



National Aeronautics and
Space Administration
NASA Shared Services Center

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NASA Shared Services Center Service Delivery Guide

NSSDG-3513-0001 Revision 4.0

Effective Date: July 6, 2018
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Classification Appeals

Responsible Office: Human Resources Services Division

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Approved by

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 Date

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Document History Log

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Basic		January 16, 2006	Basic Release
Revision	A	September 9, 2009	Updated to current template & converted to Cross-Functional Flowchart (swim lane) format
Revision	3.0	January 11, 2013	<ul style="list-style-type: none"> • Document originated under NSSC-HR-SDG-0001. Renumbered to NSSDG-3513-0001 on 11/06/12 to align with the SDNS numbering system. • Revised process to move acceptance of appeal from NSSC (SP) to OHCM
Revision	4.0	July 6, 2018	<ul style="list-style-type: none"> • Updated to new template. • Updated Document History Log format, including the date style in the Effective Date column. • Completed minor grammar, punctuation, style, and consistency edits throughout. • Overview: <ul style="list-style-type: none"> ○ Added the Overview section and subsections, moving the Introduction content from Revision 3.0 to 1.0, Background. ○ Added 2.0, Purpose. ○ Added 3.0, Applicability/Scope. ○ Deleted Privacy Data section and moved the content to 4.0, Privacy

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Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
			<p>Information, per new template.</p> <ul style="list-style-type: none"> ○ Added 5.0, Records. ○ Added 6.0, Cancellation/Supersession of Previous Documents. ● Process 1, Classification Appeals: <ul style="list-style-type: none"> ○ Updated the basic flowchart. ○ Updated the process table throughout. ● In the System Components section, in the Existing Systems table, deleted Remedy and added ServiceNow; added OrgPublisher. ● Updated the Customer Contact Strategy section per the new template. ● Added Appendix A, Acronym List, and moved the cross functional flowchart to Appendix B, Work Process Flow Diagrams. ● Updated the flowchart in Appendix B.

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Overview

1.0 Background

National Aeronautics and Space Administration (NASA) Centers are responsible for properly classifying positions and addressing employee concerns about classification decisions. If an employee disagrees with the Center classification decision, the employee is encouraged to first appeal the decision through the Center appeals process. Employees may appeal grade, occupational series, and sometimes the title of their position. Once the Center appeals process has been exhausted, or if the employee elects to bypass the Center process, the employee may appeal the classification decision to the Agency's Office of Human Capital Management (OHCM). Agency appeals are forwarded to the NASA Shared Services Center (NSSC) for review, audit, and preparation of a proposed decision. OHCM will make the final determination and issue the Agency decision to the employee. Employees may bypass the Agency appeal process and appeal directly to the United States Office of Personnel Management (OPM). This guide covers the Agency appeal process.

2.0 Purpose

The services described in this guide are performed by Civil Servant (CS) and Service Provider (SP) personnel. This guide covers the high-level process flows and provides a basic description of NSSC classification appeals support service. This guide does not cover every step in the process and, as such, is intended to provide only an overview.

3.0 Applicability/Scope

The Classification Appeals process, as well as roles and responsibilities, are defined in this document. The NSSC will provide audit and evaluation services for all Agency-level classification appeals.

4.0 Privacy Information

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

5.0 Records

Classification appeals supporting documentation will be maintained in accordance with NASA Procedural Requirements (NPR) 1441.D, NASA Records Management Program Requirements; NASA Policy Directive (NPD) 1440.61, NASA Records Management; NASA Interim Directive (NID) 1600.55, Sensitive But Unclassified (SBU) Controlled Information; and OPM requirements.

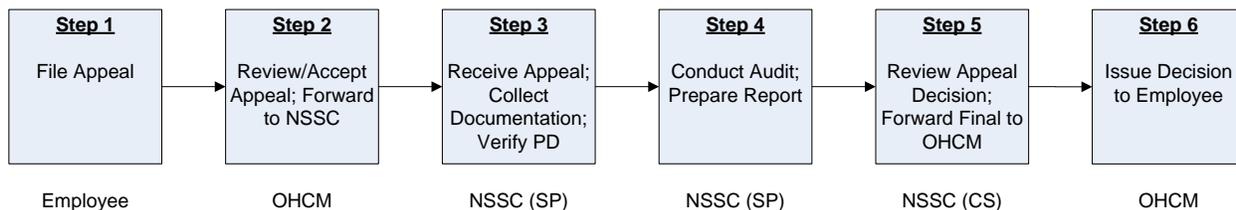
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6.0 Cancellation/Supersession of Previous Documents

This document supersedes NSSDG-3513-0001, NSSC Classification Appeals Service Delivery Guide, Revision 3.0.

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Process 1 – Classification Appeals



Step Roles and Responsibilities	Classification Appeals Action	Tips/Notes
<p>Step 1</p> <p>Employee</p> <p>File Appeal</p>	<p>An employee may file a classification appeal if the employee is unsatisfied with the classification of the current Position Description (PD).</p> <p>An appeal must be in writing, signed by the employee, and addressed to the Agency.</p> <p>Output: Appeal letter/memo sent to OHCM</p>	<p>The appeal must include:</p> <ul style="list-style-type: none"> • Employee's address. • Office phone number. • Copy of the official PD. • Organizational unit. • Reasons for the appeal and requested classification. • Copy of current PD representative name and contact, if designated. <p>Submit a completed Agency appeal package to:</p> <p>Director, HC Policy, Planning and Analysis Division Office of Human Capital Management NASA Headquarters Mail Suite 4U79 300 E St. SW</p>

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Step Roles and Responsibilities	Classification Appeals Action	Tips/Notes
		Washington, DC 20546 Classification Appeals cannot be filed electronically.
<p><u>Step 2</u></p> <p>OHCM</p> <p>Review/Accept Appeal; Forward to NSSC</p>	<p>OHCM receives the appeal from the employee and reviews the appeal to ensure all required information is included and that it meets the scope of the Agency appeal process. If information is missing, the employee is contacted. If the appeal is complete and meets the scope, the appeal is accepted by the Agency.</p> <p>OHCM notifies the Center that is responsible for the position and forwards the appeal to the NSSC.</p> <p>Once accepted, an appeal decision must be issued to the employee within 30 calendar days.</p> <p>Output: Appeal accepted</p>	<p>What may be appealed:</p> <ul style="list-style-type: none"> • Grade. • Series. • Position title. • Pay system. <p>What may not be appealed:</p> <ul style="list-style-type: none"> • Content or accuracy of PD. • Accuracy of a classification standard. • Classification of a position employee is not officially assigned to. • Classification of a detail or a temporary promotion position.

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Step Roles and Responsibilities	Classification Appeals Action	Tips/Notes
<p><u>Step 3</u></p> <p>NSSC (SP)</p> <p>Receive Appeal; Collect Documentation; Verify PD</p>	<p>NSSC (SP) receives the appeal from OHCM and completes an initial discovery review. NSSC (SP) determines if additional documentation or background information is needed and requests the information from the Center/Headquarters (HQ) Office.</p> <p>The Center/HQ Office provides official and supporting audit documents requested by the NSSC (SP) and verifies that the PD is the official PD of record and is accurate.</p> <p>Output: Issues identified; documentation received; and PD verified</p>	<p>Documents may include:</p> <ul style="list-style-type: none"> • Evaluation statements. • Comparable PDs. • Organizational charts. • Prior Center decisions.

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Step Roles and Responsibilities	Classification Appeals Action	Tips/Notes
<p><u>Step 4</u></p> <p>NSSC (SP)</p> <p>Conduct Audit; Prepare Report</p>	<p>NSSC (SP) reviews the complete appeal package and develops an understanding of the issues surrounding the appeal.</p> <p>NSSC (SP) determines an interview plan and coordinates with the respective Center/HQ Office, employee, employee's supervisor, and/or other individuals to schedule interviews. The NSSC also coordinates travel, if required.</p> <p>NSSC (SP) conducts all interviews, documents responses, and analyzes all available information and interview responses to make a determination on the proper classification of the position, in accordance with OPM classification standards. NSSC (CS) reserves the option to participate in this due diligence process.</p> <p>NSSC (SP) prepares the draft Position Evaluation Statement to be sent to NSSC (CS) for review.</p> <p>Output: Audit scheduled; draft Position Evaluation Statement developed</p>	<p>Interviews are conducted via teleconference. Centers will fund travel if onsite interviews are necessary.</p> <p>The draft Position Evaluation Statement should be sent to NSSC (CS) within 20 calendar days after the date of original acceptance of the appeal by OHCM.</p>

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Step Roles and Responsibilities	Classification Appeals Action	Tips/Notes
<p><u>Step 5</u></p> <p>NSSC (CS)</p> <p>Review Appeal Decision; Forward Final to OHCM</p>	<p>NSSC (CS) reviews the draft Position Evaluation Statement for concurrence.</p> <p>NSSC (CS) coordinates necessary revisions and finalization of document with NSSC (SP).</p> <p>NSSC (CS) forwards final Position Evaluation Statement to OHCM.</p> <p>Output: Final Position Evaluation Statement sent to OHCM</p>	<p>The final recommended classification decision and Position Evaluation Statement must be referred to OHCM no later than 25 calendar days after the date of original acceptance of the appeal by OHCM.</p>
<p><u>Step 6</u></p> <p>OHCM</p> <p>Issue Decision to Employee</p>	<p>OHCM reviews the final Position Evaluation Statement from the NSSC and issues the final decision on the appeal to the employee.</p> <p>OHCM notifies all participants of the final decision.</p> <p>Output: Final appeal decision issued</p>	<p>The final appeal decision must be provided to the employee no later than 30 calendar days after the date of original acceptance of the appeal by OHCM.</p>

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Metrics

Initiating Entity	Deliverable	Receiving Entity	Performance Standard
NSSC (SP)	Draft decision	NSSC (CS)	Goal = Submit recommended decision to NSSC (CS) no later than 20 calendar days after the date of original acceptance of the appeal by OHCM
NSSC (CS)	Recommended decision	OHCM	Goal = Submit recommended decision to OHCM no later than 25 calendar days after the date of original acceptance of the appeal by OHCM
OHCM	Final decision	Employee	Issue final decision no later than 30 calendar days after the date of original acceptance of the appeal by OHCM

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System Components

Existing Systems

Existing IT System Title	IT System Description	Access Requirements	IT System Interfaces
ServiceNow	Workload Management System	User and User Support	ServiceNow
TechDoc	Electronic Library	User and User Support	Web
ePDS	Electronic Position Description System	User and User Support	Workforce Transformation Tracking System (WTTS)
OrgPublisher	Automatic Organizational Charting and Workforce Reporting	User and User Support	Federal Personnel and Payroll System

New Systems

New IT System Title	IT System Description	Access Requirements	IT System Interfaces
N/A			

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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](https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=1926925&rev=$latest).

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Appendix A – Acronym List

Acronym	Meaning
CS	Civil Servant
ePDS	Electronic Position Description System
HC	Human Capital
HQ	Headquarters
NASA	National Aeronautics and Space Administration
NID	NASA Interim Directive
NPD	NASA Policy Directive
NPR	NASA Procedural Requirements
NSSC	NASA Shared Services Center
OHCM	Office of Human Capital Management
OPM	Office of Personnel Management
PD	Position Description
SBU	Sensitive But Unclassified
SP	Service Provider
WTTS	Workforce Transformation Tracking System

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Appendix B – Work Process Flow Diagrams

