



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-5139-0001 Revision 3.0

Effective Date: 11/30/2012
Expiration Date: 05/18/2017

ENTERPRISE LICENSE MANAGEMENT TEAM PROCESS ACTIONS

Responsible Office: Procurement Division

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Responsible Office: Procurement Division		Page 2 of 31
SUBJECT: Enterprise License Management Team Process Actions		

Approved by

/s/ Kenneth L. Newton
Kenneth L. Newton
Director, Service Delivery Directorate

November 30, 2012
Date

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Page 3 of 31		
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

DOCUMENT HISTORY LOG

Status (Basic/Revision Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	11/05/2010	Basic Release
Revision	2.0	05/18/2012	Minor content changes and process improvements
Revision	3.0	11/30/2012	Reference was added to the Introduction to the NSSC Service Level Agreement – (3.4 and Appendix C pertaining to ELMT)

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Page 4 of 31		
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

Table of Contents

Introduction	5
Process 1 - Develop Business Case Analysis For Potential Transitions To The Enterprise License Management Team (ELMT)	6
Phase 1 – Draft Macro-level Business Case of Potential.....	6
Candidates for Transition Selection	6
Roles & Responsibilities	6
Phase 2 – Formal Business Case Analysis	8
Roles & Responsibilities	8
Process 2 - Establishment Of New Agreement	10
Roles & Responsibilities	10
Process 3 - Management Of Agreement	13
Phase 1 - Establish Enterprise Licensing Management Team Administrative Infrastructure	13
Roles & Responsibilities	13
Phase 2 - Process Request for Transfer of a License from the Pool of Available Licenses to the Originating Organization.....	15
Roles & Responsibilities	15
Phase 3 - Support the Procurement of Additional Licenses.....	17
Roles & Responsibilities	18
Phase 4 - Periodic Software License Validation Audits	20
Roles & Responsibilities	20
Phase 5 - Reconcile Vendor Maintenance Invoices and Payment Coordination	22
Roles & Responsibilities	22
Process 4 - Track Phase-Out Of Legacy Licenses.....	25
Roles & Responsibilities	25
Metrics	26
Privacy Data	27
System Components	28
Existing Systems	28
New Systems.....	28
Customer Contact Center Strategy	29
Appendices	30
Appendix A – Acronyms	30

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Page 5 of 31		
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

ENTERPRISE LICENSE MANAGEMENT TEAM PROCESS ACTIONS

Introduction

The Enterprise License Management Team (ELMT) provides support to the Office of the Chief Information Officer (OCIO) for the design, development, deployment, implementation, analysis, and review of Agency Enterprise Licensing. The team will maintain all Licensing, Contract Consolidation Initiatives (CCI), and Seat Management activities for National Aeronautics and Space Administration (NASA) and negotiate Economy of Scale (ES) pricing for selected software. The ELMT works with the Information Technology Asset Managers (ITAM) from each NASA Center and representatives of originating organizations (e.g., Programs and Projects) to manage software licenses to ensure there is no duplication of license maintenance. Both ELMT and the ITAMs represent Communities of Interest under the OCIO IT Infrastructure Integration Program (I3P) Governance Model, therefore, any formal lines of approval and/or advisement for Agency-wide licensing initiatives will be coordinated with OCIO utilizing the I3P Governance Model.

Additionally, the [NSSC Service Level Agreement](#) (NSAGR-1053) represents the current agreement between the NASA Shared Services Center (NSSC) and NASA Centers, NASA Headquarters (HQ), Mission Directorates, Office of Education, Office of the Chief Information Officer (OCIO), Office of the Chief Technologist (OCT), Office of the Inspector General (OIG), and the NASA Management Office (NMO) as proxy for the Jet Propulsion Lab. The services covered by the [NSSC Service Level Agreement](#) are to formally quantify performance expectations for the services provided by the NSSC and its customers. The ELMT being one of the services outlined in the [NSSC Service Level Agreement](#) (referenced in Section 3.4) provides budgetary estimates in Appendix C to assist customers (i.e., Centers and Programs) with planning for funding their associated portfolio requirements. Furthermore, Appendix E in the [NSSC Service Level Agreement](#) contains the signatures of NSSC Management and NSSC customers (i.e., NASA Center and Agency Level Management) thus illustrating the commitment between the NSSC and customers.

The services that the ELMT will provide include:

- a. Development of Business Case analysis for potential transitions to an Agreement (e.g., Enterprise License Agreement (ELA), Blanket Purchase Agreements (BPA), or consolidated contract);
- b. Establishment of new Agreements;
- c. Management of Agreements; and
 1. Establish ELMT Administrative Infrastructure;

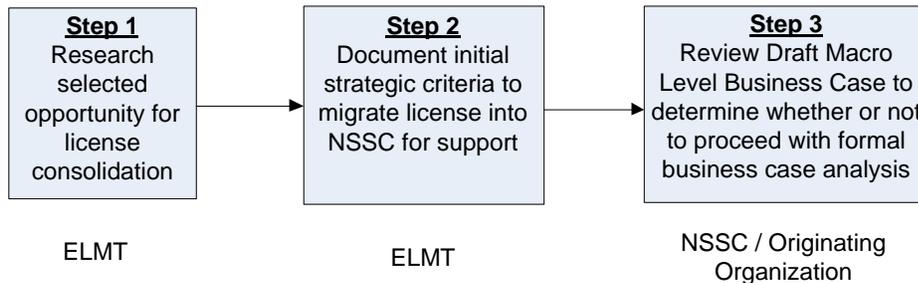
NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Page 6 of 31		
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

2. Process request for transfer of a license from the pool of available licenses to a Center;
 3. Support the procurement of additional licenses;
 4. Periodic Software License validation audits;
 5. Reconcile vendor maintenance invoices and payment coordination; and
 6. License “True-Up” activity prior to renewal or exercising options.
- d. Tracking licenses phased out in lieu of participation in an Agreement, but are still Agency-owned and available to NASA Centers.

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Page 6 of 31		
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

PROCESS 1 - DEVELOP BUSINESS CASE ANALYSIS FOR POTENTIAL TRANSITIONS TO THE ENTERPRISE LICENSE MANAGEMENT TEAM

Phase 1- Draft Macro-Level Business Case of Potential Candidates for Transition Selection



Roles & Responsibilities

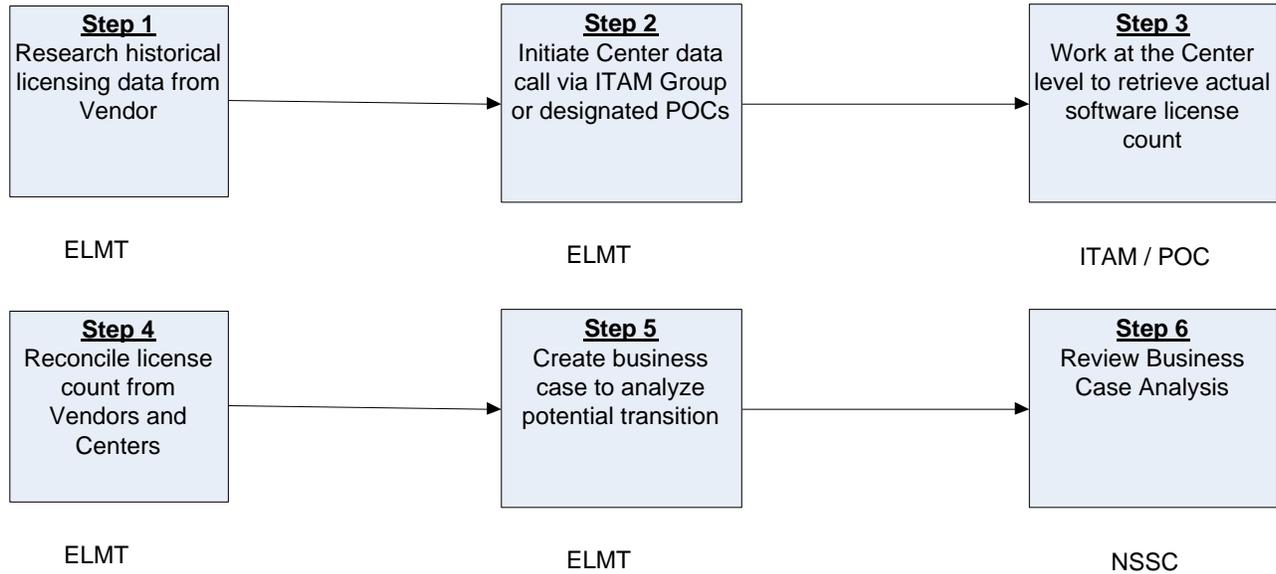
Process 1 - Develop Business Case Analysis for Potential Transition to ELMT Phase 1 - Initial Draft Macro-Level Business Case Potential Candidates for Transition Selection		
Roles and Responsibilities	Action	Tips/Notes
Step 1 ELMT Research selected opportunity for license consolidation	Gather initial contract(s) data from the following sources: 1. Procurement Data Warehouse (PDWS) 2. Federal Procurement Database Storage (FPDS) 3. Vendors 4. Originating Organizations (e.g., OCIO, Centers, Programs and Projects) or Contracting Officer Representative (COR) 5. Internet searches Output: Draft Macro-level Business Case and Data Collection Assessment worksheet	Research will be at a high level with the express purpose of facilitating a decision of whether or not to proceed with a more in-depth analysis.

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Page 7 of 31		
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

Process 1 - Develop Business Case Analysis for Potential Transition to ELMT Phase 1 - Initial Draft Macro-Level Business Case Potential Candidates for Transition Selection		
Roles and Responsibilities	Action	Tips/Notes
<p><u>Step 2</u></p> <p>ELMT</p> <p>Document initial strategic criteria to migrate into NSSC for support</p>	<p>Complete the Data Collection Assessment worksheet(s) and Draft Macro-Level Business Case.</p> <p>Assess viability of the transition candidate and provide a recommendation to the Originating Organization and NASA Shared Services Center (NSSC) management team on whether or not to proceed.</p> <p>Output: Update to the Draft Macro-Level Business Case</p>	
<p><u>Step 3</u></p> <p>NSSC</p> <p>Review Draft Macro-level Business Case to determine whether or not to proceed with the formal business case analysis.</p> <p>Originating Organization</p> <p>Review initial Draft Macro-level Business Case to determine whether or not to proceed with business case analysis.</p>	<p>Review Draft Macro-Level Business Case and respond to ELMT with approval/disapproval.</p> <p>Output: Approval decision on the Draft Macro-Level Business Case, which will determine whether to proceed with Phase II of the process, Development of the formal Business Case Analysis.</p>	<p>The Draft Macro-level Business Case, once approved, triggers the ELMT to begin preparing the formal business case to proceed with the transition.</p>

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Page 8 of 31		
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

Phase 2 - Formal Business Case Analysis



Roles & Responsibilities

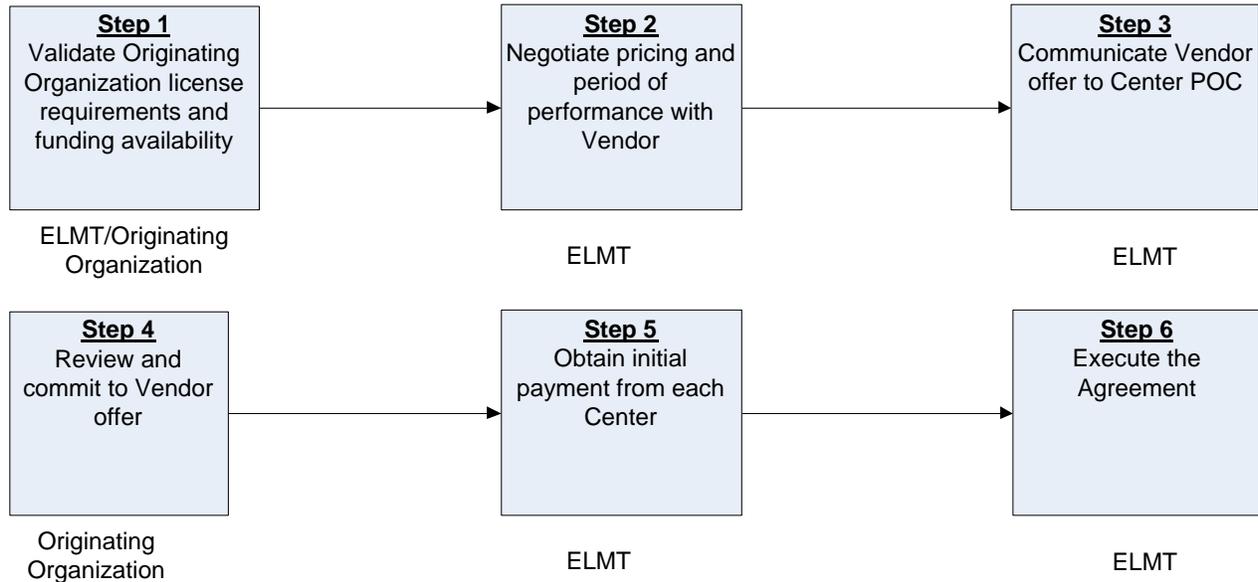
Process 1 - Develop Business Case Analysis for Potential Transition Phase 2 - Develop Business Case Analysis		
Roles and Responsibilities	Action	Tips/Notes
Step 1 ELMT Research historical licensing data from Vendor	Assemble licensing data from Vendor for team review. Output: Completed workbook with compiled Vendor data.	Some Vendors may not participate in the discovery effort.
Step 2 ELMT Initiate Center data call via ITAM Group and/or POCs	Send a request to the ITAMs and/or designated Points of Contacts (POCs) to gather current usage data and projected usage requirements. Output: An e-mail from the ELMT team requesting cooperation in gathering data at the Center level that will be used to make an informed decision about whether or not to proceed with business case analysis. A workbook is attached to the e-mail that will assist the ITAMs and/or POCs in reporting findings in a consistent manner.	

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

Process 1 - Develop Business Case Analysis for Potential Transition Phase 2 - Develop Business Case Analysis		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 3</p> <p>ITAMs</p> <p>Work at the Center level to retrieve actual software license count</p>	<p>The ITAMs will work within the respective Centers using discovery software and/or Point of Contact (POC) inquiries to determine the current software license usage and projected requirements and associated costs.</p> <p>Output: Completed workbook containing data for each respective Center.</p>	<p>The ITAMs active participation in this phase is essential as the ELMT does not have the capacity or insight regarding the Centers' respective POCs for each license</p>
<p>Step 4</p> <p>ELMT</p> <p>Reconcile license count from Vendors and Centers</p>	<p>The license counts received from the Vendor and the Centers will be compared and any discrepancies will be addressed with the Vendor and respective ITAM.</p> <p>Output: License Summary Workbook.</p>	<p>This step may be a time consuming activity that could result in reconciliation estimates.</p>
<p>Step 5</p> <p>ELMT</p> <p>Create business case to analyze potential transition</p>	<p>Compile summary data from Vendor, ITAMs, and/or POCs into a format that clearly illustrates whether or not it is preferable for NASA to pursue transitioning to the software license that is being evaluated.</p> <p>Output: Business Case Analysis Report.</p>	
<p>Step 6</p> <p>NSSC / Originating Organization</p> <p>Review Business Case to decide whether to proceed with transition</p>	<p>NSSC management and Originating Organizations reviews business case and a decision is made on whether or not to proceed with the transition of the software licenses. NSSC management also assess any potential impacts to the ELMT workforce should the originating organization determine to proceed with the transition.</p> <p>Output: Authorization to proceed or not.</p>	<p>The ELMT may consult with the originating organization (e.g., Agency, Center, and Program/Project) for sponsorship of the transition. The sponsorship could be a financial and/or administrative endorsement.</p>

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Page 10 of 31		
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

PROCESS 2 - ESTABLISHMENT OF NEW AGREEMENT



Roles & Responsibilities

Process 2 - Establishment of New Agreement		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 1</p> <p>ELMT</p> <p>Send License Verification workbook to originating organization (e.g., Agency, Centers, or Programs/Projects)</p> <p>Originating Organization</p> <p>Validate the accuracy of the License Verification workbook.</p>	<p>The ELMT team will send a workbook to the originating organization containing the current and future license counts obtained in the Business Case Analysis.</p> <p>ELMT will capture the appropriate added-value requirements for inclusion in the agreement by the originating organization</p> <p>The POCs will review the workbook for accuracy and respond with concurrence or revisions.</p> <p>Output: E-mail confirmations from the originating organizations that wish to participate in the agreement.</p>	<p>If any originating organization revises the counts originally obtained in the Business Case Analysis phase there is a possibility, if the revision is of sufficient quantity, that the Business Case will have to be reanalyzed.</p>

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

Process 2 - Establishment of New Agreement		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 2</u> ELMT Negotiate requirements, pricing and period of performance with Vendor	The ELMT will meet with the Vendor to negotiate an economy of scale discount price and/or added value for the agreement. Output: Proposal response from the Vendor.	
<u>Step 3</u> ELMT Communicate Vendor offer to originating organizations	The ELMT will send out a workbook that will document the negotiated Vendor offer containing a financial breakdown at the originating organization level. The ELMT will host a meeting (generally a conference call or Web meeting) to review the Vendor offer with the POCs. Output: Vendor offer workbook sent to each POC.	
<u>Step 4</u> Originating Organization Review and commit to Vendor offer	The POCs will review with stakeholders to determine if the Vendor offer is reasonable and if funding is available to participate in the proposed agreement. Output: Each POC will send an e-mail to the ELMT stating the originating organization's commitment to participate in the agreement or decision not to participate.	If the originating organization is not agreeable to the negotiated terms of the agreement. Non-concurrence could result in return to Step 2 to renegotiate with the Vendor, non-participation in the agreement by the originating organization or an abandonment of the effort to establish an agreement with the particular Vendor. Lack of participation by some parties from the originating organization could result in a cost adjustment if it

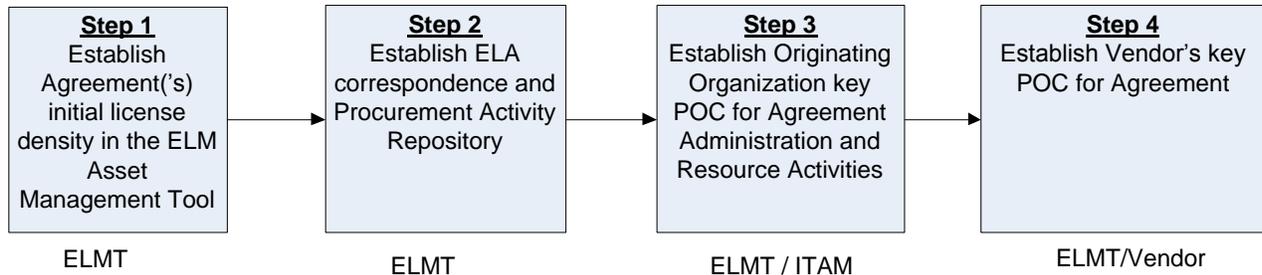
NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

Process 2 - Establishment of New Agreement		
Roles and Responsibilities	Action	Tips/Notes
		causes the license count to slip into a lower tier in the negotiated agreement.
Step 5 ELMT Obtain initial payment from the originating organization	All participants from the originating organization will provide its portion of the initial funding amount to the ELMT. Output: ELMT receipt of Center Purchase Requests (PR).	The initial funding period may vary with each agreement. ELMT must have 100 per cent of the initial funding in place before execution of the agreement may occur.
Step 6 ELMT Execute the agreement	The ELMT Contracting Officer will sign the contract with the Vendor initiating the agreement. Output: Signed contract with Vendor.	Initial payment to Vendor will be made according to agreement Terms and Conditions.

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Page 13 of 31		
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

PROCESS 3 - MANAGEMENT OF AGREEMENT

Phase 1 - Establish Enterprise License Management Team Administrative Infrastructure



Roles & Responsibilities

Process 3 - Management of Agreement Phase 1 - Establish ELMT Administrative Infrastructure		
Roles and Responsibilities	Action	Tips/Notes
Step 1 ELMT Establish Agreement's initial license density in the ELM Asset Management Tool	An initial inventory of all licenses in the Agreement is tracked by the Originating Organization within the ELMT's Asset Management Tool. Output: Updated Asset Management Database	Inventory Reports are available from the ELMT to authorized Center POC's.
Step 2 ELMT Establish Agreement-specific correspondence and Procurement Activity Repository	The ELMT will establish a repository for storing all correspondence and procurement activity documentation that pertain to the Agreement. All other miscellaneous documentation will also be stored in the repository. Output: Completed Data Collection Assessment worksheet(s), final approved formal Business Case.	

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

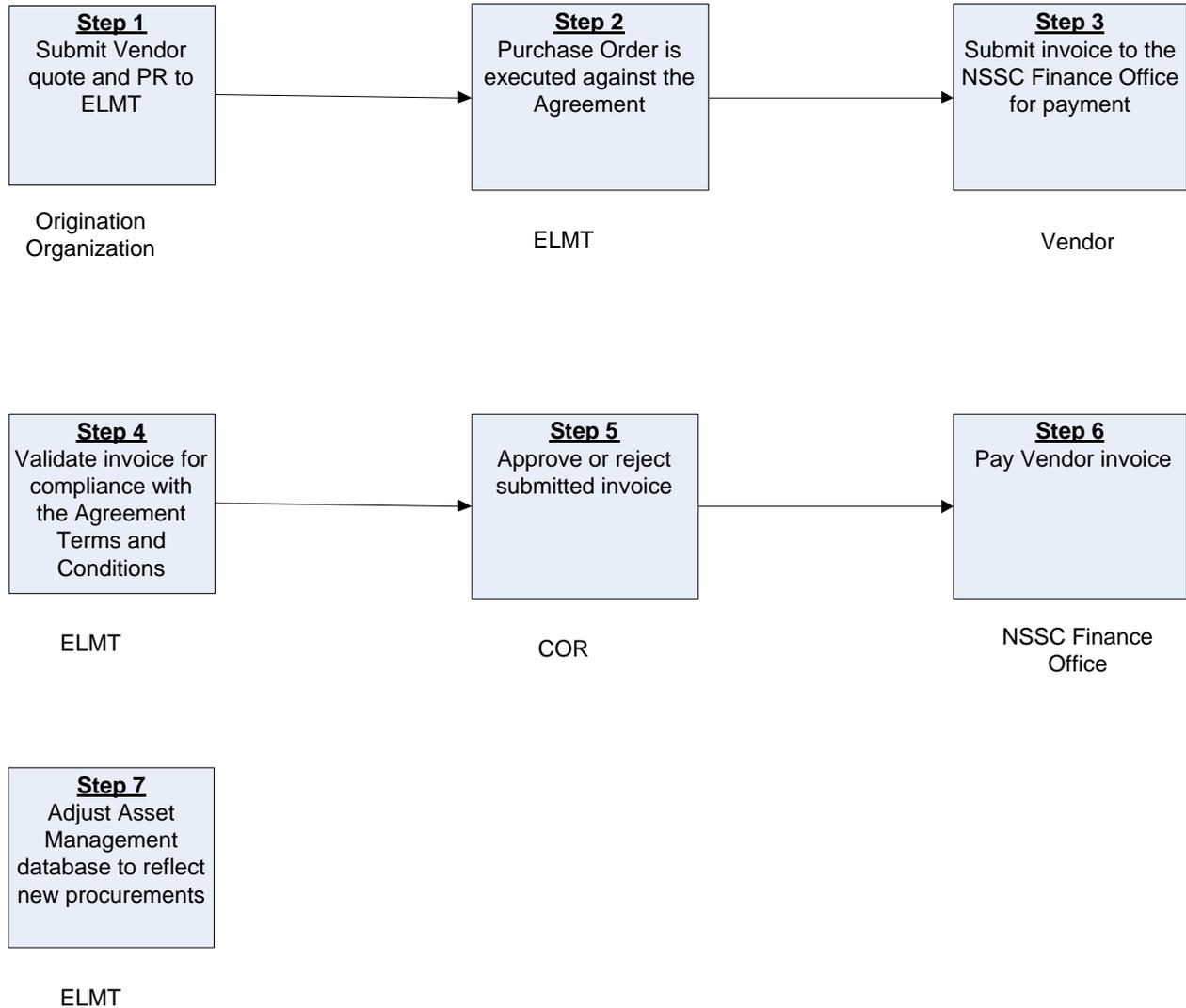
Process 3 - Management of Agreement Phase 1 - Establish ELMT Administrative Infrastructure		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 3</p> <p>ELMT/ITAM</p> <p>Establish Center's key POC for Agreement Administration and Resource Support Activities</p>	<p>The ELMT will work with the Center ITAM to establish POC for each Agreement. The POCs may be functional and/or technical contacts. Any stakeholder in the Agreement may be identified as a POC.</p> <p>The ELMT will send an e-mail to each ITAM with a POC worksheet template.</p> <p>Output: The ITAM will return a completed POC worksheet.</p>	
<p>Step 4</p> <p>ELMT/VENDOR</p> <p>Establish Vendor's key POC for Agreement</p>	<p>The ELMT will work with the Vendor to establish POC for each Agreement. The POCs will include at a minimum sales representative and service delivery managers.</p> <p>The ELMT will send an e-mail to the Vendor with a POC worksheet template.</p> <p>Output: The Vendor will return a completed POC worksheet.</p>	

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

Process 3 - Management of Agreement Phase 2 - Process Request for Transfer of a License from the Pool of Available Licenses to the Originating Organization		
Roles and Responsibilities	Action	Tips/Notes
		any applicable user data.
Step 3 ELMT COR for the Agreement authorizes transfer of license(s) to the requesting Center	The COR for the Agreement will make a decision on whether to authorize transfer license ownership from the Shared Pool inventory to the requesting Center. Output: A Spares Inventory Transfer sheet signed by the COR for the Agreement authorizing the license transfer.	If the COR rejects the request for transfer, the originating organization will have to procure a new license.
Step 4 Originating Organization / ELMT Complete funding line items for product transfer as required	If there is an immediate cost associated with the transfer, the Originating Organization will provide funding to the ELMT. Output: Funds transfer from the originating organization to the ELMT.	
Step 5 ELMT Update the Asset Management Inventory database	The inventory of the Spare Pool in the Asset Management Inventory database will be decremented and the originating organization's inventory will be incremented. Output:	
Step 6 ELMT Notification of transfer completion and redistribution of license(s)	The ELMT will notify the originating organization that the transfer has been authorized and completed. Directions on gaining access to the software will be provided. Output: (1) An e-mail to the originating organization POC with notification of the license transfer. (2) Completed Spares Inventory Transfer Sheet.	

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Page 17 of 31		
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

Phase 3 - Support the Procurement of Additional Licenses



NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Page 18 of 31		
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

Roles & Responsibilities

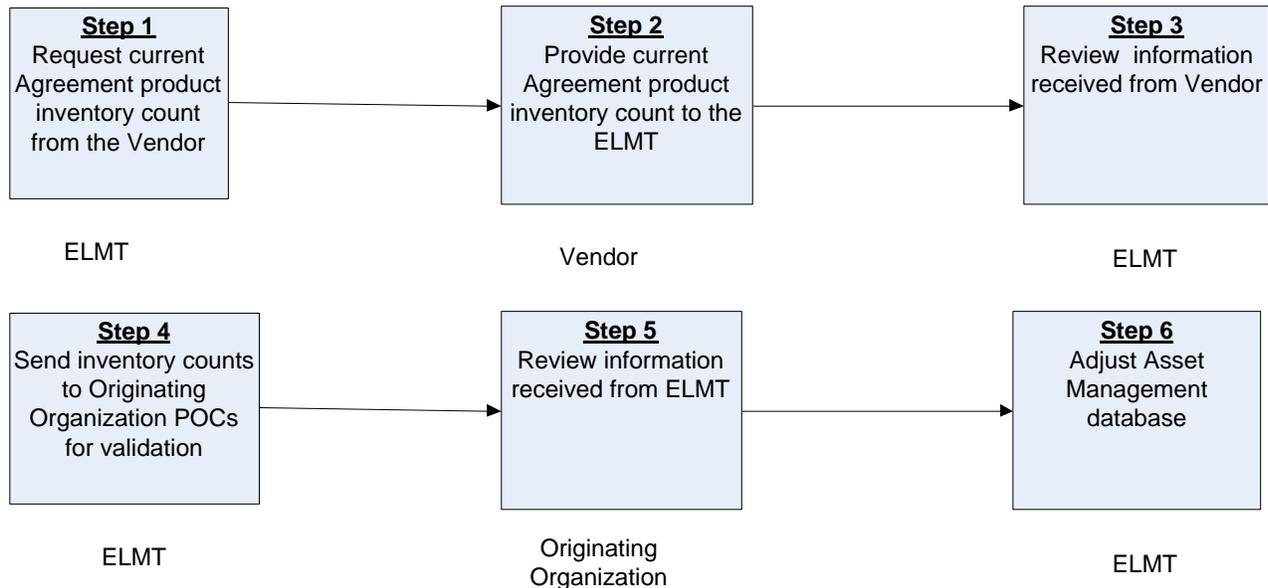
Process 3 - Management of Agreement Phase 3 - Support the Procurement of Additional Licenses		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 1</u> Center Submit Vendor quote and PR to ELMT	Originating organization representative will submit a PR and a corresponding Vendor price quotation to the ELMT. Output: PR and associated Vendor quote.	The originating organization works independently to negotiate a quote with the Vendor.
<u>Step 2</u> ELMT Purchase Order is executed against the Agreement	The ELMT will execute a purchase order against the Agreement Output: Purchase Order for the new procurement.	
<u>Step 3</u> Vendor Submit invoice to the NSSC Finance Office for payment	The Vendor will submit an invoice for the new procurement to NSSC Finance. Output: A Vendor invoice for payment.	
<u>Step 4</u> ELMT Validate invoice for compliance with Agreement Terms and Conditions	The ELMT will verify that the Vendor invoice is in adherence to the Agreement. Output: Certification of Agreement compliance.	The unit price, discount, period of performance, and contract number are among the items that will be validated.
<u>Step 5</u> COR Approve or reject submitted invoice	The COR will generally approve the invoice for payment if it is in compliance with the Agreement. Output: Authorization to pay invoice.	

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

Process 3 - Management of Agreement Phase 3 - Support the Procurement of Additional Licenses		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 6</u> NSSC Finance Office Pay Vendor invoice	The NSSC Finance Office issues payment to the Vendor for the software license maintenance invoice. Output: Payment to the Vendor.	
<u>Step 7</u> ELMT Adjust Asset Management database to reflect new procurements	The ELMT will add the procurement line item(s) to the inventory associated with the Vendor's Agreement. Output: An updated Asset Management database.	

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

Phase 4 - Periodic Software License Validation Audits



Roles & Responsibilities

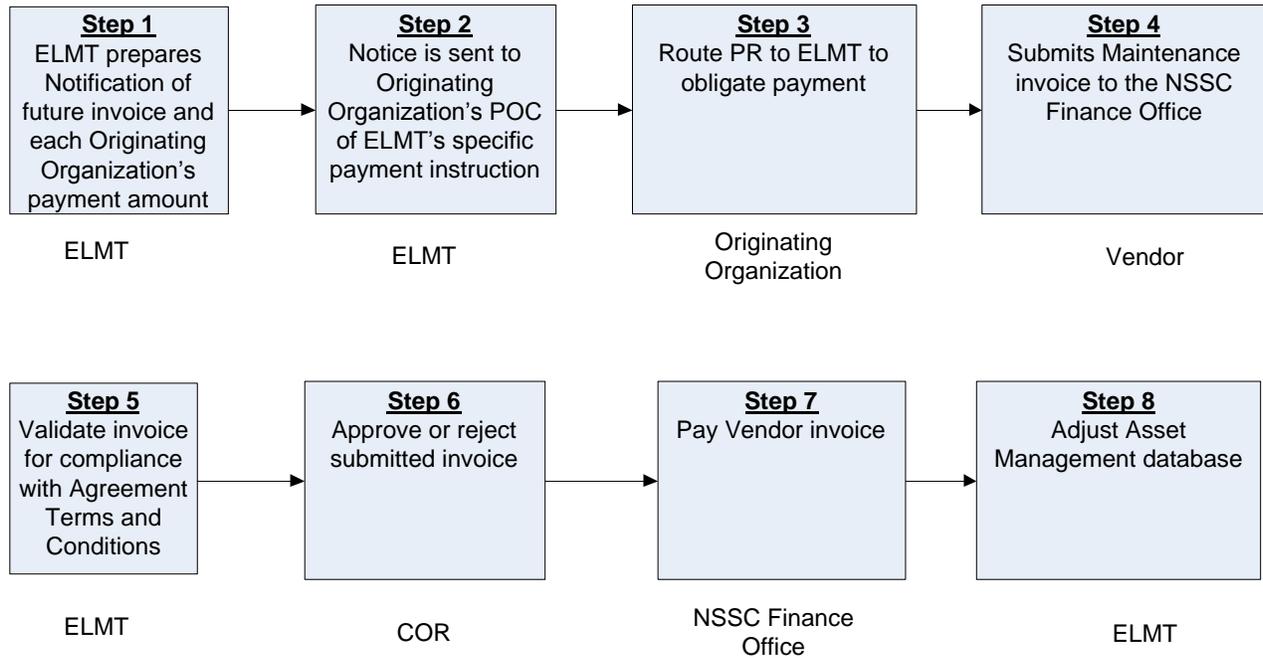
Process 3 - Management of Agreement Phase 4 - Periodic Software License Validation Audits		
Roles and Responsibilities	Action	Tips/Notes
Step 1 ELMT Request current Agreement product inventory count from Vendor	ELMT will request a current inventory count from the Vendor. Output: An e-mail to the Vendor requesting an inventory count.	
Step 2 Vendor Provide current product inventory count to the ELMT	The Vendor shall provide the current inventory count by product to the ELMT. The product count will be consistent with the forthcoming maintenance invoice. Output: Product inventory report from the Vendor.	

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

Process 3 - Management of Agreement Phase 4 - Periodic Software License Validation Audits		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 3</p> <p>ELMT</p> <p>Review the information received from Vendor.</p>	<p>The ELMT will compare the Vendor's inventory count with the inventory count in the Asset Management database. The ELMT will work with the Vendor to reconcile any discrepancies.</p> <p>Output: A reconciled Vendor product inventory count</p>	
<p>Step 4</p> <p>ELMT</p> <p>Send inventory counts to Originating Organization POC's for validation</p>	<p>The reconciled inventory count achieved in the prior step will be identified by Center and sent to the correct POC for concurrence.</p> <p>Output: E-mail to each Originating Organization POC with respective inventory counts.</p>	
<p>Step 5</p> <p>Center</p> <p>Review information received from ELMT</p>	<p>The Originating Organization will compare the ELMT's inventory count to its inventory count. The ELMT will work with the Originating Organization to reconcile any discrepancies.</p> <p>Output: A reconciled product inventory count for the Originating Organization</p>	<p>The reconciliation in this step may also trigger a return to Step 3 to realign the counts with the Vendor.</p>
<p>Step 6</p> <p>ELMT</p> <p>Adjust Asset Management database</p>	<p>The ELMT will adjust the inventory in the Asset Management database to accurately reflect the newly reconciled inventory.</p> <p>Output: An updated Asset Management database.</p>	

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

Phase 5 - Reconcile Vendor Maintenance Invoices and Payment Coordination



Roles & Responsibilities

Process 3 - Management of Agreement Phase 5 - Reconcile Vendor Maintenance Invoices and Payment Coordination		
Roles and Responsibilities	Action	Tips/Notes
Step 1 ELMT ELMT prepares notification of an impending invoice and each Originating Organization's payment amount	The ELMT Contracting Officer will generate a notice of the vendor invoice for the enterprise license and/or maintenance cost that was incurred to notify each Originating Organization of their funds contribution requirement for payment of the invoice. Output: An e-mail with an accompanying spreadsheet will be generated from the ELMT Contracting Officer to each Originating Organization detailing their financial responsibility.	The ELMT coordinating estimated cost to the Originating Organizations to allow ample time to collect the required funding..

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

Process 3 - Management of Agreement Phase 5 - Reconcile Vendor Maintenance Invoices and Payment Coordination		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 2</u> ELMT Notify Originating Organization's POCs of ELMT specific payment instruction	Notify each Originating Organization's POC of the funding amount and PR submittal specific instructions. Output: E-mail from the ELMT to each Originating Organization's POC with payment instructions.	
<u>Step 3</u> Originating Organization Route PR to ELMT to obligate payment	Each Originating Organization will obligate its share of the invoice amount to the ELMT for payment to the Vendor Output: A PR from the Originating Organization to the ELMT.	The ELMT cannot pay the Vendor's invoice until all monies have been received from the Originating Organization.
<u>Step 4</u> Vendor Submits maintenance invoice to the NSSC Finance Office	The Vendor submits a software license maintenance invoice to NSSC Finance for payment. Output: An invoice for software license maintenance.	The maintenance invoice is generally an annual or quarterly submission.
<u>Step 5</u> ELMT Validate invoice for compliance with Agreement Terms and Conditions	The ELMT will verify that the Vendor invoice is priced correctly in adherence to the Agreement. Output: Certification of Agreement compliance.	The unit price, discount, period of performance, and contract number are among the items that will be validated.
<u>Step 6</u> COR Approve or reject submitted invoice	The COR will generally approve the invoice for payment if it is in compliance with the Agreement. Output: Authorization to pay Invoice.	

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

Process 3 - Management of Agreement Phase 5 - Reconcile Vendor Maintenance Invoices and Payment Coordination		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 7</u> NSSC Finance Office Pay Vendor invoice	The NSSC Finance Office issues payment to the Vendor for the software license maintenance invoice. Output: Payment to the Vendor.	
<u>Step 8</u> ELMT Adjust Asset Management database	The ELMT will adjust product line item detail as needed. Output: An updated Asset Management database.	

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

METRICS

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

Page 27 of 31

PRIVACY DATA

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

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

SYSTEM COMPONENTS

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
CMM	Contract Management Module	User Role at NSSC	
SAP	Interfaces with CMM for contract procurement activities	User Role at NSSC	
Remedy	Work Management System	User Role at NSSC	
TechDoc	Document management system.	User Role at NSSC	
AWMS	Accounts Payable system	User Role at NSSC	

New Systems

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

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

Page 29 of 31

CUSTOMER CONTACT CENTER STRATEGY

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

NSSC Service Delivery Guide	NSSDG-5139-0001	Revision 3.0
	Number	Revision
	Effective Date:	11/30/2012
	Expiration Date:	05/18/2017
Responsible Office: Procurement Division		
SUBJECT: Enterprise License Management Team Process Actions		

APPENDICES

Appendix A – Acronyms

BPA	Blanket Purchase Agreement
CCI	Contract Consolidation Initiatives
COR	Contracting Officer Representative
ELA	Enterprise License Agreement
ELMT	Enterprise Licensing Management Team
ES	Economy of Scale
FPDS	Federal Procurement Database Storage
I3P	Information Technology Infrastructure Integration Program
ITAM	Information Technology Asset Manager
MOU	Memorandum of Understanding
NASA	National Aeronautics and Space Administration
NSSC	NASA Shared Services Center
OCIO	Office of the Chief Information Officer
PDWS	Procurement Data Warehouse
POC	Point of Contact
PR	Purchase Request