

National Aeronautics and
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NASA Shared Services Center

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NASA Shared Services Center Service Delivery Guide

NSSDG-3710-0001 Revision 9.0

Effective Date: June 27, 2023
Expiration Date: June 27, 2026

Preparation and Deployment of Employee Notices

Responsible Office: Human Resources Services Division

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Approved by

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Chief, HR Services Division

Date

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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

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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

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Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
			Process Flow Diagrams. Updated flowchart.
Revision	7.0	April 19, 2021	<ul style="list-style-type: none"> Updated title of SDG approver. Updated all references to Office of Human Capital Management (OHCM) to Office of the Chief Human Capital Officer (OCHCO). Updated Process 1 steps to reflect current workflow responsibilities. Updated Employee Notice Web site link.
Revision	8.0	November 16, 2021	<ul style="list-style-type: none"> Updated Process 1, Step 1 by including the recently added biweekly report notifying OCHCO of upcoming notices and dates. Updated Process 1, Step 3 to change "Center" Human Resources Points of Contact" to "OCHCO" Human Resources Points of Contact. Updated Appendix B, Work Process Flow Diagram, adding "send biweekly report" to first box in NSSC SP process lane.
Revision	9.0	June 27, 2023	<ul style="list-style-type: none"> Updated Process 1, Step 3 to reflect change in requirement for labor review of employee notices.

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			<ul style="list-style-type: none"> Updated approver name and title on page 2.

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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

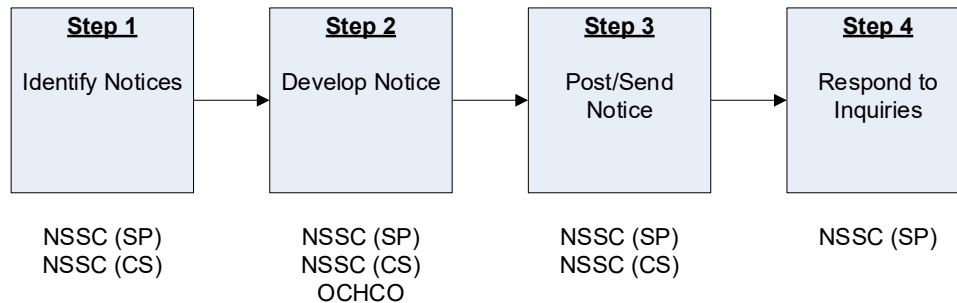
All records will be maintained in accordance with NASA Procedural Requirements (NPR) 1441.1, NASA Records Management Program Requirements; and NASA Policy Directive (NPD) 1440.6I, NASA Records Management. Records for Employee Notices are listed on the NSSC Master Records Index (MRI) under NASA Records 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 8.0.

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Process 1 – Preparation and Deployment of Employee Notices



Step Roles and Responsibilities	Preparation and Deployment of Employee Notices Action	Tips/Notes
Step 1 NSSC (SP) NSSC (CS) Identify Notices	<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 (SP) team meets annually with NSSC (CS) to review the upcoming year's notice schedule and obtains schedule concurrence via e-mail from all Agency/ Office of the Chief Human Capital Officer (OCHCO) approvers (functional owners) identified on the schedule.</p> <p>The NSSC (SP) team provides a biweekly report of upcoming employee notices (1-2 months ahead) with tentative release dates to designated OCHCO representatives, for awareness</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>Annual notice schedule concurrence includes release month, distribution method, approvers, and notes for each scheduled notice for the year. All special requests come through the NSSC (CS) for approval to work. The NSSC (SP) team works those that are sent to L2 through ServiceNow requests.</p> <p>If a scheduled notice does not change from the previous year, the same notice is posted to the NSSC</p>

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Step Roles and Responsibilities	Preparation and Deployment of Employee Notices Action	Tips/Notes
	<p>and coordination of other communications.</p> <p>The NSSC may also receive special requests from OCHCO and other NASA entities to issue notices outside of the annual schedule.</p> <p>Output: Notices identified; audience identified; annual notices scheduled</p>	<p>Employee Notices Web page in the order of the schedule. Notices requiring e-mail distribution will be distributed based on the schedule.</p>
<p><u>Step 2</u></p> <p>NSSC (SP)</p> <p>NSSC (CS)</p> <p>CHCO</p> <p>Develop Notice</p>	<p>The NSSC (SP) develops the notice or communication.</p> <p>NSSC (SP) sends the notice to the designated CHCO functional owner for approval of message prior to distribution (copies the NSSC (CS) on all communication).</p> <p>CHCO 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 CHCO approval.</p>

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Step Roles and Responsibilities	Preparation and Deployment of Employee Notices Action	Tips/Notes
<u>Step 3</u> NSSC (SP) NSSC (CS) Post/Send Notice	<p>NSSC (SP) sends the approved notice to OCHCO 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). The Human Resources Messaging System (HRMES) is used for e-mail and HR Portal distribution.</p> <p>NSSC (SP) 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://nasa.sharepoint.com/sites/nssc/SitePages/Employee-Notices(1).aspx.</p> <p>The NSSC (SP) sends advance copies of all notices to the designated NASA labor POC(s) for review and copies the NSSC (CS). The labor POC(s) forward the notices to union representatives.</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>
<u>Step 4</u> NSSC (SP) Respond to Inquiries	<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>

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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.

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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
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			

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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
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
OCHCO	Office of Chief Human Capital Officer
POC	Point of Contact
SP	Service Provider

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Appendix B – Work Process Flow Diagrams

