



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-3710-0001 Revision 6.0

Effective Date: September 27, 2018
Expiration Date: September 27, 2021

Preparation and Deployment of Employee Notices

Responsible Office: Human Resources Services Division

NSSC Service Delivery Guide	NSSDG-3710-0001	Revision 6.0
	Number	
	Effective Date:	September 27, 2018
	Expiration Date:	September 27, 2021
Page 2 of 15		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Deployment of Employee Notices		

Approved by

 Amy Alexander
 Chief, Human Resources Services Division

 Date

NSSC Service Delivery Guide	NSSDG-3710-0001	Revision 6.0
	Number	
	Effective Date:	September 27, 2018
	Expiration Date:	September 27, 2021
Page 3 of 15		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Deployment of Employee Notices		

Document History Log

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Basic		January 13, 2006	Basic Release
Revision	B	May 31, 2006	
Revision	C	April 10, 2007	<ul style="list-style-type: none"> • Input for receiving special request notices. • Changed step 3 from send communication to post notice and if needed distribute through NASA Internal News and Communications (NASA INC). • Recreated flow chart into Cross Functional Swim Lane Diagram. • Reformatted document into new template.
Revision	5.0	February 19, 2013	<ul style="list-style-type: none"> • Document originated under NSSC-HR-SDG-0003 and renumbered to NSSDG-3710-0001 to align with the SDNS numbering system. • Removed the Center Liaisons from the process flow. • Added the HRMES process to the flow. • Added information identifying notices are not reposted if there are no changes. If notice is not changed and an Agency wide e-mail is required, the

NSSC Service Delivery Guide	NSSDG-3710-0001	Revision 6.0
	Number	
	Effective Date: September 27, 2018	
	Expiration Date: September 27, 2021	
Page 4 of 15		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Deployment of Employee Notices		

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
			<p>e-mail will continue to be sent as scheduled.</p> <ul style="list-style-type: none"> Changed title from "Preparation and Distribution of Employee Notices" to correspond with the title listed in the NSSC Services Catalog.
Revision	6.0		<ul style="list-style-type: none"> Updated formatting for consistency with new template. Updated Document History Log format, including the date style in the Effective Date column. Added the Overview section, including moving the Introduction and Privacy Data information into the Overview section. Process 1, Preparation and Deployment of Employee Notices: <ul style="list-style-type: none"> Updated role titles and Web sites. Clarified actions and tips. Updated Metrics. Updated System Components. Updated Customer Contact Center Strategy. Added Appendix A, Acronym List. Moved the cross functional process flow from Appendix A to Appendix B, Work

NSSC Service Delivery Guide	NSSDG-3710-0001	Revision 6.0
	Number	
	Effective Date:	September 27, 2018
	Expiration Date:	September 27, 2021
Page 5 of 15		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Deployment of Employee Notices		

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
			Process Flow Diagrams. Updated flowchart.

NSSC Service Delivery Guide	NSSDG-3710-0001	Revision 6.0
	Number	
	Effective Date:	September 27, 2018
	Expiration Date:	September 27, 2021
Page 6 of 15		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Deployment of Employee Notices		

Table of Contents

Document History Log.....	3
Table of Contents.....	6
Overview	7
1.0 Background.....	7
2.0 Purpose	7
3.0 Applicability/Scope.....	7
4.0 Privacy Information	7
5.0 Records	7
6.0 Cancellation/Supersession of Previous Documents	7
Process 1 – Preparation and Deployment of Employee Notices	8
Metrics.....	11
System Components	12
Customer Contact Center Strategy	13
Appendix A – Acronym List	14
Appendix B – Work Process Flow Diagrams.....	15

NSSC Service Delivery Guide	NSSDG-3710-0001	Revision 6.0
	Number	
	Effective Date:	September 27, 2018
	Expiration Date:	September 27, 2021
Page 7 of 15		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Deployment of Employee Notices		

Overview

1.0 Background

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) is responsible for preparing and disseminating scheduled and special-request Center and Agency employee notices. This includes items such as annual employee notifications required by Federal law and regulations, notification of employee rights, and notices relating to employee benefits (e.g., use of leave, benefits open season, etc.). The NSSC also responds to inquiries concerning these notices.

2.0 Purpose

Services described in this guide are performed by NSSC Civil Servant (CS) and NSSC Service Provider (SP) personnel. This guide covers services that are common and provides a basic description of our administrative approach to support the development of Human Resources (HR) employee notices. The guide does not cover the entire process and is only intended to provide an overview. The NSSC work instruction provides the NSSC staff with detailed processes to accomplish the functions.

3.0 Applicability/Scope

This document is applicable to the NSSC. This document is for use by the NSSC (CS) and NSSC (SP) HR Employee Notices Team.

4.0 Privacy Information

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

5.0 Records

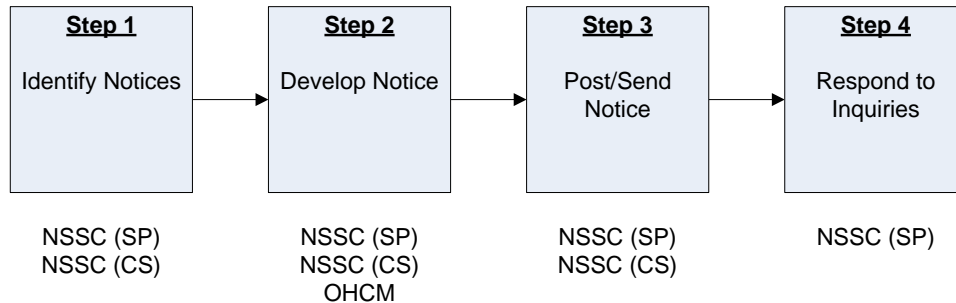
All records will be maintained in accordance with NASA Procedural Requirements (NPR) 1441.1, NASA Records Management Program Requirements; and NASA Policy Directive (NPD) 1440.6I, NASA Records Management. Records for Employee Notices are listed on the NSSC Master Records Index (MRI) under NASA Records Retention Schedule (NRRS).

6.0 Cancellation/Supersession of Previous Documents

This document supersedes NSSDG-3710-0001, NSSC Preparation and Deployment of Employee Notices Service Delivery Guide, Revision 5.0.

NSSC Service Delivery Guide	NSSDG-3710-0001	Revision 6.0
	Number	
	Effective Date:	September 27, 2018
	Expiration Date:	September 27, 2021
Page 8 of 15		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Deployment of Employee Notices		

Process 1 – Preparation and Deployment of Employee Notices



Step Roles and Responsibilities	Preparation and Deployment of Employee Notices Action	Tips/Notes
<p>Step 1</p> <p>NSSC (SP)</p> <p>NSSC (CS)</p> <p>Identify Notices</p>	<p>The NSSC identifies all scheduled notices required to be sent to employees, determines the required frequency and timing of notices, and identifies the required audience.</p> <p>The NSSC may also receive special requests from the Office of Human Capital Management (OHCM) and other NASA entities to issue notices outside of the annual schedule.</p> <p>Output: Notices identified; audience identified; annual notices scheduled</p>	<p>Scheduled notices include, but are not limited to: Weingarten Rights, Whistleblower Protection, Thrift Savings Plan, Merit Promotion and Placement Plan, and Federal Employees Benefits open season.</p> <p>If a notice does not change from the previous year, the same notice will be posted to the NSSC Employee Notices Web page in the order of the schedule. Notices requiring e-mail distribution will continue to be distributed based on the schedule.</p>

NSSC Service Delivery Guide	NSSDG-3710-0001	Revision 6.0
	Number	
	Effective Date:	September 27, 2018
	Expiration Date:	September 27, 2021
Page 9 of 15		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Deployment of Employee Notices		

Step Roles and Responsibilities	Preparation and Deployment of Employee Notices Action	Tips/Notes
<u>Step 2</u> NSSC (SP) NSSC (CS) OHCM Develop Notice	<p>The NSSC (SP) develops the notice or communication.</p> <p>The NSSC (CS) reviews the initial draft notice to ensure completeness and clarity. NSSC (CS) sends the notice to OHCM for approval of message prior to distribution.</p> <p>OHCM functional owner reviews the final draft notice.</p> <p>Output: Draft notice</p>	<p>The NSSC Customer Contact Center (CCC) contact information must be included on the bottom of all notices.</p> <p>Notices are posted to the NSSC Employee Notices Web page and, if required, are distributed via e-mail to NASA employees.</p> <p>Notices that do not change content from the previous year will not need additional OHCM approval.</p>

NSSC Service Delivery Guide	NSSDG-3710-0001	Revision 6.0
	Number	
	Effective Date:	September 27, 2018
	Expiration Date:	September 27, 2021
Page 10 of 15		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Deployment of Employee Notices		

Step Roles and Responsibilities	Preparation and Deployment of Employee Notices Action	Tips/Notes
<p><u>Step 3</u></p> <p>NSSC (SP)</p> <p>NSSC (CS)</p> <p>Post/Send Notice</p>	<p>NSSC (SP) sends the approved notice to Center Human Resources (HR) Points of Contact (POCs) in advance of posting to the NSSC Employee Notices Web page.</p> <p>If Agency-wide distribution is deemed appropriate, message is drafted by NSSC (SP) and approved by NSSC (CS). Human Resources Messaging System (HRMES) is used for e-mail and HR Portal distribution.</p> <p>NSSC (CS) will post the notice to the NSSC Employee Notices Web page.</p> <p>Output: Final notice; HRMES message</p>	<p>NSSC Employee Notices Web page is: https://www.nssc.nasa.gov/employeenotices.</p> <p>Depending on the HRMES settings for Delivery Method, as soon as NSSC (CS) approves the HRMES message, it will either be immediately e-mailed to NASA employees or sent on a selected date.</p> <p>In some cases, a short “pointer” message will be posted to the HR Portal rather than a full-text message, directing the recipient to the Employee Notice Web page.</p>
<p><u>Step 4</u></p> <p>NSSC (SP)</p> <p>Respond to Inquiries</p>	<p>The NSSC (SP) responds to any inquiries relating to the employee notices.</p> <p>Output: Inquiry responses</p>	<p>The NSSC (SP) receives inquiries from the CCC via a ServiceNow Case.</p>

NSSC Service Delivery Guide	NSSDG-3710-0001	Revision 6.0
	Number	
	Effective Date:	September 27, 2018
	Expiration Date:	September 27, 2021
Page 11 of 15		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Deployment of Employee Notices		

Metrics

Initiating Entity	Deliverable	Receiving Entity	Performance Standard
NSSC (SP)	Final Notices	Centers; Employees	98% of employee notices are published in accordance with regulations by the negotiated timeline.

NSSC Service Delivery Guide	NSSDG-3710-0001	Revision 6.0
	Number	
	Effective Date:	September 27, 2018
	Expiration Date:	September 27, 2021
Page 12 of 15		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Deployment of Employee Notices		

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
Human Resources Messaging System (HRMES)	Allows HR staff to send messages to target audiences according to subject matter	Review and Approval Access	NASA Organizational Profile System (NOPS)
TechDoc	Document Repository	User and User Support	Web Browser
Microsoft Outlook	NASA e-mail system to contact Center POCs	User and User Support	Microsoft Outlook

New Systems

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

NSSC Service Delivery Guide	NSSDG-3710-0001	Revision 6.0
	Number	
	Effective Date:	September 27, 2018
	Expiration Date:	September 27, 2021
Page 13 of 15		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Deployment of Employee Notices		

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).

NSSC Service Delivery Guide	NSSDG-3710-0001	Revision 6.0
	Number	
	Effective Date:	September 27, 2018
	Expiration Date:	September 27, 2021
Page 14 of 15		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Deployment of Employee Notices		

Appendix A – Acronym List

Acronym	Meaning
CCC	Customer Contact Center
CS	Civil Servant
HR	Human Resources
HRMES	Human Resources Messaging System
MRI	Master Records Index
NASA	National Aeronautics and Space Administration
NOPS	NASA Organizational Profile System
NPD	NASA Policy Directive
NPR	NASA Procedural Requirement
NRRS	NASA Records Retention Schedule
NSSC	NASA Shared Services Center
OHCM	Office of Human Capital Management
POC	Point of Contact
SP	Service Provider

NSSC Service Delivery Guide	NSSDG-3710-0001	Revision 6.0
	Number	
	Effective Date: September 27, 2018	
	Expiration Date: September 27, 2021	
Page 15 of 15		
Responsible Office: Human Resources Services Division		
SUBJECT: Preparation and Deployment of Employee Notices		

Appendix B – Work Process Flow Diagrams

