National Aeronautics and
Space Administration
NASA Shared Services Center

Stennis Space Center, MS
39529-6000
www.nssc.nasa.gov

NASA Shared Services Center Service Delivery Guide

NSSDG-3000-0004 Revision 5.0

Effective Date: December 1, 2024
Expiration Date: December 1, 2027

Human Resources Information Systems

Responsible Office: Human Resources Services Division

RELEASED - Printed documents may be obsolete; validate prior to use.

Approved by

Brian Wagner Digitally signed by Brian Wagner
Date: 2025.03.19 09:19:36 -05'00'

_____

Brian Wagner
Chief, Human Resources
Services Division

_____

Date

Document History Log

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	February 11, 2008	Basic Release
Revision	2.0	March 27, 2008	• Introduction: Under systems identified for transition: deleted Workforce Services Portal. • Appendix A overview flowchart: moved Step 4 to Step 1 and renumbered Steps 1, 2 and 3. • Appendix A Roles and Responsibilities table: Moved Step 4 to Step1 and renumbered Steps 1, 2 and 3 • Process A1 cross-functional flowchart: reordered steps to align with changes made to process (as noted above).
Revision	3.0	August 27, 2008	• Added Appendix B – NASA Employee Profile System (NEPS) / NASA Organizational Profile System (NOPS). • Added Appendix C – NASA Student Employment System (NSEMS).
Revision	4.0	July 14, 2014	• Removed all Swim lane charts. • Remove Appendix B – NASA Employee Profile System (NEPS) / NASA

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
			Organizational Profile System (NOPS). • Removed Appendix C – NASA Student Employment System (NSEMS). • Document originated under NSSC-HR-SDG-0034 renumbered to align with the SDNS numbering system.
Revision	5.0	August 24, 2024	• Migrated to updated SDG template. • Re-titled document to “Human Resources Information Systems” to match the NSSC services catalog. • Updated Overview sections. • Updated/Added Processes 1 – 4 • Updated System Components. • Updated/Added Work Flow Process Diagrams. • Added WFPro and TMP to acronyms and systems list

Table of Contents

Document History Log 3
Table of Contents 5
Overview 6
1.0 Background 6
2.0 Purpose 6
3.0 Applicability/Scope 6
4.0 Privacy Information 6
5.0 Records 7
6.0 Cancellation/Supersession of Previous Documents 7
Process 1 – Provisioning and Maintenance of System/Application Accounts 8
Process 2 – User Support: Correct/Resolve Data Errors/Application Problems 10
Process 3 – Reports Support 14
Process 4 – Website Development 17
Metrics 22
System Components 23
Customer Contact Center Strategy 25
Appendix A – Acronym List 26
Appendix B – Work Process Flow Diagrams 28
B.1 Provisioning and Maintenance of System Application Accounts Work Process Flow Diagram 28
B.2 User Support: Correct/Resolve Data Errors/Application Problems Work Process Flow Diagram 29
B.3 Reports Support Work Process Flow Diagram 30
B.4 Website Development Work Process Flow Diagram 30

Overview

1.0 Background

Human Resources Information Systems (HRIS) responsibilities for specific systems listed under Systems section of this document are currently the responsibility of the National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC). HRIS supports operations of the Agency-wide automated systems that are used by HR. Operational support includes graphical user interfaces and databases; HRIS database schemas, integrations, and integrity; production of customized reports; ad-hoc report requests; automated systems support to HR activities; support and assistance in the development of automated tools and future system enhancements through periodic releases to meet operational requirements. The NSSC provides recommendations to future enhancements for HRIS systems. HRIS also provides Website and Web-based tools development/administration and associated graphics support for both Agency and NSSC HR and Training Websites that are the responsibility of the NSSC HR and training.

2.0 Purpose

This Service Delivery Guide (SDG) provides roles and responsibilities for NSSC Civil Servant (CS), NSSC Service Provider (SP) and other functional areas as they pertain to Human Resources and HR information systems processes. Specific instructions for Human Resources Information Systems (HRIS) team members are included in work instructions and desk guides.

3.0 Applicability/Scope

This Service Delivery Guide (SDG) is intended for use by HRIS practitioners responsible for HR information systems. It is applicable to NASA Headquarters and NASA Centers, including component facilities, and the NSSC. Unless otherwise stated, the use of the word Center(s) in the text of this document includes NASA Headquarters and the NSSC. This document may also serve as a resource for NASA employees.

4.0 Privacy Information

The NSSC shall maintain the confidentiality of proprietary, personal, and sensitive information in accordance with NASA policy, the Privacy Act, and all relevant laws and regulations.

5.0 Records

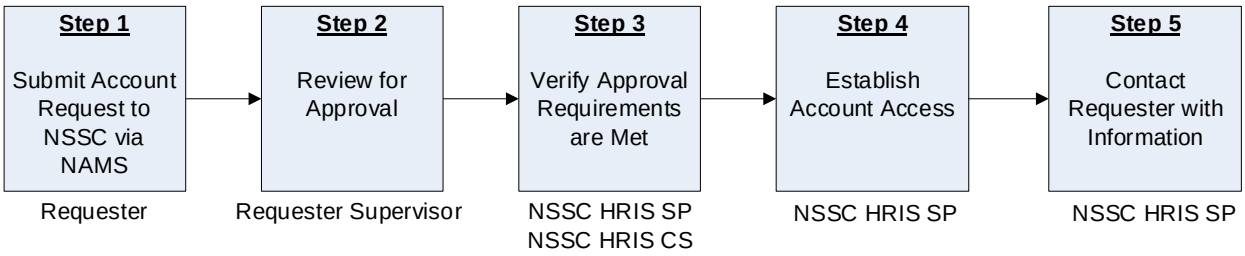
HRIS Systems utilized in the support of these services contains some official records. Systems containing official records have been added to the Master Records Index (MRI) for each system based upon the ownership of these records.

6.0 Cancellation/Supersession of Previous Documents

This document supersedes the following documents:

- NSSC-HR-SDG-0034, Human Resources and Training Information Systems Development and Maintenance, Revision B.
- NSSDG-3000-0004, Human Resources and Training Information Systems Development and Maintenance, Revision 4.0.

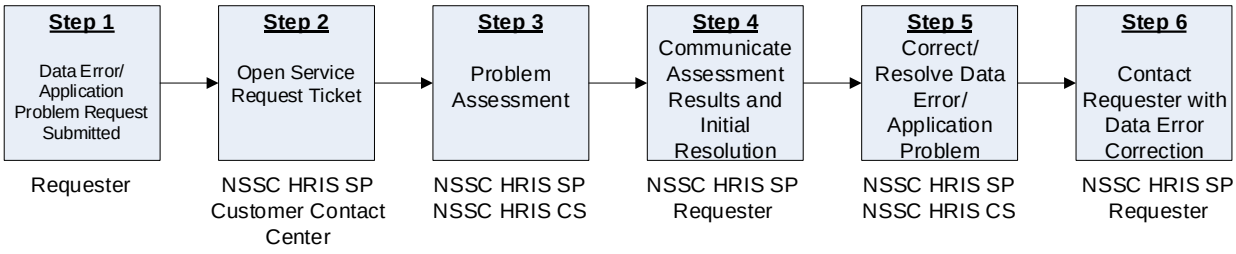
Process 1 – Provisioning and Maintenance of System/Application Accounts



Step Roles and Responsibilities	Process 1 – Provisioning and Maintenance of System/Application Accounts Action	Tips/Notes
Step 1 **Requester** Submit Account Request to NSSC via NAMS	New account request is submitted to NSSC via a NASA Access Management System (NAMS) request. **Output:** New account requested	Applications that HRIS provisions for include, NAAS, ePDS, NOPS, HRMES, and EPTS.
Step 2 **Requester Supervisor** Review for Approval	The Requester's Supervisor provides approval of the request. **Output:** Request reviewed and approved	If the Supervisor does not provide approval, the request is not forwarded to the NSSC.

Step Roles and Responsibilities	Process 1 – Provisioning and Maintenance of System/Application Accounts Action	Tips/Notes
Step 3 **NSSC HRIS SP** Verify Approval Requirements are Met	Based on Requester's verified eligibility, category, and type of request, approval eligibility will be validated in accordance with pre-defined requirements. **Output:** Approval determination completed	As needed, coordinate with NSSC HRIS CS/designee.
Step 4 **NSSC HRIS SP** Establish Account Access	Establish account with appropriate roles. **Output:** Account created	
Step 5 **NSSC HRIS SP** Contact Requester with Information	Requester will be notified via e-mail (through system generated e-mail). **Output:** Notification completed	

Process 2 – User Support: Correct/Resolve Data Errors/Application Problems



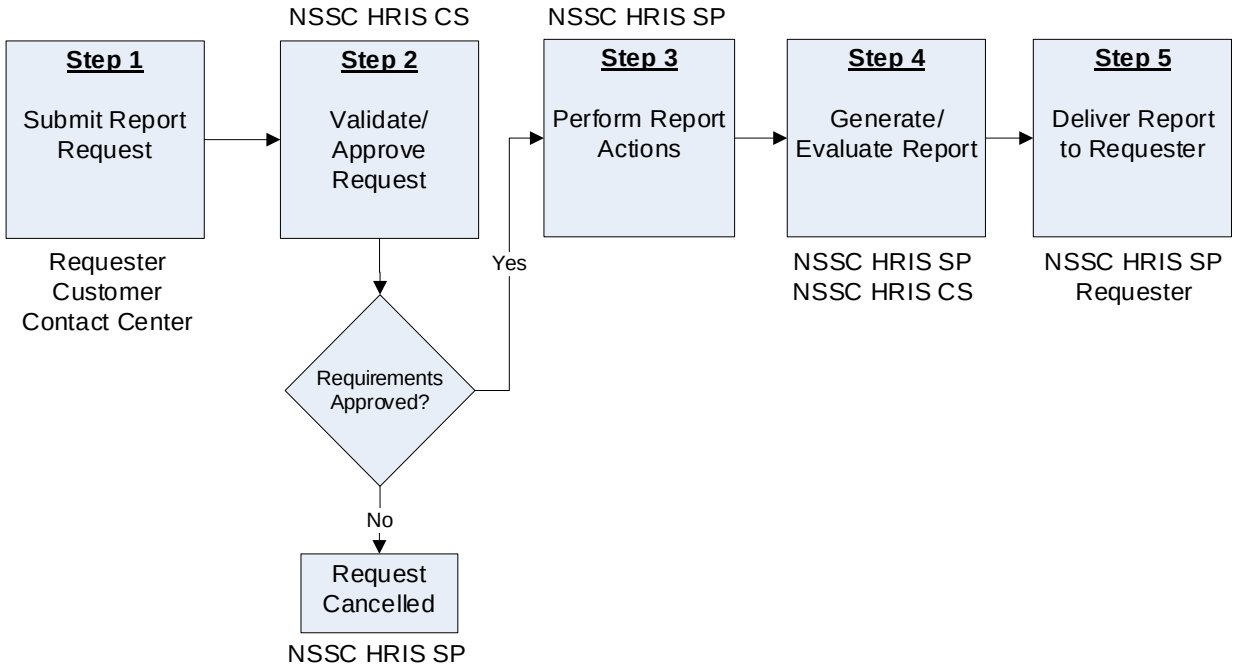
Step Roles and Responsibilities	Process 2 – User Support: Correct/Resolve Data Errors/Application Problems Action	Tips/Notes
Step 1 **Requester** Data Error/Application Problem Request Submitted	Data Error/Application Problem request is submitted to NSSC. A Request is submitted to NSSC via HR Service Center Service Request or the Customer Contact Center. **Output**: Data Error/Application Problem Resolution Request	

Step Roles and Responsibilities	Process 2 – User Support: Correct/Resolve Data Errors/Application Problems Action	Tips/Notes
Step 2 **NSSC HRIS SP** **Customer Contact Center** Open Service Request Ticket	If request is submitted via e-mail or phone, the Customer Contact Center receives the request and opens a Service Request Ticket. All requests will be reviewed to determine applicable system, priority level, and categorization for the inquiry or problem. **Output**: Service Request Ticket	Categorization is used by Service Request to assign workload and allow for system-specific reporting. Typical priorities, as assigned by system, will include Low, Moderate, High, and Critical issues as identified by the System Owner.
Step 3 **NSSC HRIS SP** **NSSC HRIS CS** Problem Assessment	Isolate and identify problem, determine scope, and outline steps required to resolve issue. For system outages that cannot be corrected immediately, NSSC HRIS SP will notify the NSSC HRIS CS. **Output**: Assessment Determination	NSSC HR addresses functional requirements impacted by problem; NSSC Information Technology (IT) assists in technical solution identification. Estimate of scope defines existing and additional resources needed to resolve issue.

Step Roles and Responsibilities	Process 2 – User Support: Correct/Resolve Data Errors/Application Problems Action	Tips/Notes
Step 4 **NSSC HRIS SP** **NSSC HRIS CS** **Requester** Communicate Assessment Results and Initial Resolution	NSSC HRIS SP communicates findings and proposed resolution. Note: Simple problems, such as broken links and misspelled words, do not need to be communicated. Customer would merely be notified that the error was corrected. **Output**: Error/Problem Communication	If scope of work is determined to be major or if problem cannot be resolved immediately, communicate system impact and status to NSSC HRIS CS.
Step 5 **NSSC HRIS SP** **NSSC HRIS CS** **Requester** Correct/Resolve Data Error/Application Problem	Execute plan of action to resolve issue. **Output**: Data Error/Application Problem Correction	As appropriate, resolutions will be fully tested/validated against interfaced applications by NSSC HRIS SP, NSSC IT, and NSSC HRIS CS prior to being placed in the production environment. Note: Errors often involve issues such as connectivity, server problems, broken links, system responsiveness, and/or firewall issues that would not require testing. Exceptions include data entry corrections or system repairs having critical response times.

Step Roles and Responsibilities	Process 2 – User Support: Correct/Resolve Data Errors/Application Problems Action	Tips/Notes
Step 6 **NSSC HRIS SP** **Requester** Contact Requester with Data Error Correction	Requester will be notified of Data Error/Application Problem correction. The NSSC (SP) handling the issue shall close the ticket when all actions are completed. **Output**: User Notified of Data Error Correction	

Process 3 – Reports Support

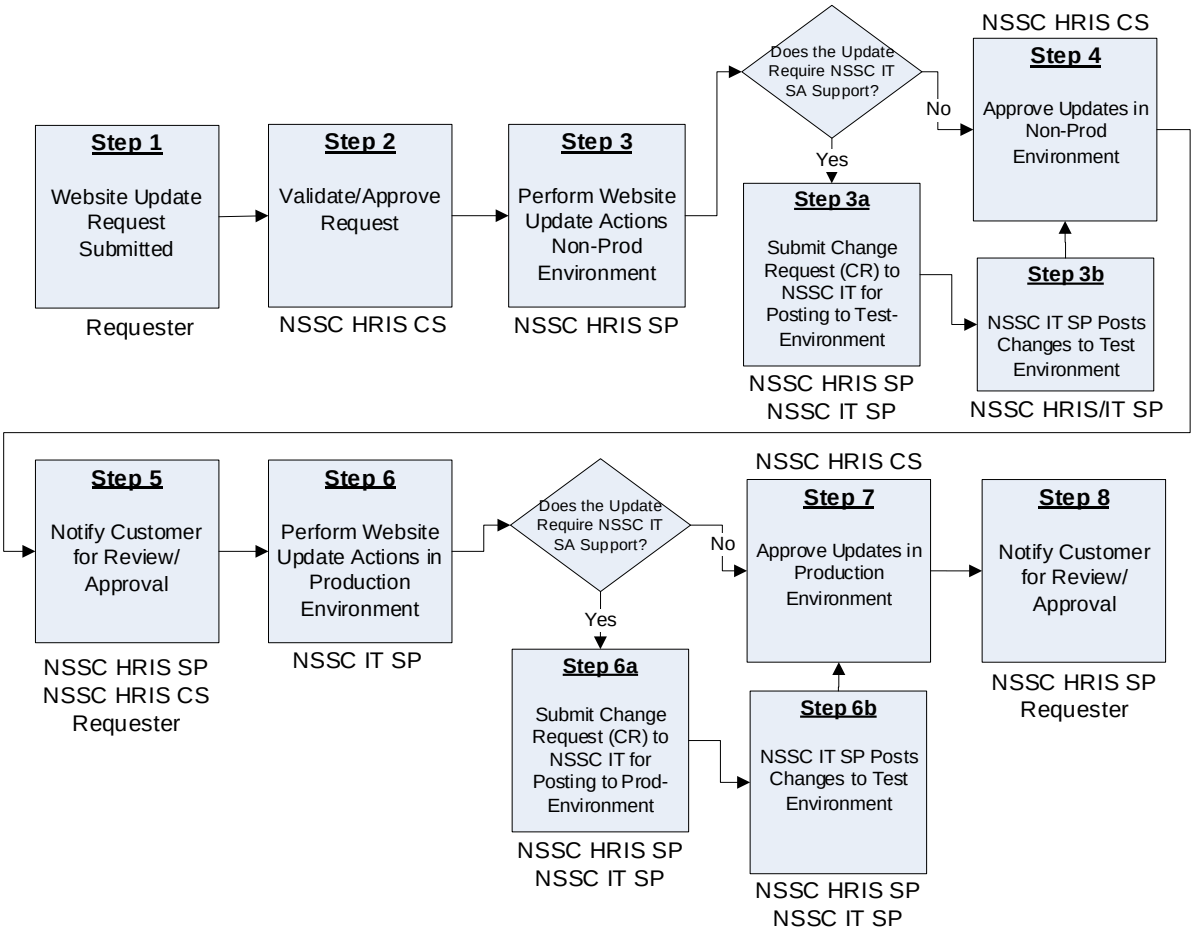


Step Roles and Responsibilities	Process 3 - Reports Support Action	Tips/Notes
Step 1 **Requester** **Customer Contact Center** Submit Report Request	A Report Request is submitted to NSSC via HR Service Center Service Request or the Customer Contact Center. **Output:** Report service request submitted	Submission must include definition of report, requirements, and justification. Report Service Requests are routed to NSSC HRIS CS for approval.

Step Roles and Responsibilities	Process 3 - Reports Support Action	Tips/Notes
Step 2 **NSSC HRIS CS** **Requester** Validate Request	NSSC HRIS CS reviews the request to determine if it is within the team's scope and is information that can be released to the requester. **Output:** Request validated or cancelled	Verify that information requested is valid. Request additional information and/or clarification as needed from Requester and NSSC HRISCS. If the request is denied, the ticket is cancelled, and the Requester is notified of the cancellation either by NSSC HRIS CS or NSSC HRIS SP.
Step 3 **NSSC HRIS SP** Perform Report Actions	Report actions may include query development, running of established query, and testing report. **Output:** Report actions performed	
Step 4 **NSSC HRIS SP** **NSSC HRIS CS** Generate/ Evaluate Report	Upon successful completion of all report development/processing actions, run the report and validate the data. **Output:** Report generated/data validated	When requested by NSSC HRIS CS, report data is vetted with NSSC HRIS CS prior to delivering to the customer.

Step Roles and Responsibilities	Process 3 - Reports Support Action	Tips/Notes
Step 5 **NSSC HRIS SP** Deliver Report to Requester	Provide requester with report for review/approval. Validate results of report with Requester for accuracy and customer satisfaction. The NSSC SP handling the issue shall close the ticket when all actions are completed. **Output:** Report delivered to requester	If the report is inaccurate or does not meet the Requester's expectations, the process will be restarted at Step 3.

Process 4 – Website Development



Step Roles and Responsibilities	Process 4 – Website Development Action	Tips/Notes
Step 1 **Requester** Website Update Request Submitted	Request is submitted to NSSC via HR Service Center Service, email, or the Customer Contact Center. **Output:** Request submitted	Requests are routed to NSSC HRIS CS for approval.
Step 2 **NSSC HRIS CS** Validate/Approve Request	NSSC HRIS CS reviews the request and communicates update actions to NSSC HRIS SP. **Output:** Request reviewed.	During this step NSSC HRIS CS will validate request with requester as needed.
Step 3 **NSSC HRIS SP** Perform Website Update Actions in Non-Prod Environment	Website updates are performed in a non-production environment and internal peer review performed by HRIS SP. **Output:** Website update actions performed in non-prod environment	
Step 3a **NSSC HRIS SP** **NSSC IT SP** Submit Change Request (CR) to NSSC IT for Posting to Test-Environment	Change Requests are routed to the appropriate IT Functional areas(s) for review, approval, and actions. **Output:** Change Requests submitted	The NSSC IT SA will perform posting of website to Non-prod environment.

Step Roles and Responsibilities	Process 4 – Website Development Action	Tips/Notes
Step 3b **NSSC HRIS SP** **NSSC IT SP** NSSC IT SP Posts Changes to Test Environment	NSSC IT SP posts website to Non-prod environment and NSC HRIS SP validates. **Output:** Website posted to non-prod	
Step 4 **NSSC HRIS SP** **NSSC HRS CS** Approve Updates in Non-Prod Environment	Updates are reviewed/approved by HRIS CS prior to notifying customer for review. **Output:** Update reviewed/approved for production	If changes are needed the HRIS SP will revert to Step 3.
Step 5 **NSSC HRIS SP** **NSSC HRIS CS** **Requester** Notify Requester for Review/Approval	Updates are reviewed/approved by Requester. **Output:** Update reviewed/approved for production	If changes are needed the HRIS SP will revert to Step 3.

Step Roles and Responsibilities	Process 4 – Website Development Action	Tips/Notes
Step 6 **NSSC HRIS SP** Perform Website Update Actions in Production Environment	Website updates are performed in the production environment and internal peer review performed by HRIS SP. **Output:** Website update actions performed in the production environment	
Step 6a **NSSC HRIS SP** **NSSC IT SP** Submit Change Request (CR) to NSSC IT for Posting to Prod-Environment	Change Requests are routed to the appropriate IT Functional areas(s) for review, approval, and actions. **Output:** Change Requests submitted	The NSSC IT SA will perform posting of website to production environment.
Step 6b **NSSC HRIS SP** **NSSC IT SP** NSSC IT SP Posts Changes to Prod Environment	NSSC IT SP posts website to production environment and NSC HRIS SP validates. **Output:** Website posted to non-prod	

Step Roles and Responsibilities	Process 4 – Website Development Action	Tips/Notes
Step 7 **NSSC HRIS CS** Approve Updates in Production Environment	Updates are reviewed/approved by NSSC HRIS CS. **Output:** Update reviewed/approved for production	If changes are needed the NSSC HRIS SP will revert to Step 3.
Step 8 **Requester** Approve Updates in Production Environment	Updates are reviewed/approved by Requester. **Output:** Update reviewed/approved in production	If changes are needed the NSSC HRIS SP will revert to Step 3. Request is closed once final approval is received.

Metrics

Initiating Entity	Deliverable	Receiving Entity	Performance Standard
N/A			

System Components

Existing Systems

Existing IT System Title	IT System Description	Access Requirements	IT System Interfaces
ePDS	Electronic Position Description System	User and User Support	N/A
EPTS	Ethics Program Tracking System	User and User Support	Applicable NSSC Databases
HRMES	Human Resources Messaging System	User/Admin and User Support	NOPS database
NAAS	NASA Automated Awards System	User/Admin and User Support	NOPS database
NOPS	NASA Organizational Profile System	User/Admin and User Support	NOPS database
OrgPublisher	OrgPublisher	User/Admin and User Support	NOPS database
ServiceNow	Workload Management System	User and User Support	ServiceNow

New Systems

New IT System Title	IT System Description	Access Requirements	IT System Interfaces
WFPro	Workforce Professional	User/Admin and User Support	N/A
TMP	Talent Market Place	User/Admin and User Support	N/A

Customer Contact Center Strategy

The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu position, routing, and escalation of inquiries for this activity. NSSDG-1200-0001, NSSC Customer Contact Center Service Delivery Guide, is located at: https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=1926925&rev=$latest.

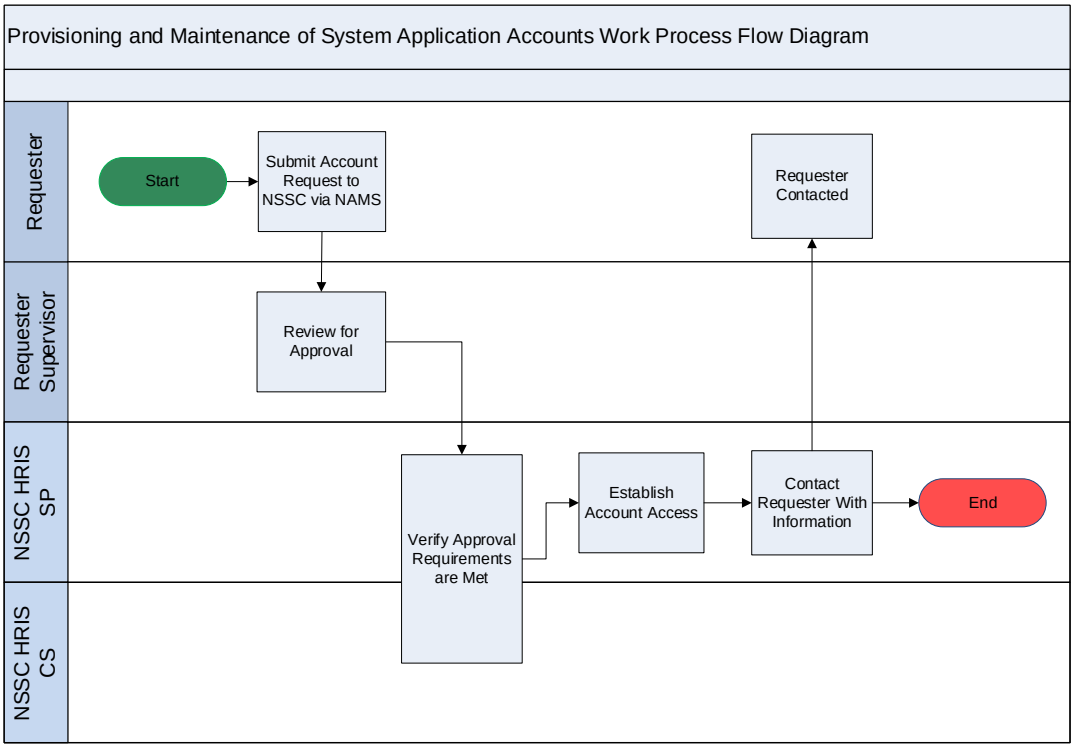
Appendix A – Acronym List

Acronym	Meaning
CR	Change Request
CS	Civil Servant
DOI	Department of Interior
ePDS	Electronic Position Description System
EPTS	Ethics Program Tracking System
ESD	Enterprise Service Desk
FPPS	Federal Personnel Payroll System
FTE	Full Time Equivalent
FY	Fiscal Year
HQ	Headquarters
HR	Human Resources
HRIS	Human Resources Information Systems
HRMES	Human Resources Messaging System
IT	Information Technology
MRI	Master Record Index
NAAS	NASA Automated Awards System
NAMS	NASA Account Management System
NASA	National Aeronautics and Space Administration
NOPS	NASA Organizational Profile System

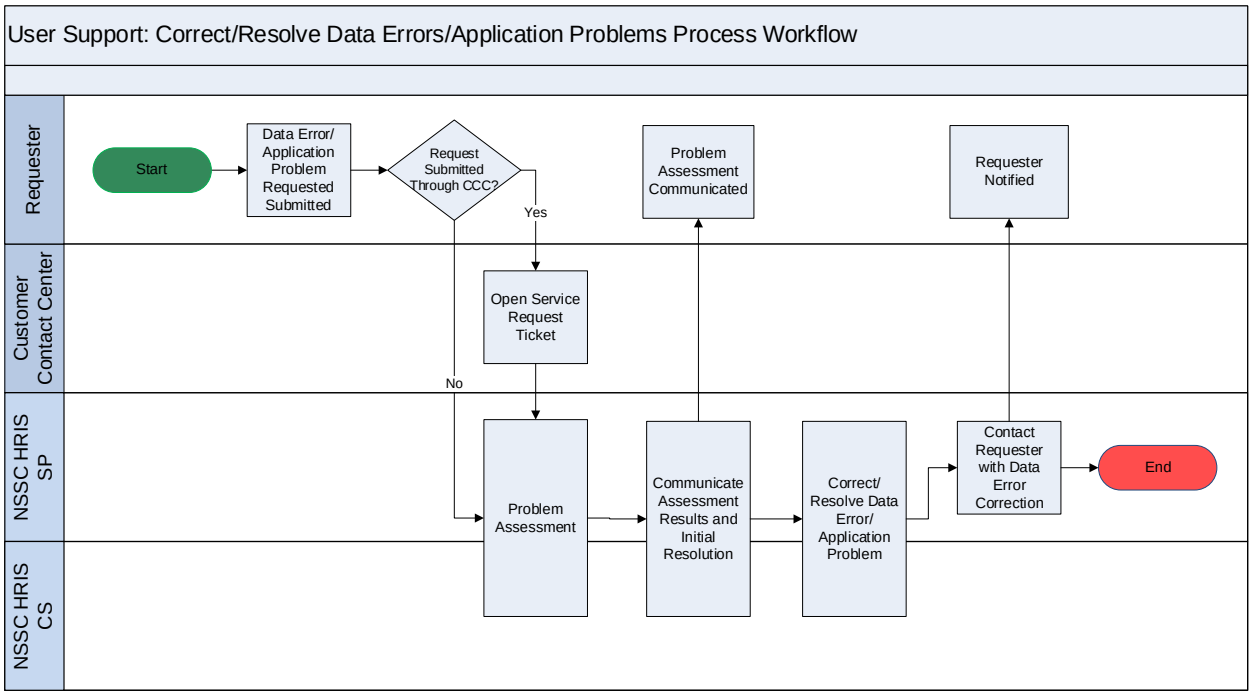
Acronym	Meaning
NSSC	NASA Shared Services Center
PII	Personally Identifiable Information
SDG	Service Delivery Guide
SES	Senior Executive Service
SP	Service Provider
TMP	Talent Market Place
WFPro	Workforce Professional

Appendix B – Work Process Flow Diagrams

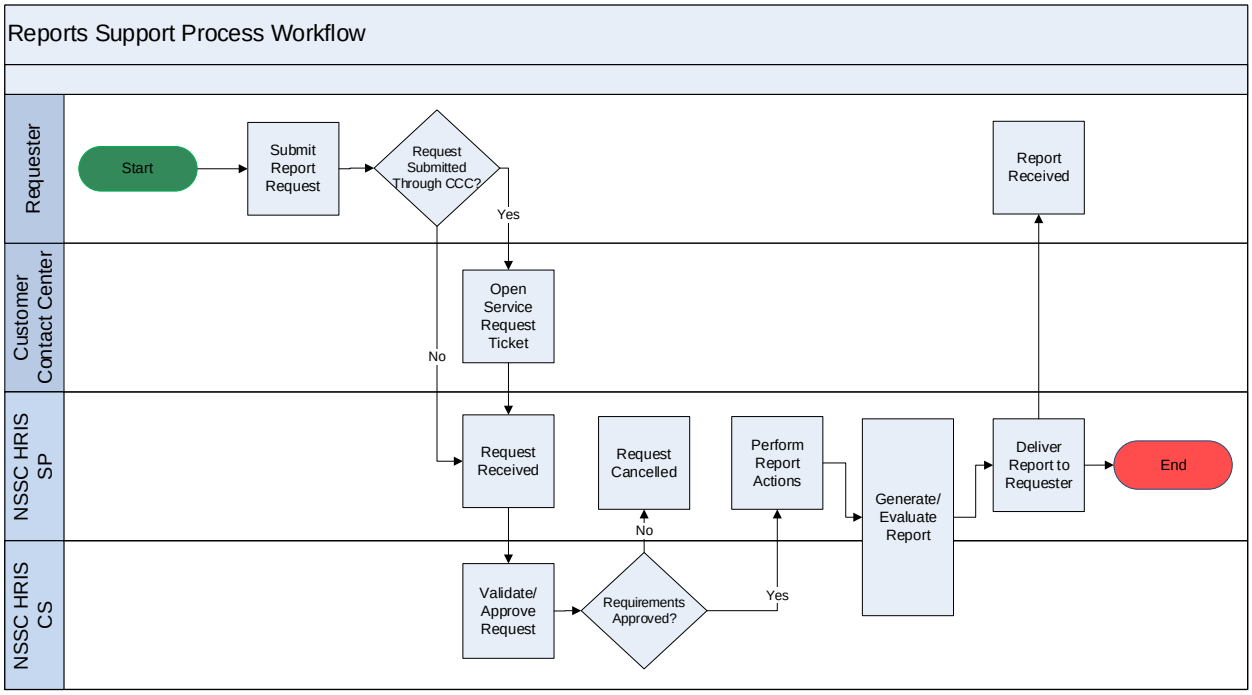
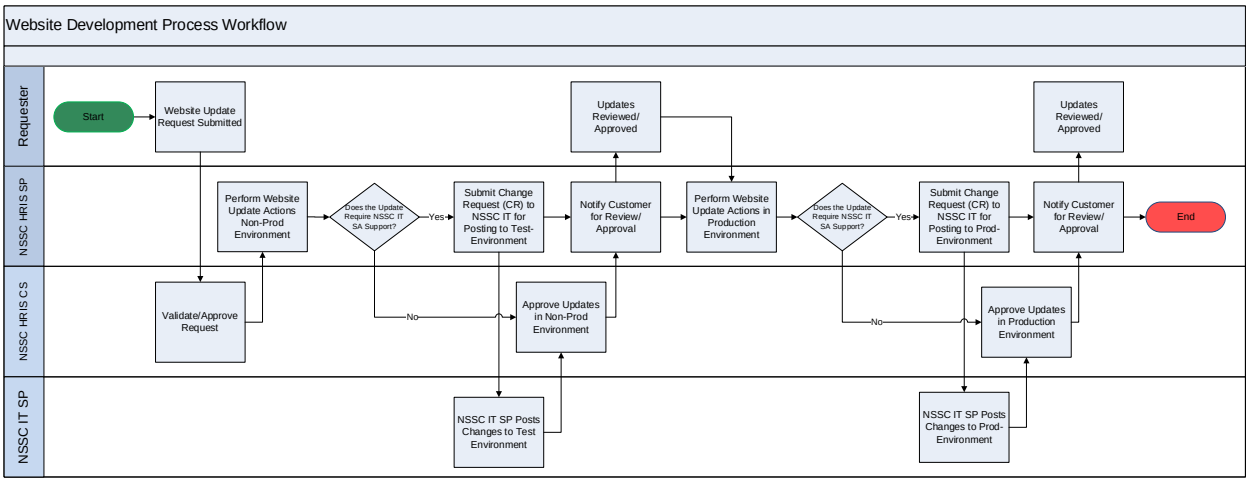
B.1 Provisioning and Maintenance of System Application Accounts Work Process Flow Diagram



B.2 User Support: Correct/Resolve Data Errors/Application Problems Work Process Flow Diagram



B.3 Reports Support Work Process Flow Diagram



B.4 Website Development Work Process Flow Diagram