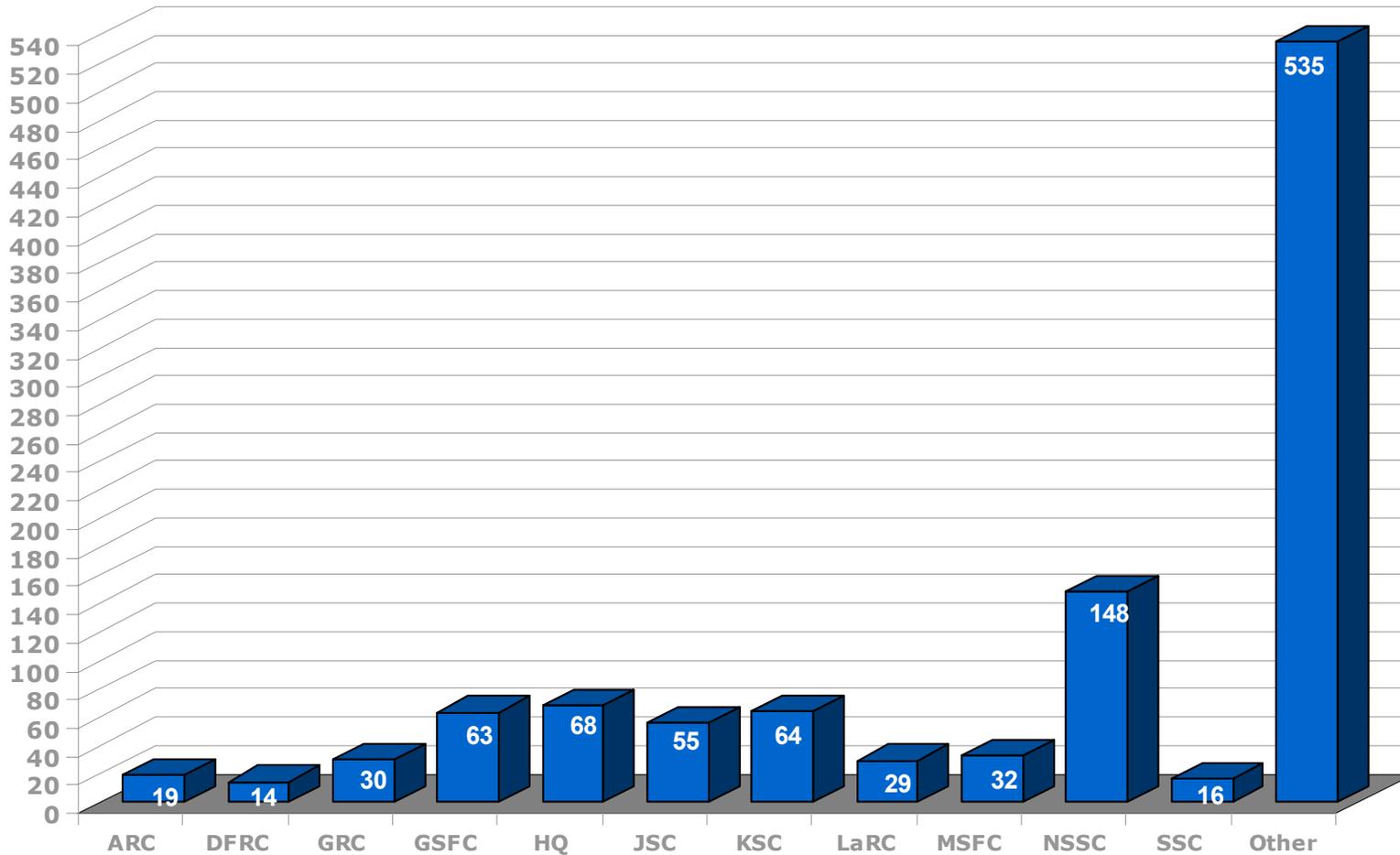
1,073 Customer Inquiries in May





Customer Contact Center Customer Inquiries

NASA Shared Services Center





Customer Contact Center Customer Inquiries

NASA Shared Services Center

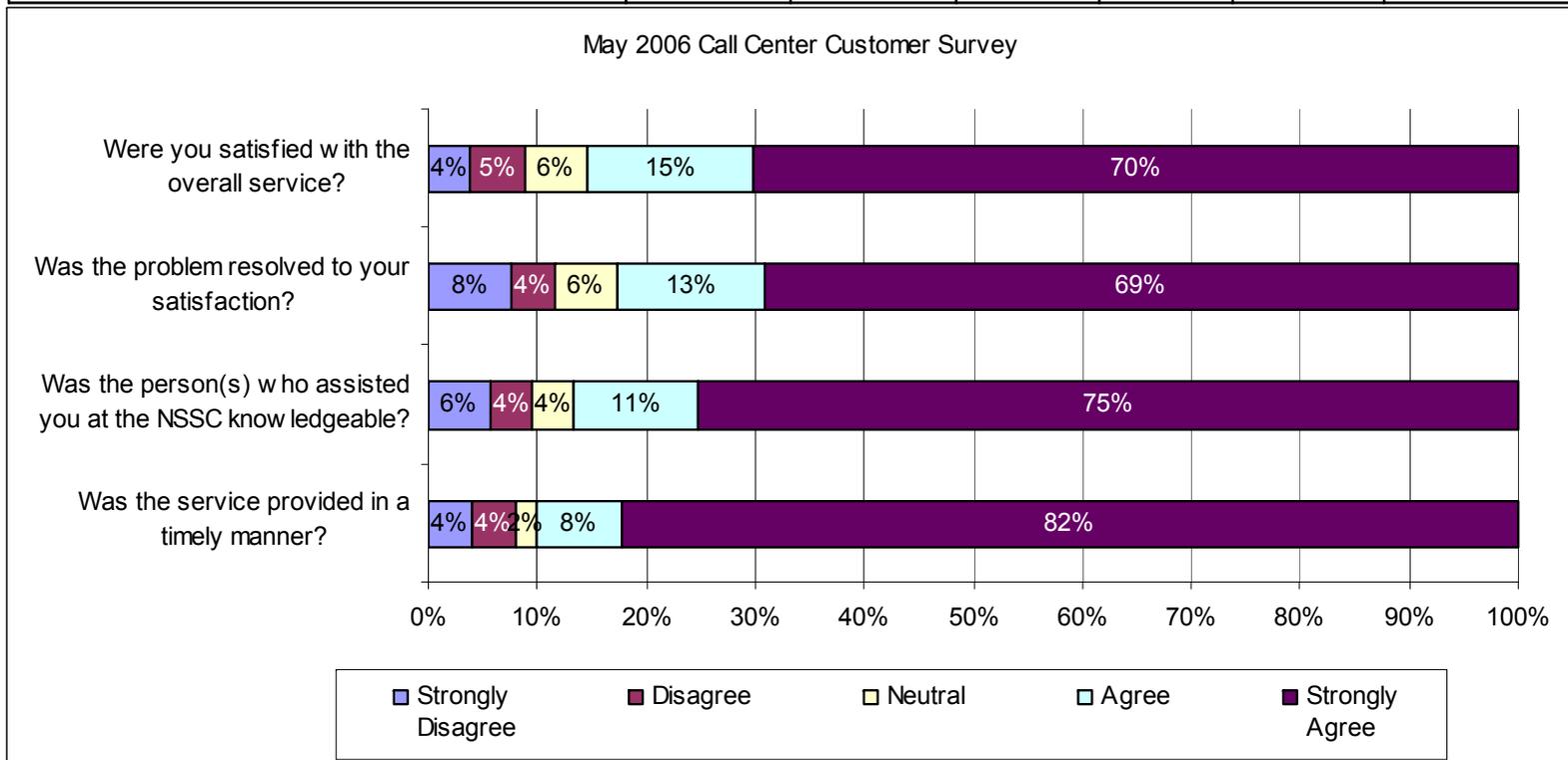
- General Employment Inquiries from the public (US non-NASA) and foreign nationals (Outside US) are the large number of "Other" inquiries

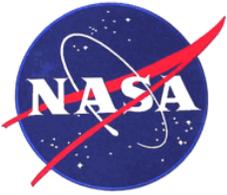


Customer Contact Center Customer Satisfaction Survey

NASA Shared Services Center

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	MEAN
Was the service provided in a timely manner?	4%	4%	2%	8%	82%	4.52
Was the person(s) who assisted you at the NSSC knowledgeable?	6%	4%	4%	11%	75%	4.39
Was the problem resolved to your satisfaction?	8%	4%	6%	13%	69%	4.33
Were you satisfied with the overall service?	4%	5%	6%	15%	70%	4.42





Customer Contact Center Customer Satisfaction Survey

NASA Shared Services Center

- 85% of randomly selected customers “agree” or “strongly agree” that they were satisfied with the overall service of the NSSC
- 82% of randomly selected customers “agree” or “strongly agree” that their problem was resolved to their satisfaction

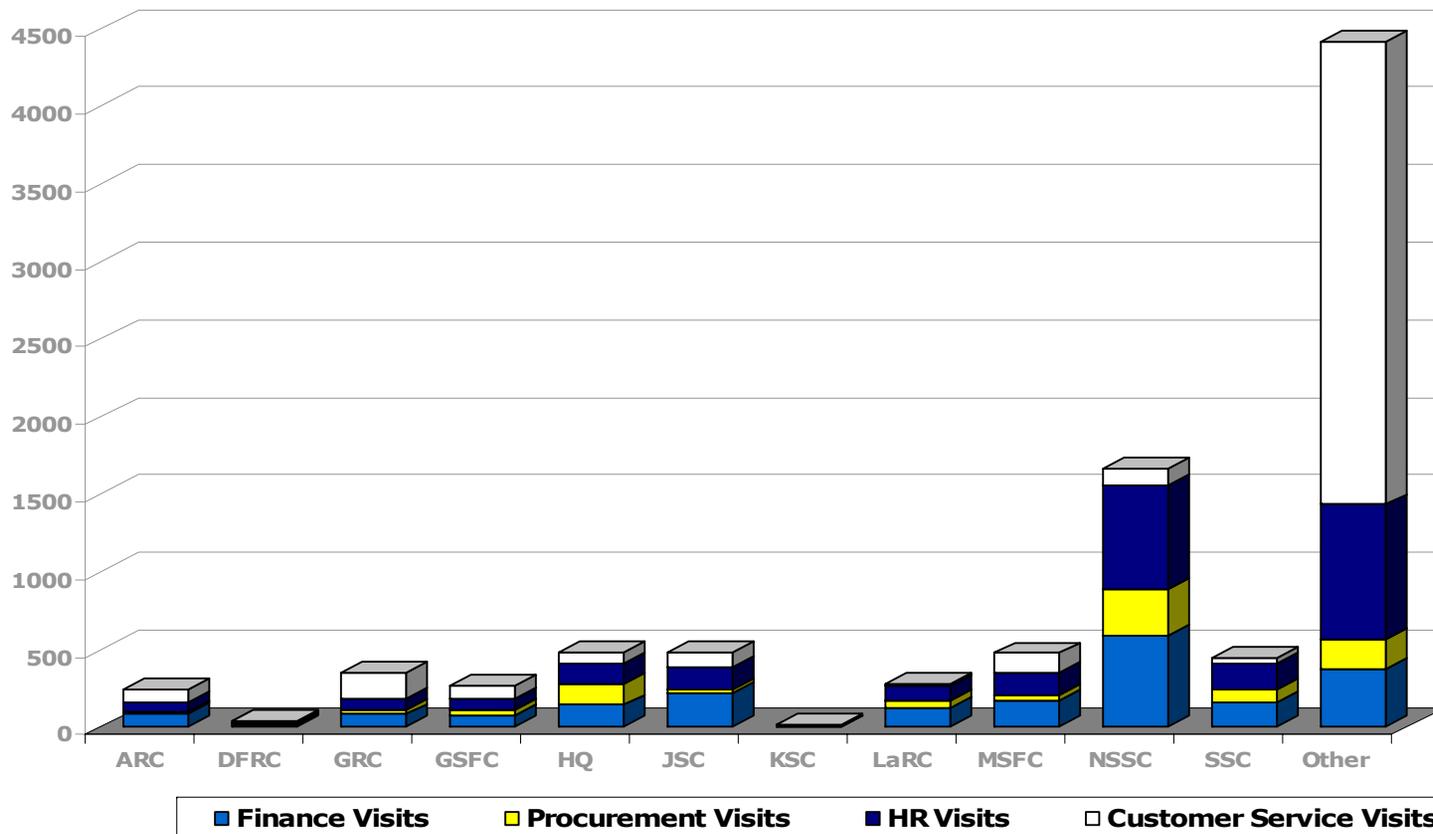


Customer Service Web Visits By Center

NASA Shared Services Center

SLA: Web Site Availability **99.5%** **Web Pages Developed and Maintained** **512**
Actual: Web Site Availability **100%**

Visits by Center





Service Delivery Priorities

NASA Shared Services Center

- Stabilizing processes for payroll, domestic travel, and grants
- Development of a Quality Control Program for implementation by August 1
 - 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	27	64	2,374	97.37%	\$169,298	\$1,875	\$4,445	\$164,852	97.37%
	Total Finance Services							\$401,972	\$1,875	\$4,445	\$397,527	98.89%
Human Resources	Support to Personnel Programs (March)	\$238	1,088	155	466	621	57.14%	\$258,314	\$36,902	\$110,706	\$147,608	57.14%
	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	466	621	57.14%	\$74,951	\$10,707	\$32,122	\$42,829	57.14%
	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	\$142,828	\$303,184	67.98%
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	0.43	0.57	57.14%	\$312,665	\$44,666	\$133,999	\$178,666	57.14%
	Total Procurement Services							\$395,554	\$44,666	\$133,999	\$261,555	66.12%
GRAND TOTAL							\$1,243,537	\$94,151	\$281,272	\$962,265	77.38%	

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

**Payroll/Time & Attendance Processing transitioned the Pay Period Beginning 05/28/06 for which processing was completed on 06/13/06; thus there will be no charge for this activity until June 06.



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	11	16	1,007	98.44%	\$71,036	\$764	\$1,111	\$69,924	98.44%
	Total Finance Services							\$160,094	\$764	\$1,111	\$158,982	99.31%
Human Resources	Support to Personnel Programs (March)	\$238	416	59	178	238	57.14%	\$98,872	\$14,125	\$42,374	\$56,498	57.14%
	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	178	238	57.14%	\$28,688	\$4,098	\$12,295	\$16,393	57.14%
	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	\$54,668	\$130,230	70.43%	
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	0.43	0.57	57.14%	\$312,665	\$44,666	\$133,999	\$178,666	57.14%
	Total Procurement Services							\$382,718	\$44,666	\$133,999	\$248,719	64.99%
GRAND TOTAL							\$727,710	\$63,653	\$189,779	\$537,931	73.92%	

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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	16	33	3,486	99.06%	\$244,396	\$1,111	\$2,292	\$242,104	99.06%
	Total Finance Services							\$582,496	\$1,111	\$2,292	\$580,204	99.61%
Human Resources	Support to Personnel Programs (March)	\$238	1,580	226	677	903	57.14%	\$375,357	\$53,622	\$160,867	\$214,490	57.14%
	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	677	903	57.14%	\$108,911	\$15,559	\$46,676	\$62,235	57.14%
	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	\$207,543	\$465,416	69.16%
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	0.43	0.57	57.14%	\$312,665	\$44,666	\$133,999	\$178,666	57.14%
	Total Procurement Services							\$382,279	\$44,666	\$133,999	\$248,280	64.95%
GRAND TOTAL								\$1,637,734	\$114,959	\$343,835	\$1,293,900	79.01%

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

**Payroll/Time & Attendance Processing transitioned the Pay Period Beginning 05/28/06 for which processing was completed on 06/13/06; thus there will be no charge for this activity until June 06.



Monthly Status Bill - GSFC

NASA Shared Services Center

GSFC		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 \$
Functional Area	Service (Transition Month)											
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	128	267	7,324	96.48%	\$527,201	\$8,890	\$18,545	\$508,657	96.48%
	Total Finance Services							\$1,081,126	\$8,890	\$18,545	\$1,062,582	98.28%
Human Resources	Support to Personnel Programs (March)	\$238	2,589	370	1,110	1,479	57.14%	\$614,965	\$87,852	\$263,557	\$351,409	57.14%
	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	1,110	1,479	57.14%	\$178,434	\$25,491	\$76,472	\$101,962	57.14%
	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	\$340,028	\$737,565	68.45%
Procurement	Grants (May)	\$6,378	314	6	6	308	98.09%	\$2,002,740	\$38,269	\$38,269	\$1,964,471	98.09%
	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	0.43	0.57	57.14%	\$312,665	\$44,666	\$133,999	\$178,666	57.14%
	Total Procurement Services							\$2,378,351	\$82,935	\$172,268	\$2,206,083	92.76%
GRAND TOTAL								\$4,537,071	\$205,168	\$530,841	\$4,006,230	88.30%

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

**Payroll/Time & Attendance Processing transitioned the Pay Period Beginning 05/28/06 for which processing was completed on 06/13/06; thus there will be no charge for this activity until June 06.



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	70	187	9,213	98.01%	\$652,898	\$4,862	\$12,988	\$639,910	98.01%
	Total Finance Services							\$910,605	\$4,862	\$12,988	\$897,617	98.57%
Human Resources	Support to Personnel Programs (March)	\$238	1,205	172	516	688	57.14%	\$286,105	\$40,872	\$122,616	\$163,489	57.14%
	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	516	688	57.14%	\$83,014	\$11,859	\$35,577	\$47,437	57.14%
	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	\$158,194	\$465,870	74.65%
Procurement	Grants (May)	\$6,378	517	3	3	514	99.42%	\$3,297,505	\$19,134	\$19,134	\$3,278,371	99.42%
	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	0.43	0.57	57.14%	\$194,150	\$27,736	\$83,207	\$110,943	57.14%
	Total Procurement Services							\$3,569,683	\$46,870	\$102,342	\$3,467,341	97.13%
GRAND TOTAL							\$5,104,352	\$104,463	\$273,524	\$4,830,828	94.64%	

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.

**Payroll/Time & Attendance Processing transitioned the Pay Period Beginning 05/28/06 for which processing was completed on 06/13/06; thus there will be no charge for this activity until June 06.



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	170	338	5,535	94.24%	\$407,894	\$11,807	\$23,476	\$384,418	94.24%
	Total Finance Services							\$957,005	\$11,807	\$23,476	\$933,530	97.55%
Human Resources	Support to Personnel Programs (March)	\$238	2,567	367	1,100	1,467	57.14%	\$609,621	\$87,089	\$261,266	\$348,355	57.14%
	SES Case Documentation (April)	\$3,079	11	1	1	10	91.11%	\$34,636	\$3,079	\$3,079	\$31,557	91.11%
	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	1,100	1,467	57.14%	\$176,883	\$25,269	\$75,807	\$101,076	57.14%
	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	\$115,436	\$340,152	\$769,190	69.34%
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	0.43	0.57	57.14%	\$312,665	\$44,666	\$133,999	\$178,666	57.14%
	Total Procurement Services							\$362,149	\$44,666	\$133,999	\$228,150	63.00%
GRAND TOTAL								\$2,428,496	\$171,910	\$497,627	\$1,930,869	79.51%

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

**Payroll/Time & Attendance Processing transitioned the Pay Period Beginning 05/28/06 for which processing was completed on 06/13/06; thus there will be no charge for this activity until June 06.



Monthly Status Bill - KSC

NASA Shared Services Center

KSC												
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	1,139	0	0	1,139	100.00%	\$365,383	\$0	\$0	\$365,383	100.00%
	Travel Services (PCS & Foreign-March; Domestic-June)	\$69	3,139	46	87	3,052	97.23%	\$218,003	\$3,195	\$6,043	\$211,961	97.23%
	Total Finance Services							\$583,386	\$3,195	\$6,043	\$577,343	98.96%
Human Resources	Support to Personnel Programs (March)	\$238	1,708	244	732	976	57.14%	\$405,633	\$57,948	\$173,843	\$231,790	57.14%
	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	732	976	57.14%	\$117,701	\$16,814	\$50,443	\$67,258	57.14%
	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	\$224,286	\$503,846	69.20%
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	0.43	0.57	57.14%	\$312,665	\$44,666	\$133,999	\$178,666	57.14%
	Total Procurement Services							\$444,478	\$44,666	\$133,999	\$310,478	69.85%
GRAND TOTAL								\$1,755,995	\$122,623	\$364,328	\$1,391,667	79.25%

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

**Payroll/Time & Attendance Processing transitioned the Pay Period Beginning 05/28/06 for which processing was completed on 06/13/06; thus there will be no charge for this activity until June 06.



Monthly Status Bill - LaRC

NASA Shared Services Center

LaRC												
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	1,023	0	0	1,023	100.00%	\$328,311	\$0	\$0	\$328,311	100.00%
	Travel Services (PCS & Foreign-March; Domestic-June)	\$69	3,900	46	77	3,823	98.03%	\$270,876	\$3,195	\$5,348	\$265,528	98.03%
	Total Finance Services							\$599,187	\$3,195	\$5,348	\$593,839	99.11%
Human Resources	Support to Personnel Programs (March)	\$238	1,535	219	658	877	57.14%	\$364,490	\$52,070	\$156,210	\$208,280	57.14%
	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	658	877	57.14%	\$105,758	\$15,108	\$45,325	\$60,433	57.14%
	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	\$201,535	\$443,469	68.75%
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	0.43	0.57	57.14%	\$312,665	\$44,666	\$133,999	\$178,666	57.14%
	Total Procurement Services							\$451,209	\$44,666	\$133,999	\$317,210	70.30%
GRAND TOTAL							\$1,695,400	\$115,040	\$340,882	\$1,354,518	79.89%	

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

**Payroll/Time & Attendance Processing transitioned the Pay Period Beginning 05/28/06 for which processing was completed on 06/13/06; thus there will be no charge for this activity until June 06.



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	31	78	5,151	98.51%	\$363,165	\$2,153	\$5,418	\$357,747	98.51%
	Total Finance Services							\$718,755	\$2,153	\$5,418	\$713,338	99.25%
Human Resources	Support to Personnel Programs (March)	\$238	1,662	237	712	950	57.14%	\$394,775	\$56,396	\$169,189	\$225,586	57.14%
	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	712	950	57.14%	\$114,545	\$16,364	\$49,091	\$65,454	57.14%
	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	\$218,280	\$477,173	68.61%
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	0.43	0.57	57.14%	\$312,665	\$44,666	\$133,999	\$178,666	57.14%
	Total Procurement Services							\$335,787	\$44,666	\$133,999	\$201,787	60.09%
GRAND TOTAL								\$1,749,995	\$119,580	\$357,697	\$1,392,299	79.56%

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

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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	12	26	639	96.09%	\$46,205	\$833	\$1,806	\$44,399	96.09%
	Total Finance Services							\$94,345	\$833	\$1,806	\$92,539	98.09%
Human Resources	Support to Personnel Programs (March)	\$238	225	32	96	129	57.14%	\$53,444	\$7,635	\$22,905	\$30,540	57.14%
	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	96	129	57.14%	\$15,507	\$2,215	\$6,646	\$8,861	57.14%
	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	\$29,551	\$74,011	71.47%
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	0.43	0.57	57.14%	\$312,665	\$44,666	\$133,999	\$178,666	57.14%
	Total Procurement Services							\$407,182	\$44,666	\$133,999	\$273,183	67.09%
GRAND TOTAL								\$605,088	\$55,350	\$165,356	\$439,733	72.67%

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

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Questions or Comments

NASA Shared Services Center

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

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