NASA Shared Services Center (NSSC) enables the NASA mission by saving taxpayer dollars to maximize efficiency and minimize cost, while increasing automation to move forward with NASA’s important work. With a dedicated, knowledgeable workforce and cutting-edge facilities/capabilities, the NSSC provides more than 60 business activities to 10 NASA Centers. To increase operational efficiency and improve overall customer service, the NSSC performs a variety of activities in the areas of Financial Management, Procurement, Human Resources, Enterprise Services, and Agency Business Support.

- NSSC is an innovative public-private partnership between NASA, private sector, and the states of Mississippi and Louisiana.
- In FY18, the NSSC began offering Intelligent Automation Services (IAS). A software application that mimics human interaction with computers, IAS enables organizations to automate existing user actions and have those performed by a digital employee. This service capability allows NASA customers to identify routine and repetitive tasks within an overall business process that can be automated and performed by a digital employee.
### NSSC PORTFOLIO OF SERVICES

#### Procurement Services
- Grant Activities Branch (GAB)
- SBIR/STTR Contract Awards and Administration
- Enterprise License Management
- Agency Contracts
- Simplified Acquisitions
- P-Card Agency Program Management
- FAC-C and FAC-COR Certification Management
- Small Business Program

#### Financial Management Services
- Accounts Payable (includes invoice escalation)
- Accounts Receivable / Debt Waiver
- Fund Balance w/ Treasury (includes escalation)
- Domestic, Foreign, ETDY, and COS Travel Voucher Payments
- ETDY Travel Authorization and Voucher Preparation
- Employee Relocation Support
- Relocation Services Contract Management
- Travel/Fleet Card Support
- Vendor Payment

#### Human Resources Services
- Payroll, Time and Attendance Support
- HR IT Systems Development and Maintenance
- On-boarding, In-Processing
- HR surveys
- Senior Executive Service (SES) Appointment Support
- Presidential Rank Awards
- Development of Information Materials
- Financial Disclosures Processing
- Classification Services and Appeals
- Personnel Action Requests
- Staffing Services
- e-OPF Maintenance and Recordkeeping
- Training Administration
- Drug Testing Administration
- Employment Inquiries
- Adjudication of Position Classification Appeals
- Employee Recognition and Awards Processing
- Employee Notices
- Suitability Adjudications
- Retirement Estimates and Package Processing
- Benefits & Survivor Counseling
- Civilian and Military Deposit Processing
- Admin of Leave Donor, Leave Bank, and Sick Leave Programs
- Federal Workers’ Comp Program Admin
- Unemployment Compensation Management

#### Enterprise Services
- Customer Contact Center
- Document Imaging and Electronic Document Management
- Enterprise Service Desk
- NCCIPS
- Intelligent Automation Services

#### Agency Business Support Services
- Budgeting and Resource Management for NSSC, NASA IT Contracts, and NCCIPS

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**NSSC Performs 60+ Business Activities for NASA**