



Kenneth L. Newton
Director, Service Delivery Directorate
NASA Shared Services Center (NSSC)

Ken Newton serves as the Director, Service Delivery for the NASA Shared Services Center (NSSC) in Hancock County, Mississippi. As the Director for Service Delivery in an Agency-wide effort to stand-up a shared services center, Mr. Newton's duties include: managing more than 100 civil servants in the Service Delivery Directorate; serving as the Contracting Officer's Technical Representative for the NSSC Service Provider Contract; serving as the Transition Manager responsible for effectively and efficiently leading the change effort involved in transitioning activities in Financial Management, Human Resources, Procurement, and Information Technology; and, implementing a Customer Contact Center that utilizes the latest technology for customer relationship management, automated call distribution, and integrated voice response. Mr. Newton is responsible for interfacing with stakeholders and customers on all matters regarding technical integration and operational readiness.

Prior to becoming the Director for Service Delivery, Mr. Newton served as Deputy Director for Service Delivery since August of 2006. Prior to the NSSC, Newton served as the Operations Integration Manager (Oct. 2004 to July 2006), Budget Operations Lead, and Executive Officer for the NSSC Project at NASA Headquarters. In the role as Budget Operations Lead, he was required to promote collaboration at all levels of the financial community ranging from the Chief Financial Officer to institutional budget and finance leaders.

His ability to communicate operational, financial, and budgetary impacts effectively has helped to facilitate the necessary organizational and policy changes to implement such a centralized service delivery model for the first time in the Agency's history. NASA in more recent years has strived to achieve management and institutional excellence comparable to its technical excellence. The development and implementation of the NASA Shared Services Center (NSSC) was intended to help to achieve this challenging strategy.

Mr. Newton began his NASA career at the Kennedy Space Center where he last served as an Independent Assessment Engineer in the Assessments Division of the Safety, Health, and Independent Assessment Directorate. Prior NASA experience includes: Lead, Logistics Engineering Management in the Joint Performance Management Office, Logistics Operations Engineer in the Logistics Operations Directorate, and Shuttle Operations Engineer in the Shuttle Operations & Management Directorate.

Mr. Newton graduated from the University of Florida in 1989 with a Bachelor of Science degree in mechanical engineering. He joined NASA in September 1989. Mr. Newton will be appointed to the federal Senior Executive Service (SES) effective March 25, 2012.

For information about the NASA Shared Services Center, visit: <http://www.nssc.nasa.gov>

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