



National Aeronautics and
Space Administration

NASA Shared Services Center
Stennis Space Center, MS
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www.nssc.nasa.gov

NASA Shared Services Center Service Delivery Guide

NSSDG-3400-0006 Basic Version 1.0

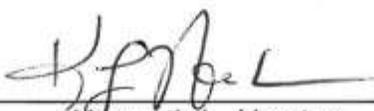
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NASA Awards and Recognition Processing

Responsible Office: Human Resources

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Approved by



 Kenneth L. Newton
 Director, Service Delivery Directorate

 7/15/14
 Date

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DOCUMENT HISTORY LOG

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	07/11/2014	Basic release (Combined changes to and superseded NSSC-HR-SDG-0014, 0015, 0016, 0017, 0018)

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1.0 Background

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) is responsible for providing administrative and clerical support to NASA's awards program.

Administrative support tasks include awards records management, maintenance, and reporting, supporting the purchase and maintenance of an appropriate inventory of NASA-determined and approved Agency-level award items, preparing and delivering Agency-level recognition items to Center Awards Officers, and notifying the Center Awards Officers of employees selected for awards/recognition. Agency-level award recognition and notification item examples include certificates, medals, plaques, and letters.

The NSSC is responsible for updating and maintaining all Agency electronic award certificate templates. The NSSC distributes the appropriate Center-level electronic award certificate templates for Center printing of Annual Performance and On-the-Spot awards. The NSSC ensures NASA Communication Materials Review compliance of all electronic award certificate templates. The NSSC is not responsible for preparation and delivery of the Congressional Space Medal of Honor (CSMH) medals and certificates.

The NSSC updates and maintains the Agency Awards Calendar (AAC) with input from Office of Human Capital Management (OHCM) and Center Awards Offices.

2.0 Purpose

This Service Delivery Guide provides guidelines for requesting and providing awards support within NASA.

3.0 Applicability/Scope

This Service Delivery Guide covers NSSC's support to the Agency and Center-level awards programs applies to all NASA employees.

4.0 Privacy Information

All participants involved must ensure protection of all data covered by the Privacy Act.

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5.0 Records

Awards created within the NASA Automated Awards System (NAAS) are official records as defined in NPR 1441.1. These records have been included on the NSSC Master Records Index (MRI).

6.0 Cancellation/Supersession of Previous Documents

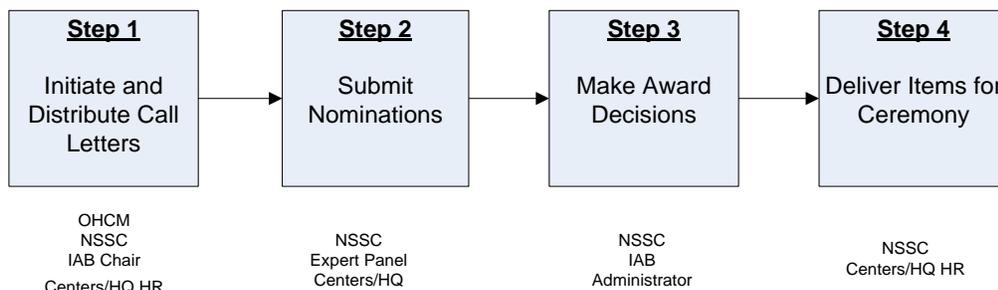
This Service Delivery Guide replaces the following SDGs entirely:

NSSC-HR-SDG-0014
 NSSC-HR-SDG-0015
 NSSC-HR-SDG-0016
 NSSC-HR-SDG-0017
 NSSC-HR-SDG-0018

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PROCESS 1 – AGENCY HONOR AWARDS

The NSSC develops the Agency Honor Award call letter, monitors submission of awards through the NAAS, coordinates the selection of the Chairs of the Expert Panels (EPs), receives proposed nominations through NAAS, and conducts final processing of Agency-level awards through NAAS.



Roles & Responsibilities

Process 1 - Agency Honor Awards		
Roles and Responsibilities	Action	Tips/Notes
Step 1 Incentive Awards Board (IAB) Chair OHCM Centers NSSC (Civil Servant (CS)) NSSC (Service Provider (SP)) Initiate and distribute call letter Establish EPs Establish ceremony	OHCM retains responsibility for Awards policy and oversight and will provide guidance on the Awards program and EPs to the NSSC. OHCM will ensure that NSSC (SP) receives sufficient notice for issuance of the annual call to Centers for Agency Honor Awards nominations. Prior to the planned distribution date of the call letter, NSSC (SP) drafts the Agency Honor Award Nomination Call Letter and forwards the call to OHCM. Once OHCM edits the proposed call letter, OHCM incorporates the comments, finalizes the letter, and sends it for Approval/Signature by the IAB Chair. OHCM distributes the call letter to the Center/Headquarters (HQ) Awards Points of Contact (POCs). The Centers/HQ Awards POCs distribute the call letter to Center/HQ Departments. OHCM provides guidance to NSSC (SP) regarding EPs composition including the names of the EP Chairs. NSSC (SP) notifies the Chairs and obtains the names of Panel members and Panel Recorders NSSC (SP) will provide	OHCM ensures that the timing of the annual call letter is communicated to NSSC (SP). NSSC (SP) will update the AAC as appropriate. NSSC (SP) will pull from Identity Management and Account Exchange (IdMAX) to obtain workforce numbers for contractors. NSSC (SP) will contact Jet Propulsion

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Process 1 - Agency Honor Awards		
Roles and Responsibilities	Action	Tips/Notes
dates	<p>instructions, roles, and responsibilities to all. NSSC (SP) will work with the Chairs to ensure Panels are established. NSSC (SP) will provide EPs all relevant materials for review and a review timeline.</p> <p>OHCM will provide the Agency ceremony date.</p> <p>Centers will provide their ceremony dates and provide instructions on where to send materials, how they want their materials prepared, etc.</p> <p>Output: Approved call letter, identified EPs, identified Agency/Center support requirements.</p>	Laboratory (JPL) for workforce numbers.
<p>Step 2</p> <p>Centers</p> <p>NSSC (SP)</p> <p>Submit Nominations</p>	<p>Center nominations flow to the NSSC through the NAAS. NSSC (SP) monitors the system near the nomination deadline to ensure that all Center submissions are received in a timely manner. NSSC (SP) contacts Centers that do not have timely submissions and resolve any issues.</p> <p>After the closing date of the call the NSSC (SP) identifies, collates nominations from each award category, prepares review packages, and submits them to appropriate EP for review.</p> <p>Output: EP review packages</p>	NSSC (SP) provides NAAS access, user role(s), guidance and training.

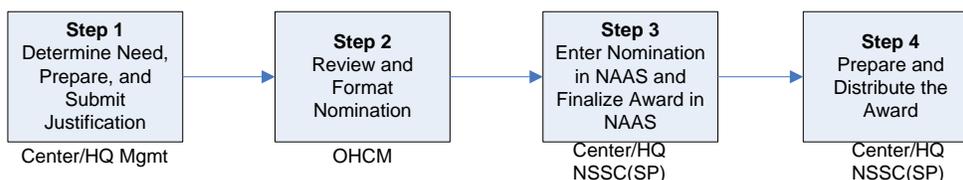
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Process 1 - Agency Honor Awards		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 3</p> <p>IAB Chair</p> <p>OHCM</p> <p>Office of General Counsel</p> <p>Office of Diversity and Equal Opportunity (ODEO)</p> <p>Executive Secretariat</p> <p>EPs</p> <p>NSSC (SP)</p> <p>Make award decisions</p>	<p>The Executive Secretariat reviews citations and makes corrections as needed within NAAS.</p> <p>NSSC (SP) coordinates with the offices of General Counsel and ODEO to review nominees for pending negative action.</p> <p>The EPs review the nominations and the Panel Recorder documents the results of their review in NAAS. The EP can recommend approving the nomination, rejecting the nomination or changing the category of the nomination.</p> <p>After the EP decisions are input, Centers may accept or request reclama for the EP recommendations via NAAS.</p> <p>The NSSC (SP) forwards reclama requests to the IAB Reclama Panel for review. Reclamas rejected by the Reclama Panel are considered final rejections. Reclama approvals are included in the awards package.</p> <p>Nominations rejected by EP, with no request to reclama, or rejections by the Reclama Panel are removed from the IAB review list and recorded in NAAS as rejections.</p> <p>The NSSC (SP) drafts the Honor Awards package ("Purple Package") and forwards the package to OHCM for review. OHCM edits the package if necessary and forwards the package to the IAB Chair for review and final award decisions. OHCM notifies Center Directors and the NSSC (SP) of the final decision.</p> <p>The NSSC (SP) records the final decisions in NAAS.</p> <p>Output: Approved nominations</p>	<p>Award nomination packages are sent to OHCM electronically.</p>
<p>Step 4</p> <p>NSSC (SP)</p> <p>Prepare and ship ceremony items</p>	<p>NSSC (SP) prepares and ships honor award certificates and medals to Center POCs.</p> <p>The Center verifies receipt of the awards items and notifies the NSSC of any discrepancies.</p> <p>Output: Ceremony items are prepared and shipped to Centers.</p>	

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PROCESS 2 – OUT-OF-CYCLE AGENCY HONOR AWARDS

Out-of-cycle awards are Agency awards that occur outside the established time frame for submitting and presenting Agency Honor Awards. NSSC supports the nomination process, produces and distributes award certificates, and updates the NAAS database.



Roles & Responsibilities

Process 2 – Out-of-Cycle NASA Honor Awards		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 1</p> <p>Center/HQ Management</p> <p>Determine need, prepare and submit justification</p>	<p>Center/HQ Management determines the need for an Out-of-Cycle Honor Award.</p> <p>Center/HQ responsible office prepares justification for award and type of award for submission to OHCM.</p> <p>Output: Proposed Award Nomination.</p>	<p>Center Awards Office informs the NSSC (SP) of the pending Out-of-Cycle nomination.</p>
<p>Step 2</p> <p>OHCM</p> <p>Review and format notification</p>	<p>OHCM reviews all requests for out-of-cycle awards for compliance and then forwards, with recommendation, to the Office of the Administrator for decision. OHCM informs the Center and NSSC (SP) of the decision.</p> <p>Output: Award nomination sent to Administrator's office for decision.</p>	

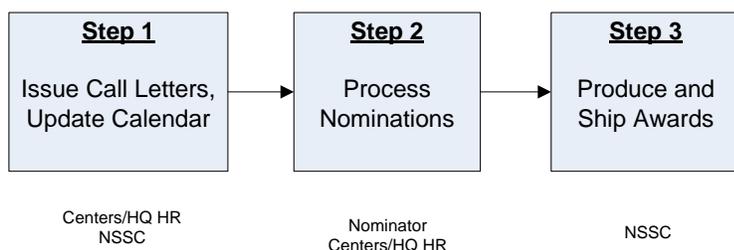
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Process 2 – Out-of-Cycle NASA Honor Awards		
Roles and Responsibilities	Action	Tips/Notes
<p><u>Step 3</u></p> <p>Center/HQ</p> <p>NSSC (SP)</p> <p>Enter nomination in NAAS Finalize award in NAAS</p>	<p>If the request is approved, the Center Awards Officer forwards the nomination to the NSSC using NAAS.</p> <p>Output: OHCM approved nominations are processed in NAAS.</p>	
<p><u>Step 4</u></p> <p>Center/HQ</p> <p>NSSC (SP)</p> <p>Prepare and distribute awards</p>	<p>NSSC prepares the certificates and medals and delivers them to the requesting Center or designated POC.</p> <p>NSSC finalizes the award in NAAS.</p> <p>The Center verifies receipt of the awards items and notifies the NSSC of any discrepancies.</p> <p>Output: Award presentations</p>	

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PROCESS 3 – CENTER HONOR AWARDS

The NSSC is responsible for printing and delivering Center-level award certificates to the Centers/ HQ, monitoring NAAS to identify upcoming awards, and providing support for report queries that are not standard in NAAS.



Roles & Responsibilities

Process 3 – Center Honor Awards		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 1</p> <p>Center/HQ Human Resources (HR) NSSC (SP)</p> <p>Centers issue call letter</p> <p>NSSC updates AAC</p>	<p>The Center notifies NSSC (SP) of the Center-level Honor award ceremony date and any Center-specific award requirements in concurrent with issuing the Center Honor call letters.</p> <p>NSSC (SP) updates the AAC with the Center Honor award ceremony date.</p> <p>The Center verifies receipt of the awards items and notifies the NSSC of any discrepancies.</p> <p>Output: Center notifications to NSSC and updated calendar.</p>	<p>Centers may choose to combine their Center Honor call with the Agency Honor call for nominations.</p> <p>The Center Honor Awards ceremony may be combined with the Center's Agency Honor ceremony.</p>

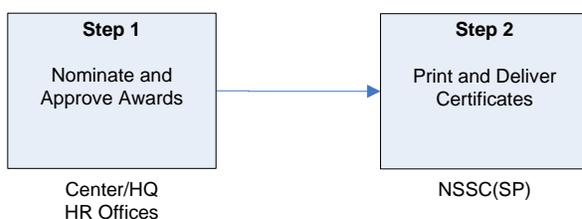
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Process 3 – Center Honor Awards		
Roles and Responsibilities	Action	Tips/Notes
<p><u>Step 2</u></p> <p>Nominator Center/HQ HR</p> <p>Process nominations</p>	<p>The award nominator submits the award in NAAS.</p> <p>The Center HR/Awards Office reviews the nominations via Center-level approval process, panels and/or individuals.</p> <p>The Center Awards Officer finalizes approved nominations in NAAS.</p> <p>Output: Approved award decisions; Updated NAAS.</p>	<p>Centers determine the specific routing and approval requirements for their Center's Honor Awards.</p> <p>Awards should be finalized in NAAS no less than 15 business days prior to ceremony date.</p>
<p><u>Step 3</u></p> <p>Center HQ/Awards Office NSSC (SP)</p> <p>Produce and ship awards</p>	<p>NSSC (SP) prepares the Center Honors award items and ships to the Center as negotiated with the Center/HQ Awards POC.</p> <p>The Center verifies receipt of the awards items and notifies the NSSC of any discrepancies.</p> <p>Output: Award items shipped and received.</p>	

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PROCESS 4 – OTHER CENTER AWARDS

With the exception of Annual Performance Awards, the NSSC is responsible for printing (as indicated by the NAAS “print” checkbox) and delivering Center-level award certificates to the Centers/HQ, monitoring NAAS to identify upcoming awards, and providing support for report queries that are not standard in NAAS.



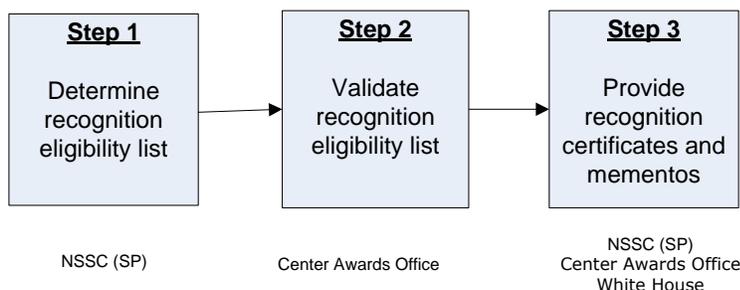
Roles & Responsibilities

Process 3 – Other Center Awards		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 1</p> <p>Nominator Center/HQ HR</p> <p>Process nominations</p>	<p>The award nominator submits the award in NAAS.</p> <p>The Center HR/Awards Office reviews the nominations via Center-level approval process, panels and/or individuals.</p> <p>The Center Awards Officer finalizes approved nominations in NAAS.</p> <p>Output: Approved award decisions; Updated NAAS.</p>	<p>Centers determine the specific routing and approval requirements for their Center's awards.</p>
<p>Step 2</p> <p>Center HQ/Awards Office NSSC (SP)</p> <p>Produce and ship awards</p>	<p>NSSC (SP) prepares the award items and ships to the Center/HQ Awards POC.</p> <p>The Center verifies receipt of the awards items and notifies the NSSC of any discrepancies.</p> <p>Output: Award items shipped.</p>	

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PROCESS 5 – CAREER SERVICE RECOGNITION AWARDS

The NSSC is responsible for maintaining the Agency Career Service Recognition, commonly referred to as length of service (LOS), memento inventory and distributing LOS recognition certificates and mementos to the Centers.



Roles & Responsibilities

Process 5 – Career Service Recognition Awards		
Roles and Responsibilities	Action	Tips/Notes
Step 1 NSSC (SP) Determine recognition eligibility list	NSSC (SP) generates a quarterly report from Federal Personnel Processing System (FPPS) listing recipients and forwards lists to appropriate Center Awards Officer. Output: List of recipients generated.	LOS calculation is based on the Leave Service Computation Date (LSCD).
Step 2 Center Awards Office Validate Recognition Eligibility List	Center Awards Officers reviews SCD and adjusts list per Center-level criteria. Output: Validated list of recipients generated.	LSCD does not include all military time that may be considered for LOS recognition.
Step 3 Center Awards Office White House Greetings Office	NSSC (SP) updates SCD list based on Center review, prints certificates, and provides mementos as applicable. NSSC (SP) prepares and sends letters if applicable. For 40 years of service or higher, NSSC (SP)	

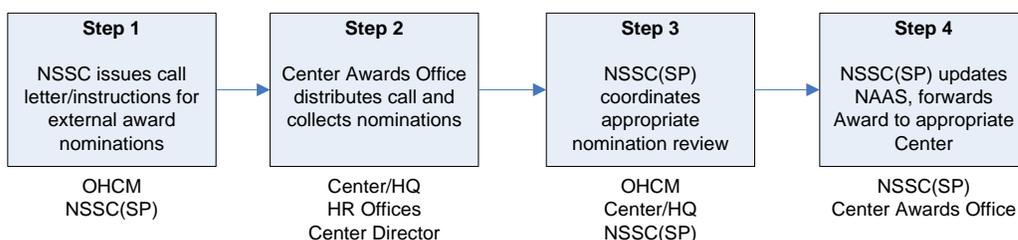
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Process 5 – Career Service Recognition Awards		
Roles and Responsibilities	Action	Tips/Notes
<p>NSSC (CS)</p> <p>NSSC (SP)</p> <p>Process Awards</p>	<p>requests a draft biography letter from Center/HQ HR for Administrator signature.</p> <p>For 60 or more years of service the NSSC (SP) provides the draft request for Presidential recognition to NSSC (CS). NSSC (CS) signs and forwards the request to the White House Greetings Office.</p> <p>NSSC (SP) prepares the award items and ships to the Center/HQ Awards POC.</p> <p>The Center verifies receipt of the awards items and notifies the NSSC of any discrepancies.</p> <p>Output: Letter, Certificates, and White House letter prepared (if appropriate) and shipped.</p>	<p>A response from the White House takes about six weeks to sign and return.</p>

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PROCESS 6 – EXTERNAL AWARDS

The NSSC is responsible for providing administrative support for NASA’s nominations for external awards. This process covers only those external awards that are available to NASA employees. NSSC reviews Award Sponsor’s Web sites, notifies Centers/ HQ monthly of upcoming external award due dates, posts due dates to the AAC, reviews nomination packages for compliance with award criteria, and updates NAAS.



Roles & Responsibilities

Process 7 – External Awards		
Roles and Responsibilities	Action	Tips/Notes
<p><u>Step 1</u></p> <p>OHCM</p> <p>NSSC (SP)</p> <p>NSSC issues call letter/instructions for external award nominations</p>	<p>NSSC (SP) visits the Award Sponsor’s Web site for award criteria, definition, and nomination form for Agency-approved external awards.</p> <p>Using the information on the Award Sponsor’s Web site, NSSC will post and update external awards on the Agency Awards Calendar (AAC) and send an e-mail to Center/HQ Awards Officers informing them of nomination calls and due dates for upcoming external awards.</p> <p>Output: Centers notified of call for nominations.</p>	

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<p>Step 2</p> <p>Center/HQ HR Offices</p> <p>Center Director</p> <p>Center Awards Office submits nominations</p>	<p>For external awards requiring Agency-level approval or the NASA Administrator's endorsement, the Center Awards Officer sends the nomination package to the NSSC for consolidation and forwarding to OHCM.</p> <p>Nominations not requiring Administrative approval/signature are submitted directly to the sponsoring organization by the nominating NASA employee or the Center's Award Officer.</p> <p>Output: Nominations package submitted.</p>	
<p>Step 3</p> <p>OHCM</p> <p>Center/HQ</p> <p>NSSC (SP)</p> <p>NSSC (SP) coordinates appropriate nomination review</p>	<p>NSSC (SP) prepares a cover letter for signature and an approval package and routes it through OHCM for the Administrator's signature. The Administrator signs the package and OHCM returns it to the NSSC (SP).</p> <p>The NSSC (SP) submits the nomination to the Awards Sponsor prior to the deadline.</p> <p>The Sponsor then notifies NSSC (SP) of the award decision., who notifies the recipient's Center, and updates NAAS as necessary.</p> <p>Output: Approved and submitted Awards package.</p>	
<p>Step 4</p> <p>NSSC (SP)</p> <p>Center Awards Office</p> <p>NSSC (SP) updates NAAS, forwards Award to appropriate Center</p>	<p>NSSC (SP) should be notified by the award sponsor of any NASA winners. In the event that the announcement is sent directly to the appropriate Center, Center Awards Offices need to inform NSSC (SP) to ensure NAAS is updated to reflect the appropriate award.</p> <p>Output: Award presented.</p>	

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METRICS

NASA Awards and Recognition Processing			
Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
Center Awards Officers	Awards, recognition items, or supplies	Center Awards POCs	98 percent of awards/recognition items/supplies delivered to Center Awards POCs 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.

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SYSTEM COMPONENTS

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
NASA Automated Awards System (NAAS)	Provides the mechanism to submit, track, and report awards activity	IdMAX/NASA Access Management System (NAMS) account	NAAS interfaces with the NASA Organizational Profile System (NOPS) and FPPS.
National Business Center (NBC) FPPS Datamart	Department of Interior's NBC FPPS Datamart	Active FPPS user account	A custom Datamart report provides the LOS recognition award eligibility list.
Agency Awards Calendar (AAC)	Award-specific calendar available to all NASA employees	Read access from the NASA network only. IdMAX/NAMS account is required for administrative tasks.	IdMAX/NAMS

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CUSTOMER CONTACT CENTER STRATEGY

The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu positioning, routing, and escalation of inquiries for this activity.

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APPENDIX A – NAAS AWARD TYPE TO CERTIFICATE STYLE MATRIX

Agency Honor

- Individual – 11x14 framed certificate; medals also include a medal set
- Group – One group 11x14 framed certificate; each group member receives an 8½x11 certificate in an Administrator folder

Center Honor

- Individual – 11x14 framed certificate
- Group – One group 11x14 framed certificate; each group member receives an 8½x11 certificate in an Agency folder

Center Other Incentive

- Individual – 8½x11 in an Agency folder
- Group - each group member receives an 8½x11 certificate in an Agency folder

Performance Awards

- Not Printed

Length of Service Awards

- 5 – 30 Years = Certificate/Pin
- 35 Years = Certificate/Pin/Personalized wooden plaque with the name of the recipient, anniversary date, and the NASA logo
- 40 Years = Administrator Certificate & Letter/Pin/Crystal paper weight with NASA logo
- 45 Years = Administrator Certificate & Letter/Pin/Pen set with NASA logo
- 50 Years = Administrator Certificate & Letter/Pin/Personalized clock with the name of the recipient, anniversary date, and the NASA logo
- 55 Years = Administrator Certificate & Letter/Pin/Personalized jacket with the name of the recipient and the NASA logo
- 60 Years = Administrator Certificate & Letter/Pin/Letter from the White House (President) + Gift option (jacket, vase decanter, memory box, clock)

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APPENDIX B - ACRONYMS

ACRONYM	DEFINITION
AAC	
CS	Civil Servant
CSMH	Congressional Space Medal of Honor
EP	Expert Panel
FPPS	Federal Personnel Payroll System
HQ	Headquarters
HR	Human Resources
IAB	Incentive Awards Board
IdMAX	Identity Management and Account Exchange
JPL	Jet Propulsion Laboratory
LOS	Length of Service
LSCD	Leave Service Computation Date
MRI	Master Record Index
NAAS	NASA Automated Awards System
NAMS	NASA Access Management System
NASA	National Aeronautics and Space Administration
NBC	National Business Center
NOPS	NASA Organizational Profile System
NSSC	NASA Shared Services Center
ODEO	Office of Diversity and Equal Opportunity
OHCM	Office of Human Capital Management
POC	Point of Contact
SCD	Service Computation Date
SP	Service Provider