

National Aeronautics and Space Administration



NASA SHARED SERVICES CENTER

Agency Honor Awards Service Delivery Guide

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Approved by

/s/ Kenneth L. Newton for
Joyce M. Short
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1/25/08
Date

Document History Log

Status (Basic/Revision/Cancelled)	Revision Date	Description of Change
Basic	05/31/06	Basic Release
Revision A	03/23/07	<ul style="list-style-type: none"> • Changed SDG to match process • Put in new template • Changed flowcharts to cross functional flowcharts
Revision B	12/19/07	<ul style="list-style-type: none"> • Replaced references of as well as scheduling, planning, etc. with Providing Awards Deliverables and record maintenance Agency wide. • Deleted any reference to Ceremony Support • Updated all flowcharts to take out Ceremony Support

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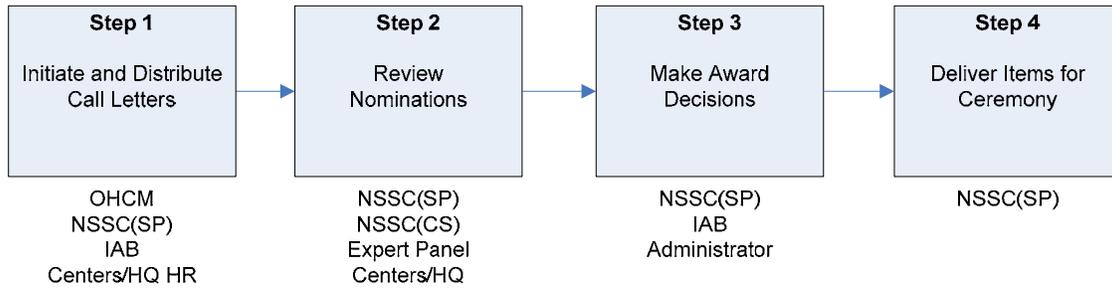
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Agency Honor Awards

Introduction

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) is responsible for providing administrative support for NASA's honor awards. This includes supporting the nomination process and providing Awards deliverables and records maintenance Agency-wide. NSSC Service Provider (SP) personnel will develop the award call letter and ensure timely submission of awards through the automated awards system and establish the Agency Special Category Expert Panels. NSSC(SP) monitors and manages nomination decisions and prepares award packages. NSSC will produce and distribute award certificates and medals to the Center for Award ceremonies. NSSC(SP) also provides after ceremony activities (e.g., updating databases and delivering group certificates).

Process – Agency Honor Awards



Roles & Responsibilities

Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p>OHCM NSSC(SP) IAB Centers/HQ HR</p> <p>Initiate and Distribute Call Letters</p>	<p>AGENCY HONOR AWARDS</p> <p>The Office of Human Capital Management (OHCM) retains responsibility for Awards policy and oversight, and will provide guidance on the Awards program and expert panels to the NSSC. OHCM will ensure that NSSC(SP) receives sufficient notice for issuance of the annual call to Centers for Agency Honor Awards nominations.</p> <p>Prior to the planned distribution date of the call letter, NSSC(SP) drafts the Agency Honor Award Nomination Call Letter and sends the proposed call letter through the NSSC Civil Servant (CS) to the Incentive Awards Board (IAB) Chair for review with a copy to the OHCM.</p> <p>Once OHCM edits the proposed call letter, OHCM incorporates the comments, finalizes the letter, and sends it for Approval/Signature by the IAB Recorder. OHCM returns the approved/signed call letter to NSSC(SP), who distributes the call letter to the Center/HQ Awards POCs. The Centers/HQ Awards POCs distribute the call letter to Center/HQ Departments.</p> <p>Output: Approved call letter.</p>	<p>OHCM ensures that the timing of the annual call letter is communicated to NSSC(SP). NSSC(SP) will update the Agency-wide Awards Calendar as appropriate.</p> <p>NSSC(SP) contacts Centers to obtain workforce numbers for contractors.</p> <p>Chair of IAB is Deputy Administrator for NASA.</p>

Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p>Center/HQ Human Resources Office NSSC(SP)</p> <p>Distribute Call Letters for Center Honor Awards process to Center/HQ Departments</p>	<p>CENTER HONOR AWARDS</p> <p>Centers and HQ HR office notify NSSC(SP) of award call letter requirements. NSSC(SP) develops the Center call letters based on the desired distribution date the Center provides. NSSC(SP) develops the draft for Center/HQ Award POC review, with sufficient time to enable distribution by the Center on the date planned. Once the letter is finalized, NSSC(SP) provides the final letter electronically to the Center for distribution.</p> <p>Output: Call letters distributed.</p>	<p>Centers generally plan a Center Honor Awards Ceremony in conjunction with the Agency Honor Awards Ceremony. The Center Ceremony generally occurs shortly after the Agency event.</p>
<p>Step 2</p> <p>NSSC(SP) NSSC(CS) Expert Panel Centers/HQ</p> <p>Review Nominations</p>	<p>NSSC(SP), in coordination with NSSC(CS) obtains guidance from the OHCM on Expert Panels, as needed, and requests Agency-level Expert Panel Members from the Equal Employment Office (EEO) for applicable categories and HQ. Once the Expert panel is determined, NSSC(SP) establishes the Agency Special Category Expert Panels and communicates rating instructions to them.</p> <p>During this time, NSSC(CS) sends a separate request through the Chief of Staff for the Administrator’s nominations and citations. The Chief of Staff provides the Administrator’s nominations to the NSSC(CS), along with POCs for each nominee. The NSSC(CS) forwards the nominations and POCs to the NSSC(SP). The POCs will work with NSSC(SP) on preparation of the citation language.</p> <p>Center nominations flow to the NSSC(SP) through the NASA Automated Awards System (NAAS). NSSC(SP) monitors the system near the nomination deadline to ensure that all Center submissions are received in a timely manner. NSSC(SP) contacts Centers that do not have timely</p>	<p>Centers submit nominations in NAAS.</p> <p>Nomination submissions must include overage justifications for any nominations exceeding allocations.</p> <p>Request Administrator’s nominations through the Chief of Staff and identify POCs for each nominee.</p> <p>Work with Administrator’s contact to prepare citation language.</p> <p>Expert Panels may recommend changing the category of the award.</p> <p>NAAS notifies NSSC when nominations are submitted.</p> <p>The Expert Panel may recommend the nomination be submitted to another category. These nominations may only be submitted to categories that do not go to Expert Panel for review. Award</p>

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Roles and Responsibilities	Action	Tips
	<p>submissions and resolve any issues.</p> <p>Once nominations are received, NSSC(SP) identifies the Special Category Award Nominations and submits them through NAAS to the appropriate panels for review. The Expert Panels review the nominations and the Panel Recorder documents the results of their review in NAAS. The Expert Panels can recommend approval or disapprove. <i>The Expert Panels can recommend changing the category of the nomination.</i></p> <p>Output: Established Special Category Expert Panels, Rating Criteria, Decision on Nominations, Entry into NAAS.</p>	<p>allocations must be reviewed.</p> <p>Expert Panel’s decisions are entered into NAAS by the panel recorder.</p>
<p>Step 3</p> <p>NSSC(SP) IAB Administrator</p> <p>Make Award Decisions</p>	<p>NSSC(SP) incorporates the Administrator’s Nominations with the nomination decisions from the Expert Panels into Recipient Lists. The NSSC(SP) then develops an awards package which is sent through the NSSC(CS) to OHCM for review. OHCM then forwards the packages to the IAB for action.</p> <p>The awards package includes a cover memo for signature by the IAB Recorder, a checklist for the Administrator’s Package, statistical charts, the nomination list, and memorandum for signature by the Chair of the IAB. Memorandums are for approval of the nominations and for approval of any nominations exceeding allocations.</p> <p>OHCM receives and reviews the Honor Award package and forwards it to the IAB. IAB reviews the nominations, and makes changes as needed. IAB recorder reviews and signs off on the award nomination recommendations, and forwards the recommendations to the Chairman of the IAB. The Chair reviews the recommendations and makes changes as desired. OHCM updates the</p>	<p>Award nomination packages are sent to OHCM electronically and in hard copy.</p> <p>NSSC(SP) needs to ensure that the Awards database is updated as nomination decisions are made.</p> <p>If issues cannot be settled prior to pre-scheduled IAB meeting, IAB will meet to resolve outstanding issues.</p> <p>If all issues are resolved in advance of IAB meeting, the meeting will be cancelled.</p> <p>Approval package includes a memo for Administrator to sign approving nominees and four “Administrator Packages” (Packages for Administrator’s Approval/ Signature).</p> <p>The awards package requires multiple levels of concurrence including the</p>

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Roles and Responsibilities	Action	Tips
	<p>electronic awards package based on changes made by the IAB and notifies NSSC(SP) of the final decision.</p> <p>NSSC(SP) must ensure that the database remains updated based on changes throughout the review process. Once OHCM returns the awards package to NSSC(SP), the NSSC(SP) will prepare and forward, through OHCM, a memo from the IAB Chair to the Administrator requesting approval of the nominees. The approval package includes a memo for the Administrator to sign approving nominees and four “Administrator Packages” (Packages for the Administrator’s Approval/Signature).</p> <p>The approval package includes memos to the Chair of the IAB, Center Directors, and HQ Officials in Charge.</p> <p>Once the Administrator signs the memos, they are returned to the IAB recorder, who forwards the memos to NSSC(SP) and provides a copy to the IAB Chair. NSSC(SP) distributes the memo to the Center Directors and Associate Administrators.</p> <p>List of approved nominees is sent to the Office of the Administrator for content review of citations. Once approved, the list is forwarded to the NSSC(SP).</p> <p>Output: Approved packages.</p>	<p>Administrator’s correspondence unit.</p>
<p>Step 4</p> <p>NSSC(SP)</p> <p>Deliver Items for Ceremony</p>	<p>Once the names of recipients are known, NSSC(SP) prepares citations, medals and framed certificates.</p> <p>NSSC(SP) ensures the post-ceremony tasks are performed (e.g., updating databases and delivering group certificates).</p> <p>Output: Updated NAAS, Completed Post-Ceremony tasks.</p>	<p>Reminder: NSSC(SP) must ensure that NAAS is kept updated based on awards decisions during the review and approval process.</p> <p>NSSC maintains a supply of all Agency Honor Awards. Supplies include: medals with neck ribbons; framed, sealed, and signed certificates, etc.</p>

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Roles and Responsibilities	Action	Tips
		<p>Individual certificates for group awardees are not delivered to the ceremony, but are sent to Awards Officers after the ceremony.</p> <p>NSSC(SP) must ensure that all supplies are delivered in time for the ceremonies, and annotate supply inventory to identify re-order needs.</p>

Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC(SP)	Call Letters	Centers/HQ	By the planned distribution date.
NSSC(SP)	Update awards database	NAAS	As changes are made to the nomination list, throughout the review/approval process.
NSSC(SP)	Develop awards package	Administrator	Within two (2) days after receiving recommendations from the IAB chair.
NSSC(SP)	Deliver all framed certificates and medals	Centers/HQ	Prior to the Awards Ceremony.
NSSC(SP)	Deliver individual certificates for team members	Centers/HQ	Within thirty (30) days after the Awards Ceremony.

System Components Existing Systems

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

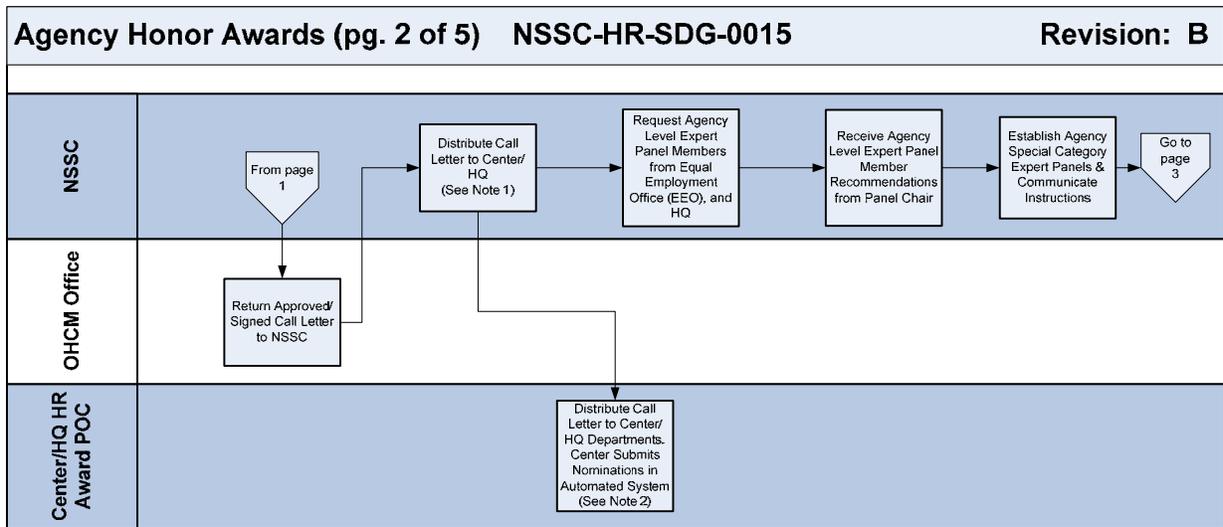
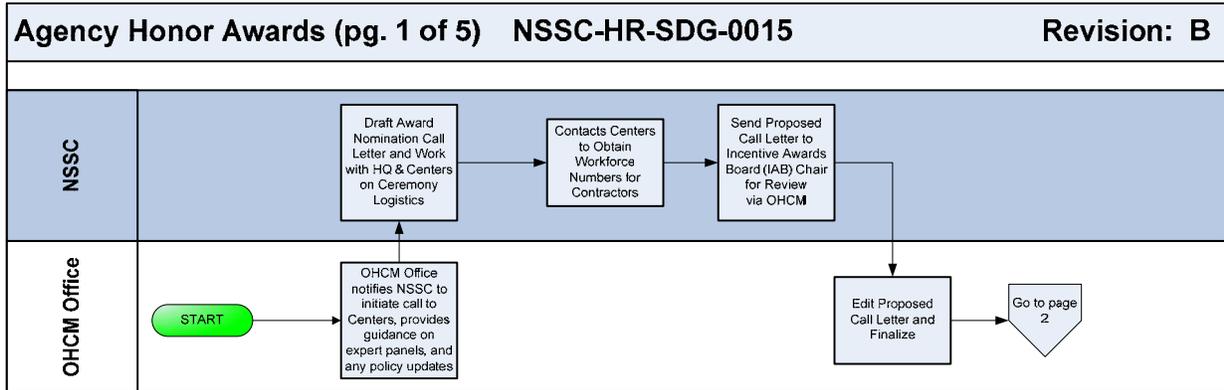
New Systems

Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
NAAS	Awards nomination and tracking system.	WebTADS Account is used to validate access to NAAS	NAAS interfaces with the NASA Organizational Profile System (NOPS) and FPPS to process monetary awards and to update civilian personnel roster.

Customer Contact Center Strategy

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

Agency Honor Awards Cross Functional Flowchart

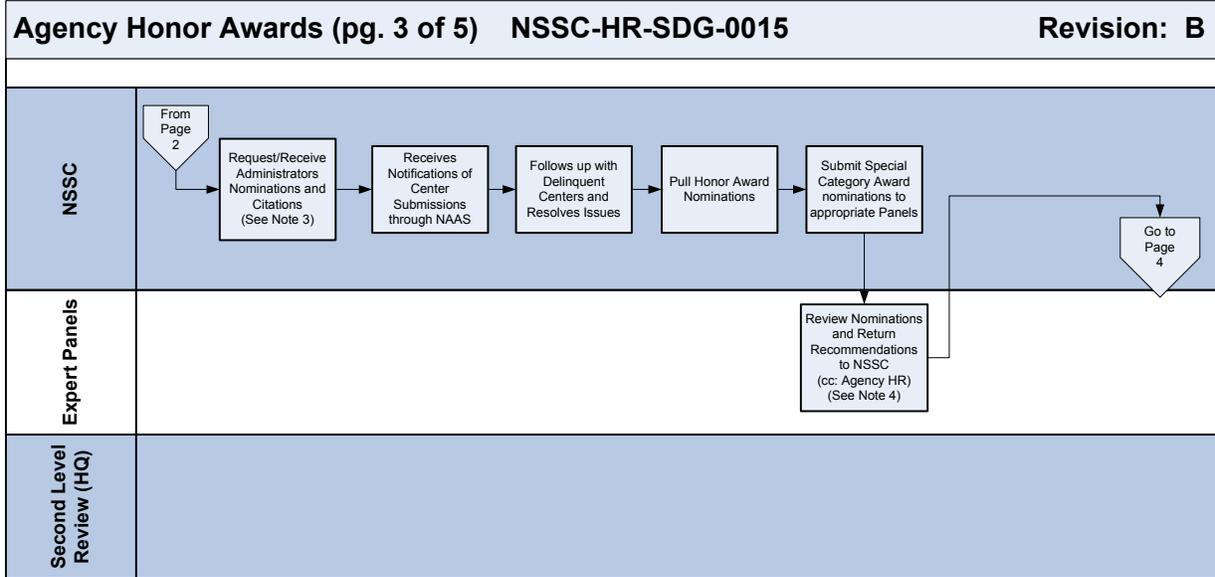


Note 1:

- Send hard copy of call letter to Administrator's Office and Center Directors. Send electronic copy to Center/ HQ Awards points of contact

Note 2:

- Must include coverage justifications for number of nominations exceeding guidelines

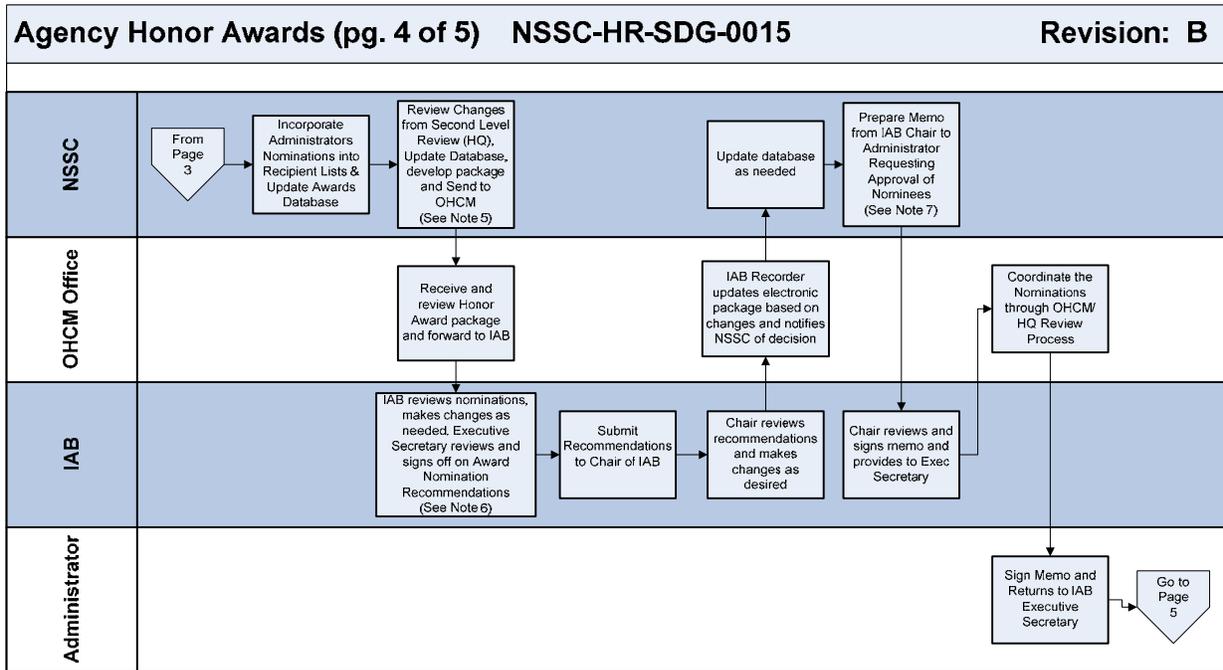


Note 3:

- NSSC(IG) makes formal request through Chief of Staff
- Identify POC for each Nominee
- NSSC(SP) works with Administrator's Contact to prepare citation language

Note 4:

- Recommend approval
- Recommend disapproval, or
- Recommend changing the category of the award



Note 5:

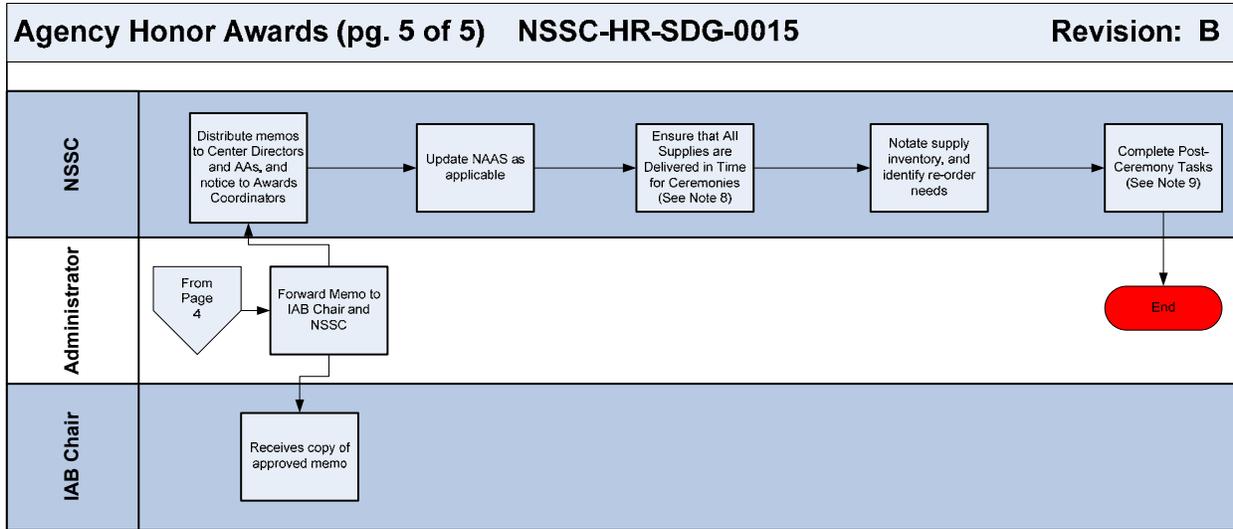
- Send electronically and in hard copy
- Cover Memo for Executive Signature by Secretary of IAB
- Checklist for Administrators Package & statistical charts
- Enclose nominations and Memos for sign off by Chair of IAB for approval of nominations
- Must include overage justifications for number of nominations exceeding guidelines

Note 6:

- If issues cannot be settled prior to pre-scheduled IAB meeting, IAB will meet to resolve outstanding issues
- If all issues are resolved in advance of IAB meeting, meeting will be canceled

Note 7:

- Includes Memo for Administrator to Sign, which Approves Nominees
- Requires Preparation of four "Administrators Packages" (Packages for Administrator's Approval Signature)
- Administrators Package Requires Multiple Levels of Concurrence including the Administrators Correspondence Unit Packages include:
- Memo to Chair of IAB with Approved Recipients
- Memo to Center Directors with Approved Recipients
- Memo to Officials in Charge of HQ with approved Recipients



Note 8:

- Including medals with neck ribbons, framed, sealed, and signed certificates, etc.
- Individual certificates for group awardees are not delivered to the ceremony, but are sent to Awards Officers after the ceremony

Note 9:

- Updating databases
- Delivering group certificates

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