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NASA Shared Services Center

NSSC SERVICE LEVEL AGREEMENT

Fiscal Year 2011

Effective: October 1, 2010

NASA SHARED SERVICES CENTER
FY11 SERVICE LEVEL AGREEMENT

DOCUMENT HISTORY LOG			
Rev.	Date	Originator/Phone	Description
Basic	07/16/10	Rebecca Dubuisson 228-813-6019	FY11 Service Level Agreement
Rev. 1	11/04/10	Pam Wolfe 228-813-6223	Update to ESD/ESRS rates and utilization as approved by OCFO
Rev. 1	11/23/10	Pam Wolfe 228-813-6223	Correction to the Unit of Measure for Agency Seat Management

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This Service Level Agreement (SLA) applies to the provision of specific services from the NASA Shared Services Center to NASA Centers, NASA Headquarters, the Mission Directorates, Office of Education, and Office of the Inspector General, in the areas of Financial Management, Human Resources, Information Technology, and Procurement. Selected Human Resources services for the Office of Inspector General (OIG) are included herein; however, detailed and specific information regarding Human Resources Services for the OIG is contained in the “Human Capital Management Roles and Responsibility Agreement” between the NASA Shared Services Center and the NASA Office of Inspector General.

This agreement is entered into by:

_____ NSSC Executive Director	_____ Date	_____ ARC Director (or Designee)	_____ Date	_____ ARMD Associate Administrator (or Designee)	_____ Date
_____ CIO (or Designee)	_____ Date	_____ DFRC Director (or Designee)	_____ Date	_____ Education Assistant Administrator (or Designee)	_____ Date
_____ ESMD Associate Administrator (or Designee)	_____ Date	_____ GRC Director (or Designee)	_____ Date	_____ GSFC Director (or Designee)	_____ Date
_____ HQ Operations Executive Director (or Designee)	_____ Date	_____ IG (or Designee)	_____ Date	_____ JSC Director (or Designee)	_____ Date
_____ KSC Director (or Designee)	_____ Date	_____ LaRC Director (or Designee)	_____ Date	_____ MSFC Director (or Designee)	_____ Date
_____ SMD Associate Administrator (or Designee)	_____ Date	_____ SOMD Associate Administrator (or Designee)	_____ Date	_____ SSC Director (or Designee)	_____ Date

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1.0 INTRODUCTION AND OBJECTIVES

1.1 Introduction

This document represents a mutual agreement between the NASA Shared Services Center (NSSC) and its customers (NASA Centers, NASA Headquarters, the Mission Directorates, Office of Education, and Office of the Inspector General). The services covered by this Service Level Agreement (SLA) are:

- Financial Management (FM);
- Human Resources (HR);
- Information Technology (IT); and
- Procurement (PR).

1.2 Purpose of Agreement

The purpose of this SLA is to formally quantify performance expectations for services provided by the NSSC. The SLA defines the roles and responsibilities of the NSSC, the NASA Centers, Mission Directorates, and the Agency, as well as service level commitments and associated performance standards. The FM services terms and conditions are consistent with the Memorandum of Agreement to be executed by the NSSC Executive Director and the Agency Deputy Chief Financial Officer.

1.3 Parties to the Agreement

This SLA is between representatives from each of the NASA Centers, the Mission Directorates, Office of Education, Office of the Inspector General (OIG), and the NSSC. The following representatives or their designee(s) are the authorized parties to this agreement:

NASA Shared Services Center

NSSC Executive Director

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Center	Director Executive Director, Headquarters Operations Chief Financial Officer Chief Information Officer Director of Human Resources Procurement Officer
Mission Directorates/Education	Associate Administrator Deputy Associate Administrator Resources Management Officer
Office of the Inspector General	Assistant Inspector General for Management and Planning

The authorized representatives are responsible for the performance of the obligations entered into by this SLA. They have the authority to recommend consensus changes in service levels, service standards, and service charges outlined in this SLA by mutual consent by the parties in accordance with Section 1.6, "Updates and Changes to the Agreement and Version Control." Understanding that NSSC's service level indicators may have a direct relationship to the rates which are based on projected customer utilization, changes to rates or SLIs during the year of execution are limited to those that are necessary, highly visible, and/or present an unacceptable organizational risk. Once established, changes to rates during an execution year must be approved by the Agency Chief Financial Officer (CFO).

Additionally, the authorized representatives will attempt to resolve any disputes resulting from services covered by this SLA. The dispute resolution process is detailed in Section 5.0.

1.4 Points of Contact

The following representatives are the designated points of contact within the NSSC for the specific services covered by this SLA:

<i>Service</i> Contact Center and Performance Reports	<i>Contact</i> Associate Director, Service Delivery
-----------------------------------------------------------------	---------------------------------------------------------------

Customer Satisfaction and Communication/Customer Contact Center
Chargebacks, Rates, and Status Billing
Financial Management
Human Resources
Information Technology
Procurement

Lead, Customer Satisfaction and Communication
Lead, Operations and Budget Management
Chief, Financial Management Services Division
Chief, Human Resources Services Division
Chief, Information Technology Services Division
Chief, Procurement Services Division

1.5 Working Capital Fund

The NSSC operates under the NASA Working Capital Fund (WCF) in accordance with NASA Procedural Requirements (NPR) 9095.1, “Working Capital Fund Policies and Requirements.” The NASA WCF was established to satisfy recurring Agency-wide requirements using a buyer-seller business model for services provided. Customers are typically charged for the services they receive via a usage-driven methodology. This approach results in charges based on the estimated value of service provided to the customers. It clearly communicates to the customers their financial commitments through the current budget run out. The NSSC WCF creates a customer-provider relationship between those customers requesting services and the NSSC. As a result of the WCF, there is continual impetus on the NSSC to provide timely, accurate, high-quality, and customer-focused services for the best value that benefits both NASA and the public trust.

To recover full costs for NSSC services, customer funds must be provided in advance of the expenditure or commitment of the funds by the NSSC. Customer-advanced funding is to be provided to the NSSC incrementally during a fiscal year. Service rates (prices) will approximate the expenses of operation, such as accrual of leave and overhead, and will be based on a price schedule established through a rate-setting process. The amount charged to customers, in addition to operating expense recovery, may include amounts sufficient to finance upgrades to IT systems, acquire capital investments that will enhance productivity, and adjust for prior year results of operations. The financial goal of the NSSC, operating as a WCF, is to break even.

The NSSC bills customers according to pre-set prices. Prices are established during the normal Planning, Programming, Budgeting, and Execution (PPBE) process. Since the price is set in advance of performance, there may be a difference between the price and actual costs incurred. Prices are not changed during the year of execution unless the NSSC is granted a waiver from the NASA Chief Financial Officer (CFO) usually as the result of an event that has a significant impact on the NSSC cost of operations or Agency direction. Operating gains and losses of a WCF are reflected in the rates established for subsequent years.

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In the event that a customer overruns their forecasted utilization, additional funding will be required in that current year using appropriated funds available for obligation at the time of the overutilization. In the event a customer underruns their forecasted utilization, the excess funds will be credited to the periodic IPACs in the following year assuming the current year funds remain available for obligation in the following year. The NSSC and customers must work diligently each year to minimize credit balances rolling from the current year into the following year to ensure any possible expiring funds balances per customer are minimized.

The budget process is the mechanism used to ensure that adequate resources are budgeted in the customer's appropriated funds accounts to pay the established service rates and resulting customer specific chargebacks. The NSSC will bill its customers and recognize revenue in accordance with the guidelines established by NPR 9095.1. Typically, funds are advanced four times each fiscal year of operations (in August of the prior fiscal year for Periods 1-2 (Oct-Nov) of the current FY assuming the appropriated funds remain available for obligation in the current FY; in November for Periods 3-5 (Dec-Feb); in February for Periods 6-8 (Mar-May); and in May for Periods 9-12 (Jun-Sep)) through Intra-governmental Payment and Collections (IPAC) prepayment push of funds. If these funds are not pushed by the scheduled month, then the NSSC may pull the prepayments, identified in customer orders, to enable the NSSC to pay for its costs of operation.

Adjustments to the advanced funding schedule may be necessary to accommodate for special events such as overutilization by a customer, changes in a customer's training purchases plan, or the use of one-year appropriated funds. In the event of one-year appropriated funds used for advanced funding, there will be no August IPAC (for the follow-on fiscal year Oct-Nov services) since forward funding Oct-Nov NSSC services of the following FY is not a bona fide need of the current FY using appropriated funds available for obligation only in the current FY. In such events as described here, the NSSC will work with the customers to develop and publish an adjusted schedule as early as possible once the impact is known and understood to all.

The service rates reflected in this document are the billing rates for FY11. Once the service performance metrics and customer utilization data have been collected and analyzed, the monthly [Performance and Utilization Report](#) is created and posted to the Service Delivery Web site. This report includes the service level indicators as measured against the performance goals and also includes the Center Utilization Report by Center (customer), which reflects the current month utilization and the year to date utilization by service. This report also reflects the status of funding received and the percentage of funding consumed based on service utilization and training purchases.

1.6 Updates and Changes to the Agreement and Version Control

The SLA document is the responsibility of the NSSC to maintain and manage. Any changes to the document must be agreed to by the NSSC Executive Director and authorized representatives before being incorporated into the document. Changes to the document are maintained by the Business and Administration (B&A) Office, Customer Satisfaction and Communication (CS&C) Team, using a change log to provide an audit trail. Recommended changes will be recorded in a change log and resolution of that change will be assigned by the B&A Office. The CS&C Team Lead will resolve SLA related issues with the appropriate senior management representative within the NSSC. Suggested changes will then be presented to the NSSC Executive Director for acceptance. If accepted, the SLA will be modified and forwarded to the appropriate individuals within the Agency.

A register of individuals possessing a copy of the SLA is maintained allowing for these individuals to receive updated versions to the SLA, as needed. Iterations of the SLA can be identified by version number and date. Changes to the SLA are provided in a summary format and accompany the revised SLA.

If recommended or requested changes cannot be resolved to the requestor's satisfaction, the requestor may follow the procedures and protocols set out in the Dispute Resolution Process in Section 5.0.

1.7 Cost Containment Strategies

The NSSC has adopted Lean Six Sigma as its formal approach and methodology to continuous improvement. A team of NSSC senior managers developed the implementation strategy, and it was approved by the NSSC Executive Director in FY10. In order to reduce operational costs, the NSSC must introduce innovation and employ consistent processes to provide services. The NSSC team is currently being trained in Lean Six Sigma processes, and the training is expected to be completed during October 2010. During FY11, the NSSC is anticipating the use of Lean Six Sigma to identify cost drivers and other factors that impact the most efficient and cost-effective methods for delivering services. The team will focus on those processes and initiatives identified by the Institutional Readiness Project (IRP) teams. As these activities impact customers, they will be brought into the process for consultation and guidance. As the NSSC implements specific Lean Six Sigma activities and has reportable and validated information, the NSSC Board of Director's will be briefed during the regularly scheduled meetings. Centers will be briefed during periodic Center Update ViTS.

2.0 OVERALL RESPONSIBILITIES

The NSSC has transitioned a variety of transactional and administrative activities previously performed at each NASA Center and HQ in FM, HR, IT, and PR. Key concepts of shared services include increasing operational efficiency, reducing the cost of services, and improving overall customer service. The NSSC operates in a manner that provides for transparency and accountability of costs and services. The following sections define the critical NSSC and customer roles and responsibilities required to successfully support this Agency initiative.

2.1 NASA Shared Services Center Overall Responsibilities

The NSSC will supply the services detailed in this agreement that are defined in the NSSC Service Delivery Guides (available at <http://www.nssc.nasa.gov/references>). The NSSC will employ qualified staff to deliver the services prescribed within this SLA. The NSSC standard business hours are from 8:00 a.m. to 4:30 p.m. CST, and customer inquiries are received from 7:00 a.m. to 7:00 p.m. CST, Monday – Friday in the Customer Contact Center. After-hours inquiries will be addressed the next business day.

The NSSC will not make or interpret policy and will work with Agency policy makers in applying and interpreting policy, as required.

The NSSC will provide all requested documentation, information, and necessary support when requested by both internal and external audit organizations, as appropriate (e.g. NASA OIG and GAO).

The NSSC will be responsible for maintaining the confidentiality of customer information.

Any changes to customer responsibilities to enable the NSSC to achieve approved service levels, changes to the customer responsibilities will be requested and agreed upon by following the procedures and protocols set out in Section 1.6, “Updates and Changes to the Agreement and Version Control.”

The NSSC will supply the customers with a monthly performance report. Reports will be made available on the NSSC Customer Service Portal (<https://www.nssc.nasa.gov/metrics>). Remedial action plans will be implemented where service standards fall below those identified in this SLA.

In the event of a prolonged system outage or other external occurrence (e.g. SAP year-end, SAP Release shutdowns and issues involving Treasury interfaces), both expected and unexpected, the NSSC will not be held to the established service standards outlined in this agreement. The NSSC will reassume accountability to the established service standards beginning in the first full month following recovery or startup. The NSSC currently operates under a Business Continuity Plan (BCP) to address business interruption. Downtimes for the different services vary and have been coordinated with Agency Functional Managers.

The NSSC Executive Director is responsible for the overall program management of all aspects of the NSSC. The NSSC will be responsible for complying with the most current approved processes. Updates and changes to the NSSC documented procedures will be coordinated with the customer if Center “interfaces” are impacted.

The NSSC will follow the Planning, Programming, Budgeting and Execution (PPBE) process as established and documented by the Agency.

2.2 Customer Overall Responsibilities

The customers will maintain the reliable operation of the customers’ IT systems that provide information required by the NSSC to perform its services. In order for the NSSC to provide timely service, it is important that Center points-of-contact and/or customers submit requests, funding, and transactions timely and accurately in accordance with Agency requirements and guidelines.

The customers will provide occupancy space, supplies, and Agency seat management for the Agency-Wide Contract Closeout Services (AWCCS) contract representatives in accordance with the institutional-provided services clause of the contract. Additionally, customers will provide the AWCCS contractor access to SAP, Contract Management Module (CMM), and other associated systems necessary for efficient and effective contract closeout procedures in accordance with the NSSC Service Delivery Guide, “AWCCS.”

The customers may use either current or unexpired prior year funds in creating a Funds Commitment for charges using their Center Management & Operations (CM&O) Fund Center (or Agency Management & Operations (AM&O) for HQ) for prepayments to the NSSC through the WCF. Mission Directorates, OIG, and Office of Education may use appropriate programmatic funding. Funds provided will become no-year WCF funds once earned by the NSSC. Per OCFO direction, oldest year funds are to be used first and the IPAC must identify all funds by Program year and Project Management Information Improvement (PMII) structure for budget formulation.

The customers may also purchase Agency provided services via established Agency contract mechanisms, including, but not limited to, transaction-based services such as the Agency relocation services by forecasting anticipated levels of service during the acquisition process and directly awarding and funding task orders in accordance with the applicable contract agreement, respectively.

3.0 SERVICE DESCRIPTIONS/SERVICE RATES

3.1 Financial Management Services

FM Services are defined as the provision of efficient management of Agency Financial Services to include: Accounts Payable (AP) (including Financial Invoices (FI)), Accounts Receivable (AR) (to include reimbursable and non-reimbursable billing & collections), Fund Balance with Treasury (FBWT) Reporting; Payroll, Time & Attendance Integration, Travel Voucher Processing, Conference Reporting, and Relocation Assistance.

Service	Unit of Measure	FY11 Rate	Measure
Accounts Payable	# of Invoices and IPAC Payments (including FI invoices)	\$150	Process 98 percent of payments on time. <ul style="list-style-type: none"> - Between 98 percent and 97 percent (Yellow) - Less than 97 percent (Red) Pay no more than \$200 interest penalties per \$1,000,000 in payments. <ul style="list-style-type: none"> - Between \$201 and \$300 (Yellow) - More than \$300 (Red) Duplicate and erroneous payments will not exceed 2 percent.
Accounts Receivable	# of Billings, Write-offs, and Collections: Direct and Reimbursable	\$72	Billing errors to measure rework attributable to the NSSC. 98 percent of bills will be created without error. <ul style="list-style-type: none"> - This SLI will be implemented once a report can be automated. The NSSC will work with the NASA Enterprise Application Competency Center (NEACC) to develop a report to automate. The report will include the rework percentage

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Service	Unit of Measure	FY11 Rate	Measure
Accounts Receivable (continued)			<p>associated with accounts receivable and provide details on what it includes.</p> <p>Examples of NSSC Errors:</p> <ul style="list-style-type: none"> - Direct: Bill created against wrong customer - Direct: Bill created against wrong General Ledger (GL) account - Direct/Reimbursable: Incorrect Agency Location Code (ALC) - Direct/Reimbursable: Erroneous bill <p>Examples of Center Errors:</p> <ul style="list-style-type: none"> - Direct: Travel rescinds Bill of Collection (BOC) due to employee providing receipts - Direct/Reimbursable: Center requests rescind bill due to accrual in reimbursable billing - Direct/Reimbursable: Center requests rescind bill due to cost analysis - Direct: Center provided incorrect GL account in creation of BOC <p>Percentage of bills issued on time.</p> <ul style="list-style-type: none"> - 98 percent of bills will be created based on established OCFO monthly calendar.

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Service	Unit of Measure	FY11 Rate	Measure
Domestic Travel	# of Domestic Travel Expense Reports and all Advances	\$31	Validate and process 85 percent of domestic travel expense reports within 4 business days of receipt of a complete expense report (including adequate funding).
Fund Balance with Treasury	# of Travel Payments, Accounts Payable, and Accounts Receivable Collections	\$11	No SLI.
Foreign Travel	# of Foreign Travel Expense Reports (including reissued payments)	\$355	Validate and process 85 percent of foreign travel expense reports within 5 business days of receipt of a complete expense report (including adequate funding).
Extended TDY (ETDY) Travel	# of Extended TDY Domestic and Foreign Travel Expense Reports	\$355	Validate and process 85 percent of ETDY expense reports within 5 business days of receipt of a complete expense report (including adequate funding).
Payroll & Time and Attendance Processing	# of FTE	\$79	Process 99.9 percent of payroll and time and attendance accurately and on time to the Department of Interior.
COS — Actual Temporary Quarters, Real Estate, Constructive and All Other Vouchers	# of COS Voucher Payments	\$355	Validate and process 85 percent of COS vouchers within 15 business days of receipt of a complete voucher (including adequate funding).
COS — Enroute, Miscellaneous, Fixed Temporary Quarters, House Hunting Trip (Fixed/Actual)	# of COS Voucher Payments	\$355	Validate and process 85 percent of COS vouchers within 6 business days of receipt of a complete voucher (including adequate funding).
COS — Relocation Income Tax Allowance (RITA) Income Tax Reimbursement Allowance (ITRA)*	# of RITA and ITRA Voucher Payments	\$355	Validate and process 85 percent of RITA and ITRA vouchers within 30 business days of receipt of a complete voucher (including adequate funding).
COS Relocation Assistance	# of COS Orders and Amendments	\$2,019	90 percent of approved COS/TCS Travel Authorizations will be received by the traveler within 25 business days from receipt of a complete and accurate Relocation Form from the Center.
Conference Reporting	# of FTE	\$15	No SLI.

*Processing of RITA and ITRA vouchers are dependent upon annual software updates, which typically occur in Q1 or early Q2 of each calendar year.

3.2 Human Resources Services

Defined as the provision of efficient management of Agency HR Services to include: Support to Personnel Programs, Employee Development and Training Programs Support, Employee Benefits and Services, Human Resource and Training Information Systems (to include hosting, system administration, and reporting), Senior Executive Service (SES) Case Documentation, Personnel Action Processing (PAP), electronic Official Personnel Folder (e-OPF) Maintenance, Financial Disclosure Processing, and On-line Course Management.

Service	Unit of Measure	FY11 Rate	Service Level Indicator
Support to Personnel Programs	# of Full Time Equivalents (FTE)	\$153	Agency Honor Awards and Processing: 98 percent of awards/recognition items/supplies delivered to Center awards Point of Contact (POC) or recipient accurately and on-time as negotiated with the customer. In no case will awards/recognition items/supplies be delivered on or after scheduled dates for awards ceremonies.
Employee Development and Training	# of FTE	\$138	No SLI.
SES Case Documentation SES CDP Certification	# of SES Appointments / Mentor Evaluation Memos and ECQ Presentations Completed and Submitted for Approval	\$8,457	Of the complete SES selection packages submitted for Executive Core Qualifications (ECQs), 98 percent will be completed and sent to Office of Human Capital Management (OHCM) within 30 business days of receipt. The NSSC will maintain a 98 percent Office of Personnel Management (OPM) approval rate. 90 percent of finalized Mentor Evaluation Memos and ECQ Presentations for the SES Candidate Development Program will be forwarded to the Center (for Mentor for package completion and signature) within 30 business days after receipt of a completed package.

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Service	Unit of Measure	FY11 Rate	Service Level Indicator
Employee Benefits Processing	# of FTE	\$208	<p>Retirement Estimates, Deposits, Redeposits and Application Processing:</p> <p>Expedited Actions: Definition of an Expedited Action: Retirement applications and/or estimates that must be expedited because the employee is retiring within 7 business days.</p> <p>90 percent of actions are processed by close of business (COB) the next business day after receipt of the request.</p> <p>Deposit/redeposit requests received in conjunction with an estimate or retirement package follow the same metric.</p> <p>Retirement estimates: Meeting this SLI is conditioned on no break in service refunds involved; a single request for estimates, not multiples; and availability of view capability in e-OPF.</p> <p>Retirement application processing: Meeting this SLI is predicated on receipt of a complete retirement application package, based on the retirement package checklist.</p> <p>Normal Priority for Retirement Estimates: 90 percent of retirement estimates requests are completed within 10 business days for requests with retirement dates within the same year. For requests with retirement dates over one year to five years, 20 business days. For requests 5 years and out, 45 business days.</p>

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Service	Unit of Measure	FY11 Rate	Service Level Indicator
Employee Benefits Processing (continued)			<p>95 percent of completed retirement packages will be submitted to Department of Interior within 10 business days.</p> <p>This SLI is based on one (1) retirement estimate per employee within a twelve-month period. Employees may submit additional requests but will be on a low priority, non-interference basis.</p>
HR & Training Information Systems	# of FTE	\$143	<p>95 percent Uptime (HR & Training Information Systems)</p> <p>HR & Training Web site Development & Maintenance: Non-developmental content changes:</p> <p>Urgent (Urgent Priority): 98 percent of urgent requests completed within 4 business hours.</p> <p>Expedited (High Priority): 98 percent of expedited requests will be completed within 8 business hours.</p> <p>Normal/Routine (Medium to Low Priority): 95 percent of normal/routine requests will be completed within 5 business days.</p>
Personnel Action Processing	# of PAP Transactions*	\$70	<p>97 percent of personnel transactions are processed accurately as defined by regulations and references.</p> <p>97 percent of personnel transactions that are received at the NSSC by the established deadline are processed by the cutoff date established by Personnel Bulletin 2006-41- CIa.</p>

*A transaction rate for PAP is defined as: Each employee and/or position change which may or may not create a SF-50 that is processed in the Federal Personnel Payroll System (FPPS). The unit of measure does not include system generated actions that are created, generated, and completed through an automated system (e.g., NAAS, FPPS, and Employee Express), corrections caused by NSSC error, retirement actions, and death actions. However, the unit of measure does include system generated actions if the action enters the Servicing Personnel Office Mass Prints Process (SPPR) box within FPPS requiring manual intervention (awards with the same effective date, pay adjustments for those employees on retained pay, etc.). Centers may still utilize the GARLs to submit work to the NSSC; however, each action (SF-50 or non-SF-50) processed is defined as an individual transaction.

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Service	Unit of Measure	FY11 Rate	Service Level Indicator
e-OPF Record Keeping	# of FTE	\$66	90 percent of documents will be filed in the employee's e-OPF within 15 days of receipt.
Financial Disclosure Processing	# of OGE-450, OGE-450A, & OGE-278 Forms Filed	\$38	No SLI.
On Line Course Management	# of hours required to complete course upload	\$77	No SLI.

3.3 Information Technology Services

Information Technology Services are defined as the provision of efficient management of Agency Information Technology (IT) Services to include: support to the Agency Seat Management, Enterprise License Management, Enterprise Service Desk (ESD), Enterprise Service Request System (ESRS), and support to the Agency Printing Officer.

IT Services also include: support for the NSSC functional services of FM, HR, and PR; support for the NSSC internal operations; support to the NSSC and IT Security; and support to NASA and other Federal Government IT Initiatives. These costs are directly or indirectly allocated to the various functional services in FM, PR, IT and HR.

Agency Seat Management Services Program Management includes:

- Technical, administrative, and contractual support for Agency Consolidated End-User Services (ACES) contract (predecessor ODIN)
- Program Management for ODIN/ACES contracts includes:
 - Contracting Officers Technical Representative (COTR) and contracting officer support for contracts totaling over \$190M/year;
 - Monthly and semiannual performance surveillance and reporting for over 44,500 desktops;
 - Oversight of quarterly software loads and hardware updates;
 - Oversight of desktop standard integration with ODIN/ACES software;
 - Consolidation of Center input into the ODIN/ACES contract award fee process;
 - Agency management of the desktop systems benchmarking processes; and
 - Management and oversight of IT security issues related to ODIN/ACES contract scope including Certification and Accreditation (C&A) coordination.
- Office of the Chief Information Officer (OCIO) and Agency reporting of ODIN/ACES activities to the Office of Management and Budget (OMB) as requested.
- Handling of all Inspector General (IG) and Government Accountability Office (GAO) investigations and reporting requests, related to these IT services.
- Oversight of ODIN/ACES enterprise functions such as:

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- Agency desktop help desk services;
- Agency e-mail services;
- Agency virtual team meeting (VTM) and Secure VTM services; and
- ODIN/ACES catalog coordination.
- Management of ODIN/ACES corrective action planning.

The Agency Printing Officer position is funded by the OCIO. In support of Agency initiatives, it includes:

- Management of NASA's Printing Management Program;
- Coordinating with NASA Centers with respect to printing, duplicating, and electronic publishing;
- Serving as the COTR for Agency-wide Multi-Function Device Contract; and,
- Coordinating support for Center reviews, an annual Printing Officer's Conference, meetings with the Government Printing Office (GPO) and Joint Congressional Printing (JCP) office located in Washington, DC.

Enterprise License Management is performed by the Enterprise License Management Team (ELMT), established in May 2008, at the NSSC and initially funded by the OCIO. The ELMT provides support for the discovery, analysis, establishment, and management of Agency enterprise licensing. The ELMT works to consolidate software license contracts resulting in reduced administrative costs, and best value pricing models. ELMT services specifically include:

- Coordination with Center/Agency Information Technology Asset Managers (ITAM) to identify software assets and define future software requirements at the Center level;
- Negotiating economy-of-scale pricing for selected software and information technology seat management; and
- Maintaining Licensing, Contract Consolidation Initiatives (CCI), and Seat Management activities.

ESD and ESRS support the Agency's IT Infrastructure Integration Program (I3P) strategy. The goals and objectives of the ESD/ESRS include:

- Serve as the Single Point of Contact (SPOC) for Enterprise Services support and provide a unified interface between the customer and the I3P Contractors (NASA Integrated Communications Services (NISC), Enterprise Applications Service Technologies (EAST), Web Enterprise Service Technologies (WEST), Agency Consolidated End-user Services (ACES), NASA Enterprise Data Center (NEDC));
- Manage customer expectations by identifying and communicating I3P services and SLA's to customers;
- Perform Continuous Service Improvement (CSI) for the ESD and ESRS – ongoing improvement in all SLA's and service delivery areas;
- Perform consistent process workflow, enabling service request escalations across disparate IT infrastructure (i.e., I3P contracts);
- Provide consistent and reliable communications for Enterprise Services outages (planned/unplanned);
- Collect performance metrics for the ESD and for I3P contracts; and
- Leverage existing NASA infrastructure to reduce costs.

To support the goals and objectives listed above, the ESD and ESRS require a robust IT infrastructure, processes, and applications be developed, tested, and made operational and these components are defined as follows:

- IT Service Management System with Configuration Management Database Service Request Management;
- Tier 1 Help Desk ("Thin" support – no remote control);
- Self Service Tier 0 Web based capability;
- Enterprise Service Request System allowing customers to order I3P services;
- Enterprise Notifications services;
- Customer Satisfaction Survey services; and
- Integration support across all I3P service areas (ACES, NICS, EAST, NEDC, WEST).

The ESD and ESRS capabilities will be available to Centers beginning February 2011 and are implemented in phases to align with the I3P contracts "waved" implementation approach.

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Service	Unit of Measure	FY11 Rate	Service Level Indicator
Agency Seat Management	# of N2 workforce (FTE and WYE)	\$57	No SLI.
Enterprise License Management	# of Enterprise Licenses Managed	\$5	No SLI.
Enterprise Service Desk	# of N2 workforce (FTE and WYE)	\$172 *	Average Speed to Answer: 80 percent calls within 60 seconds. ESD Call Abandonment Rate: Less than 7 percent of calls abandoned. ESD Applications Availability: 97 percent availability. First Call Resolution: 90 percent. ESD Customer Satisfaction: 85 percent satisfied.
Enterprise Service Request System	# of N2 workforce (FTE and WYE)	\$44 *	ESRS Customer Satisfaction: 75 percent satisfied. ESRS Applications Availability: 97 percent availability.
NSSC Systems Uptime	NA	NSP	99.95 percent Uptime.
NSSC Web site Availability	NA	NSP	99.95 percent Availability.

NSP = Not Separately Priced

* The NSSC received approval from the OCFO in September of 2010 to reduce the ESD/ESRS rates for FY11 to the current (PPBE12) rates for FY12. This was based on the changes in the I3P transition schedule and the adverse impact to those Centers transitioning in the first waves. In addition to the reduction in the service rates, this also resulted in reduced utilization for the Centers/Mission Directorates. The final adjusted utilization for ESD & ESRS can be found on page 37 of the SLA. As a result, the total cost reduction is \$4.6M and each Center/Mission Directorate recognized a reduction in their respective NSSC bills.

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3.4 Procurement Services

Defined as the provision of efficient management of Procurement and Other Administrative Services (NASA Contracting Intern Program support, General Schedule (GS)-1102 Training Program support, Contract Audit and Administration Services (CAAS) support, Federal Acquisition Certification for Contracting Officer’s Technical Representative (FAC-COTR) support, and Purchase Card (P-card) Administration); Agency Contracting Services, Agency PR Services to include: Grants and Cooperative Agreements Award and Administration; Small Business Innovative Research (SBIR) and Small Business Technology Transfer (STTR) Award and Administration; and Training Purchases processing.

Service	Unit of Measure	FY11 Rate	Service Level Indicator
Procurement and Other Administrative Services	# of FTE	\$85	No SLI.
Agency Contracting Services	# of FTE	\$69	No SLI.
Grants, Cooperative Agreements, & SBIR/STTR Awards	# of Grants, Cooperative Agreements, & SBIR/STTR Awards	\$2,124	Grants/Cooperative Agreement Awards: 90 percent of award packages prepared within 29 calendar days of receipt of the completed requirements package. SBIR/STTR Awards: Complete 95 percent of qualified SBIR/STTR Phase I awards within the Program Office prescribed deadline. Complete 90 percent of qualified SBIR/STTR Phase II awards within the Program Office prescribed deadline.
Grants, Cooperative Agreements, & SBIR/STTR Administration	# of Grants Supplements, Cooperative Agreements & SBIR/STTR Funding Supplements and Modifications Issued	\$996	Grants/Cooperative Agreements Administration: 90 percent of supplements prepared within 14 calendar days of receipt of funding and/or other required data. SBIR/STTR Administration: 90 percent of modifications occur within 14 calendar days of receipt of funding document.
Payment of Training Purchases (On-Site/Off-Site)	\$1 of Training Cost	\$1	No SLI.
Off-Site Training Purchases	# of Off-Site Individual Training Registrations Resulting in a Purchase & Center Cancellations	\$94	Registration/Reimbursement for Off-Site Training: 90 percent of purchasing, registration, and confirmation activities for external (off-site) training purchases that can be purchased with a credit card shall be completed accurately within 5 business days of receipt of an approved training request.

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Service	Unit of Measure	FY11 Rate	Service Level Indicator
On-Site Training Purchases	# of On-Site Training Classes	\$694	90 percent of on-site training actions (\$3,001-\$25,000) are awarded within 10 business days of receipt of a complete purchase request package. 90 percent of on-site training actions (greater than \$25,000) are awarded within 30 business days of receipt of a complete purchase request package.

The following table represents the Agency Consolidated Contracts currently managed by the NSSC, as well as the funding source:

Agency Consolidated Contract Services	Funding Sources
Agency-wide Contract Closeout Services	AMO (NSSC Administered)
International Organization of Standardization (ISO) Registration Services	CMO and AMO Direct (PR to NSSC for Award)
Outsourcing Desktop Initiative for NASA	CMO and AMO Direct (Center Awarded Task Order)
Agency Membership to RTCA	CMO and AMO Direct (PR to NSSC for Award)
Agency Multifunction Device Services	CMO and AMO Direct (Center Awarded Task Order)
Agency Relocation Services	CMO and AMO Direct (PR to NSSC for Award)
COTR Training Services	CMO and AMO Direct (Center Awarded Task Order)
IEEE Journals Licenses	CMO and AMO Direct (PR to NSSC for Award)
MSC PATRAN and NASTRAN Licenses	CMO and AMO Direct (PR to NSSC for Award)

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Agency Consolidated Contract Services	Funding Sources
SAP Software License (Agency-wide)	CMO and AMO Direct (PR to NSSC for Award)
Maximo Software License (Agency-wide)	CMO and AMO Direct (PR to NSSC for Award)
CyberFED Subscription Services (Agency-wide)	CMO and AMO Direct (PR to NSSC for Award)
Oracle Software License (Agency-wide) (Solutions for Enterprise Wide PR (SEWP) III contract)	CMO and AMO Direct (PR to NSSC for Award)
Oracle Software License <i>New Requirements</i> (Agency-wide) (SE-P IV contract)	CMO and AMO Direct (PR to NSSC for Award)
Thermal Desktop Imaging Software License (Agency-wide)	CMO and AMO Direct (PR to NSSC for Award)
Agency-wide Contract Audit Services and Related Support	AMO (NSSC Administered)
Agency-wide Contract Administration Services and Related Support	AMO (NSSC Administered)
Agency-wide Administrative Services for Grants and Cooperative Agreements	AMO (NSSC Administered)
Employee Payroll Services	AMO (NSSC Administered)
OPM Employee Express	AMO (NSSC Administered)
Enterprise Architecture Services	CMO and AMO Direct (PR to NSSC for Award)
Uni-library Initiative (Series of orders for Agency-wide library services)	CMO and AMO Direct (PR to NSSC for Award)

3.5 Customer Contact Center (Cross-cutting Service)

These services are not separately priced but are allocated to the services costs based on the percentage of use by the services.

CUSTOMER CONTACT CENTER	
Service	Service Level Indicator
Call Resolution Rate	85 percent of inquires are resolved on initial telephone call during NSSC business hours.
Call Response Rate	80 percent of customer calls are answered within 30 seconds during NSSC business hours. Customer inquiries via telephone shall not experience queue times of greater than 3 minutes in total.
Call Abandonment Rate	Less than 7 percent of customer calls abandoned.

4.0 Quality Indicators and Performance Reporting

4.1 NSSC Quality Control Program

The NSSC is committed to providing superior quality products and services to all internal and external customers. Using our customers' input and fact-based data analysis, we have established quality objectives that drive continuous improvement, greater efficiency, and improved customer satisfaction. We are committed to customer satisfaction.

The NSSC seeks to provide a comprehensive quality program that employs effective quality control techniques, quality assurance reviews/audits, and customer satisfaction reviews aimed at continually improving value over the long term by focusing on customers while addressing the needs of all stakeholders. The NSSC will seek to provide high-quality services that exceed customer expectations and needs. Primary elements of service quality include: timeliness, courtesy, consistency, accessibility, accuracy, and responsiveness. The NSSC has developed Quality Control Templates for all core activities to include: AP, AR, Payroll, Travel Expense Report Processing, Benefits Processing, PAP, Training Purchases Processing, Grants & Cooperative Agreements Awards, and SBIR/STTR Awards. Quality Control Points assessed include Receipt of Action, Service Provider to Civil Servant interface, and Escapes (quality failures that leave the NSSC). In the event of quality failures, the NSSC will initiate a structured Service Recovery Program to rectify the situation for the customer or organization, as required. The NSSC will develop corrective action plans, as necessary. Quality measurement data is included in the monthly [Performance & Utilization Report](#).

4.2 NSSC Quality Incentive Program

The NSSC start-up approach included rework costs in its base service rates. However, the NSSC has found that this approach does not encourage the reduction of rework and thereby the reduction of costs. Moreover, customers managing the quality of their inputs unfairly bear the cost of excessive rework.

To proactively address the issue of rework, the NSSC has deployed multiple tactics in the NSSC Quality Incentive Program (NQIP) to include:

- Collaborating with Center management and other representatives (e.g. NEACC) to identify and review processes and interfaces to locate the probable cause of the rework; and
- Reengineering processes, as appropriate, to reduce the occurrence of rework;
- Containing rework within reasonable and manageable parameters; and
- Collaborating with Center management to design processes that are less prone to errors.

The NSSC Board of Directors (BOD) approved a Quality Incentive Goal (QIG) of 5 percent that will apply only to high-volume transactional activities. Customers will not be billed for corrections processed due to an NSSC error.

- Customers with a controllable rework percentage less than or equal to 5 percent for a given activity will not be charged for rework for that month for that activity;
- Customers with a controllable rework percentage greater than 5 percent for a given activity will be charged for controllable rework above the 5 percent QIG for that activity for the month.

4.3 Performance Reporting

The expectations of the customers and the NSSC are clearly defined in this SLA in Section 2.0. Performance will be monitored at specific intervals to monitor the effectiveness of the services in terms of cost and quality.

The NSSC will generate reports on a monthly basis that monitor performance of cost recovery against budget, timeliness, quality, customer satisfaction, and specific service standards established and agreed to as part of this SLA.

Grants Status Web site

The NSSC will maintain a Grants Status Search capability on the NSSC Customer Service Web site. The Grants Status Web site can be used by Grantees to perform a NASA Grants Status search to check the status of funding. NASA employees can use the Grants Status Search (www.nssc.nasa.gov/customerservice) to determine where a Grant is in the process, from receipt of the Grant at the NSSC to making funds available to the Grantee.

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Training Purchases Status Web site

The NSSC will continue to maintain a Training Purchases Status search capability on the NSSC Customer Service Web site. Center Training Offices can search the Training Purchases Status Web site by Center or a range of dates. Data can be downloaded into Microsoft Excel for further analysis, formatting or other customization to meet individual customer needs. The Training Purchases Status Web site (www.nssc.nasa.gov/customerservice) includes all purchases made by the NSSC since September 30, 2006, as well as the NSSC approved requests for reimbursement, no cost events, and prepaid events.

The Training Purchases data warehouse is updated nightly. Customers should allow 24 hours for data to be added or changed in the system.

The Performance Reports that will be provided by the NSSC to the customers will be in accordance with the following requirements:

Report	Frequency
NSSC Performance & Utilization Report	Monthly
Formal Review	As Requested

Upon request, a formal review will occur between the parties to the SLA. This review will entail:

- Review of financial performance against budget;
- Review of operational performance against service standards;
- Review of issues arising relating to performance where remedial action plans are required to be prepared; and
- Identification of opportunities for continuous improvement.

Where remedial action plans are required, this meeting will be used to agree on the timeframes in which the plans will be established or forwarded for approval by the NSSC Executive Director or Designee.

5.0 FORMAL DISPUTE RESOLUTION PROCESS

5.1 Purpose and Principles

The purpose of the formal dispute resolution process is to achieve the prompt resolution of formal disputes to the satisfaction of all parties. Only after all attempts have been made to resolve issues at the working level should a dispute be formally issued to the B&A Office, CS&C Team Lead and that process includes the following principles:

- All formal disputes raised will be adequately documented including agreed upon actions taken to resolve the dispute;
- Formal disputes shall only be considered resolved when agreed-upon actions have been implemented to the satisfaction of all parties; and
- In the event an agreement is not reached, all formal disputes will be referred to the NSSC Executive Director for discussion, negotiations, and an advisory opinion.

5.2 Dispute Categorization

All formal disputes raised will fall into four categories:

- Failure to meet the responsibilities of the NSSC and the customer as outlined in this SLA;
- Failure to reach resolution on recommended changes to the SLA;
- Requests for amendment to required service standards; and
- Service quality/customer satisfaction disputes.

5.3 Raising and Recording Formal Disputes

Authorized representatives will raise formal disputes with the B&A Office only after attempting to resolve disputes independently through the service delivery process. The CS&C Team Lead will communicate the accountability for the formal dispute to the NSSC. All formal disputes raised will be documented in a disputes log by one working day, and responsibility will be assigned for resolution.

The CS&C Team Lead will seek to identify and agree upon satisfactory, immediate resolution of the dispute with the NSSC Service Delivery and/or the B&A Office. If this is achieved, agreed-upon actions will be vetted with the NSSC Executive Director, documented in the formal disputes log, and confirmed with the customer representative.

5.4 Dispute Escalation Process

If the customer representative cannot resolve the dispute through either the service delivery process, or facilitation with the B&A Office, CS&C Team Lead:

- The formal dispute will be escalated to the Director, B&A for the purpose of discussion and fact finding resulting in the issuance of a formal report;
- The formal dispute may be escalated to the NSSC Executive Director for discussion, negotiation, or an advisory opinion when resolution cannot be reached by the Director, B&A; and
- If actions to resolve the dispute cannot be agreed upon between the NSSC Executive Director and the customer, it will be referred to the NSSC BOD for discussion and resolution - the decision of the NSSC BOD will be the final ruling.

The NSSC BOD will identify and agree to satisfactory actions and resolution with the NSSC Executive Director.

5.5 Monitoring of Dispute Reporting

At the subsequent quarterly meeting, the NSSC BOD will:

- Receive a report summarizing formal disputes raised, unresolved, and resolved since its previous meeting from the NSSC Executive Director; and
- Agree upon actions to resolve disputes escalated by the customers.

APPENDIX A: DETAILED VOLUMES BY CUSTOMER

Financial Management Services

Service	Unit	Total Volume	Anticipated Annual Volume By Customer										
			ARC	DFRC	GRC	GSFC	HQ	HQ OIG	JSC	KSC	LaRC	MSFC	SSC
Accounts Payable	# of Invoices and IPAC Payments	89,812	5,600	3,544	9,600	19,200	10,000	0	11,350	6,977	13,500	8,300	1,741
Accounts Receivable	# of Billings, write offs and Collections: Direct and Reimbursable	35,717	5,700	704	2,360	6,280	6,280	0	3,720	1,716	2,400	2,050	4,507
Payroll/Time & Attendance Processing	# of FTE	17,592	1,174	532	1,464	3,292	1,437	0	3,245	2,083	1,788	2,335	243
Fund Balance with Treasury	# of Travel Payments, AP, and AR Collections	179,333	13,755	5,962	16,830	33,304	23,140	0	26,020	13,656	23,080	18,500	5,086
Conference Reporting	# of FTE	17,592	1,174	532	1,464	3,292	1,437	0	3,245	2,083	1,788	2,335	243

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Service	Unit	Total Volume	Anticipated Annual Volume By Customer										
			ARC	DFRC	GRC	GSFC	HQ	HQ OIG	JSC	KSC	LaRC	MSFC	SSC
Domestic Travel Services	# of Domestic Travel Payments and Advances	67,772	5,500	2,000	6,200	10,100	9,280	0	11,500	5,392	8,000	8,800	1,000
COS, Foreign & ETDY Travel Services	# of COS, Foreign, & Extended TDY Payments (including reversals)	6,017	355	114	210	1,164	1,290	0	1,440	428	480	450	86
Relocation Assistance	# of COS Moves	303	18	13	16	35,	40	0	80	30	33	30	8

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Human Resources Services

Service	Unit	Total Volume	Anticipated Annual Volume By Customer											
			ARC	DFRC	GRC	GSFC	HQ	HQ OIG	HQ OCIO	JSC	KSC	LaRC	MSFC	SSC
Support to Personnel Programs	# of FTE	17,592	1,174	532	1,464	3,292	1,437	0	0	3,245	2,083	1,788	2,335	243
Employee Development and Training	# of FTE	17,592	1,174	532	1,464	3,292	1,437	0	0	3,245	2,083	1,788	2,335	243
Employee Benefits	# of FTE	17,592	1,174	532	1,464	3,292	1,437	0	0	3,245	2,083	1,788	2,335	243
Human Resource & Training Information Systems	# of FTE	17,592	1,174	532	1,464	3,292	1,437	0	0	3,245	2,083	1,788	2,335	243
e-OPF Record Keeping	# of FTE	17,592	1,174	532	1,464	3,292	1,437	0	0	3,245	2,083	1,788	2,335	243
Personnel Action Processing	# of PAP Transactions	31,056	2,500	1,100	3,214	3,942	2,600	0	0	4,800	5,000	3,400	4,000	500
SES Case Documentation	# of SES Appointments / CDP Appraisals	43	3	2	2	2	15	0	0	8	3	3	4	1
Financial Disclosure Processing	# of OGE-450, OGE-450A, & OGE-278 Forms Filed	9,878	735	325	1,178	1,688	950	0	0	1,780	900	1,150	1,002	170
Online Course Management	# of Hours	5,674	0	1,001	874	171	603	0	940	99	817	0	1,025	144

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Procurement Services

Service	Unit	Total Volume	Anticipated Annual Volume By Customer										
			ARC	DFRC	GRC	GSFC	HQ	HQ OIG	JSC	KSC	LaRC	MSFC	SSC
PR Processing & Other Admin. Services	# of FTE	17,592	1,174	532	1,464	3,292	1,437	0	3,245	2,083	1,788	2,335	243
Agency Contracting Services	# of FTE	17,592	1,174	532	1,464	3,292	1,437	0	3,245	2,083	1,788	2,335	243
Grants, Cooperative Agreements & SBIR/STTR Awards	# of Grants, Cooperative Agreements, & SBIR/STTR Awards	2,531	183	20	153	718	1,102	0	136	44	98	59	18
Grants, Cooperative Agreements & SBIR/STTR Admin.	# of Grants Supplements, Cooperative Agreements, & SBIR/STTR Funding Modifications Issued	3,622	243	22	234	1,186	1,558	0	146	18	165	26	24
Off-site Training	# of Individual Training Registrations Resulting in a Purchase & Center Cancellations	9,504	727	300	975	1,101	760	250	1,851	1,325	1,430	600	185
On-site Training	# of On-Site Training Purchases	594	15	10	43	56	12	0	175	110	38	125	10
Training Purchases \$	\$1 of Training Cost	16,372,085	945,000	650,000	1,516,852	1,698,428	1,100,000	275,000	3,744,400	2,666,000	1,189,950	2,300,000	286,455

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Information Technology Services

Service	Unit	Total Volume	Anticipated Annual Volume By Customer															
			ARC	DFRC	GRC	GSFC	HQ	HQ OCIO	JSC	KSC	LaRC	MSFC	SSC	ARMD	ESMD	SMD	SOMD	EDUC
Agency Seat Mgt	# of FTE & WYE as validated against N2	42,345	1,056	475	1,373	2,579	1,977	0	2,638	2,584	1,864	2,517	482	2,109	8,348	5,240	8,976	127
Enterprise License Mgt	# of Licenses	177,450	6,219	2,915	7,734	11,790	4,704	27,286	20,025	11,431	12,007	15,689	1,229	4,217	23,519	10,480	17,952	253
ESD	# of FTE & WYE as validated against N2	4588	116	54	207	286	330	0	222	368	156	224	75	240	859	570	866	15
ESRS	# of FTE & WYE as validated against N2	4588	116	54	207	286	330	0	222	368	156	224	75	240	859	570	866	15

APPENDIX B: NSSC POINTS OF CONTACT

Service	Contact	Name	Phone	E-mail
Overall SLA Issues	Director, Business & Administration	Becky Dubuisson	228-813-6019	rebecca.s.dubuisson@nasa.gov
Chargebacks, Rates, & Status Billing	Lead, Operations & Budget Management	Pam Wolfe	228-813-6223	pamela.j.wolfe@nasa.gov
Performance Reporting	Associate Director, Service Delivery	Mark Chadwick	228-813-6022	mark.w.chadwick@nasa.gov
Customer Satisfaction & Communication Customer Contact Center	Lead, Customer Satisfaction & Communication	Pat Tidmore	228-813-6486	c.patton.tidmore@nasa.gov
Financial Management	Chief, Financial Management Services Division	Cynthia Epperson	228-813-6024	cynthia.h.epperson@nasa.gov
Human Resources	Chief, Human Resources Division	Anita Harrell	228-813-6809	anita.f.harrell@nasa.gov
Information Technology	Chief, Information Technology Services	Bruce O'Dell	228-813-6233	bruce.c.odell@nasa.gov
Procurement	Chief, Procurement	Mike Sweigart	228-813-6342	michael.l.sweigart@nasa.gov

APPENDIX C: ACRONYMS

Acronym	Description
ACC	Agency Consolidated Contracts
ACES	Agency Consolidated End-Users Services
AM&O	Agency Management & Operations
AWCCS	Agency-Wide Contract Closeout Services
B&A	Business and Administration
BCP	Business Continuity Plan
BOD	Board of Directors
C&A	Certification and Accreditation
CAAS	Contract Audit and Administration Services
CCI	Consolidated Contracting Initiative
CDP	Candidate Development Program
CFO	Chief Financial Officer
CMM	Contract Management Module
CMO	Center Management and Operations
COS	Change of Station
CS&C	Customer Satisfaction and Communication
COTR	Contracting Officer's Technical Representative
DAR	Data at Rest
DCAA	Defense Contract Audit Agency
DCMA	Defense Contract Management Agency
EAST	Enterprise Applications Service Technologies
ECQ	Executive Core Qualification
ELMT	Enterprise License Management Team
eOPF	Electronic Official Personnel Folder
EPTS	Ethics Program Tracking System
ESD	Enterprise Service Desk
ESRS	Enterprise Service Request System
FAC-COTR	Federal Acquisition Certification for Contracting Officer's Technical Representative
FBWT	Fund Balance with Treasury
FDCC	Federal Desktop Core Configuration
FI	Financial Invoices
FM	Financial Management
FTE	Full Time Equivalent
FY	Fiscal Year
GAO	Government Accountability Office

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Acronym	Description
GARL	Group Action Request List
GPO	Government Printing Office
GS	General Schedule
HQ	Headquarters
HR	Human Resources
IG	Inspector General
IPAC	Intra-governmental Payment and Collection
IT	Information Technology
ITAM	Information Technology Asset Managers
JCP	Joint Congressional Printing
LAN	Local Area Network
MPRP	Metric Performance Retainage Pool
NASA	National Aeronautics and Space Administration
NCAD	NASA Consolidated Active Directory
NEACC	NASA Enterprise Applications Competency Center
NEDC	NASA Enterprise Data Center
NICS	NASA Integrated Communications Services
NQIP	NSSC Quality Incentive Program
NSSC	NASA Shared Services Center
ODIN	Outsourcing Desktop Initiative for NASA
OHCM	Office of Human Capital Management
OCIO	Office of the Chief Information Officer
OGE	Office of Government Ethics
OIG	Office of Inspector General
OMB	Office of Management and Budget
ONR	Office of Naval Research
OPF	Official Personnel Folder
PA&E	Program Analysis and Evaluation
PAP	Personnel Action Processing
PDA	Personal Digital Assistant
PMII	Project Management Information Improvement
POC	Point of Contact
PPBE	Planning, Programming, Budgeting, and Execution
PR	Procurement
PRP	Performance Retainage Pool
QIG	Quality Incentive Goal

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Acronym	Description
SBIR	Small Business Innovative Research
SES	Senior Executive Service
SF	Standard Form
SLA	Service Level Agreement
SLI	Service Level Indicator
STTR	Small Business Technology Transfer
SVTM	Secure Virtual Team Meeting
TDY	Temporary Duty
VTM	Virtual Team Meeting
WCF	Working Capital Fund
WEST	Web Enterprise Service Technologies
WYE	Work Year Equivalent