

National Aeronautics and Space Administration



NASA SHARED SERVICES CENTER

Generic Center Awards Service Delivery Guide

NSSC-HR-SDG-0014
Revision: B
December 19, 2007

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Approved by

/s/ Kenneth. L Newton for
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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	03/29/07	<ul style="list-style-type: none"> • Updated the process • Changed document into new template • Updated flowchart into cross functional flowcharts
Revision B	12/19/07	<ul style="list-style-type: none"> • Updated the process in text • Updated flowchart

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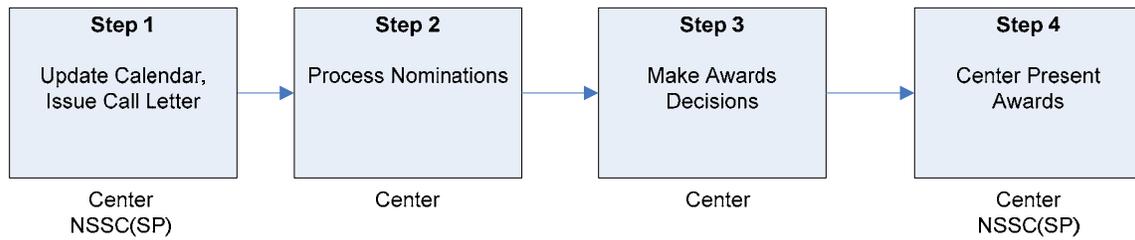
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Generic Center Awards

Introduction

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) is responsible for providing administrative and clerical support to Generic Center Awards. NSSC provides award certificates to the Centers for presentation. The NSSC Service Provider (SP) provides after-ceremony activities such as updating databases and delivering group certificates.

Process – Generic Center Awards



Roles & Responsibilities

Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p>Center NSSC(SP)</p> <p>Update Calendar and Issue Call Letter</p>	<p><u>For All Awards,</u> The Center notifies NSSC(SP) of Center-specific award requirements. NSSC(SP) will update the NSSC calendar as appropriate.</p> <p><u>For Generic Center Awards,</u> Centers issue call letters and submit nominations through the NASA Automated Awards System (NAAS), after organizational approval. If the call letter is not required, the Center Directorate/Council submits the nominations in NAAS and obtains organizational approval.</p> <p><u>For Generic Center Honor and Secretarial Awards,</u> NSSC(SP) develops and issues the call letter Center-wide.</p> <p><u>For All Awards,</u> NSSC(SP) orders frames and certificates.</p> <p>Output: Updated calendar and approved call letter.</p>	<p>Agency and Center call for nominations may be combined into one action, depending on Center requirement.</p> <p>The Center Honor Awards ceremony is associated with the Agency ceremony.</p> <p>Order frames and certificates as needed to ensure adequate supply.</p>
<p>Step 2</p> <p>Center Center HR/Awards Office</p> <p>Process Nominations</p>	<p><u>For Generic Center Awards,</u> Centers review nominations, select award recipients, approve awards, and update NAAS.</p> <p><u>For Generic Center Honor and Secretarial Awards,</u> the nominator completes the on-line nomination form. The Center Human Resources (HR)/Awards Office reviews the nominations in NAAS.</p> <p>Output: Processed Nominations</p>	

Roles and Responsibilities	Action	Tips
<p>Step 3</p> <p>Center HQ/Awards Office Nominator</p> <p>Make Award Decisions</p>	<p>For All Awards, The Center review committee evaluates the nominations and selects award recipients. The Center HR/Awards Office reviews and approves selected nominations in NAAS or provides approved nominations to NSSC(SP) to update NAAS. The Center HR/Awards Office sends the list of honorees to organization directorates, as applicable.</p> <p>Output: Approved award decisions; Updated NAAS.</p>	<p>Approval process could require up to four (4) approval levels per award.</p>
<p>Step 4</p> <p>Center HQ/Awards Office NSSC(SP)</p> <p>Present Awards</p>	<p>For All Awards, NSSC(SP) prepares the framed award certificates. They send the certificates to the Center Awards POC and update NAAS as needed.</p> <p>The Center receives the framed certificates and delivers them to the ceremony celebration. Additionally, Centers may also set up the ceremony/celebration and present the award.</p> <p>Output: Prepared and presented awards.</p>	<p>Send individual certificates for Group Achievement Awards if not delivered for ceremony.</p>

Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC(SP)	Call Letters	Center/HQ	Within two (2) days of the planned distribution date.
NSSC(SP)	Update Awards Database	NAAS	As changes are made to the nomination list throughout the review/approval process.

System Components

Existing Systems

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

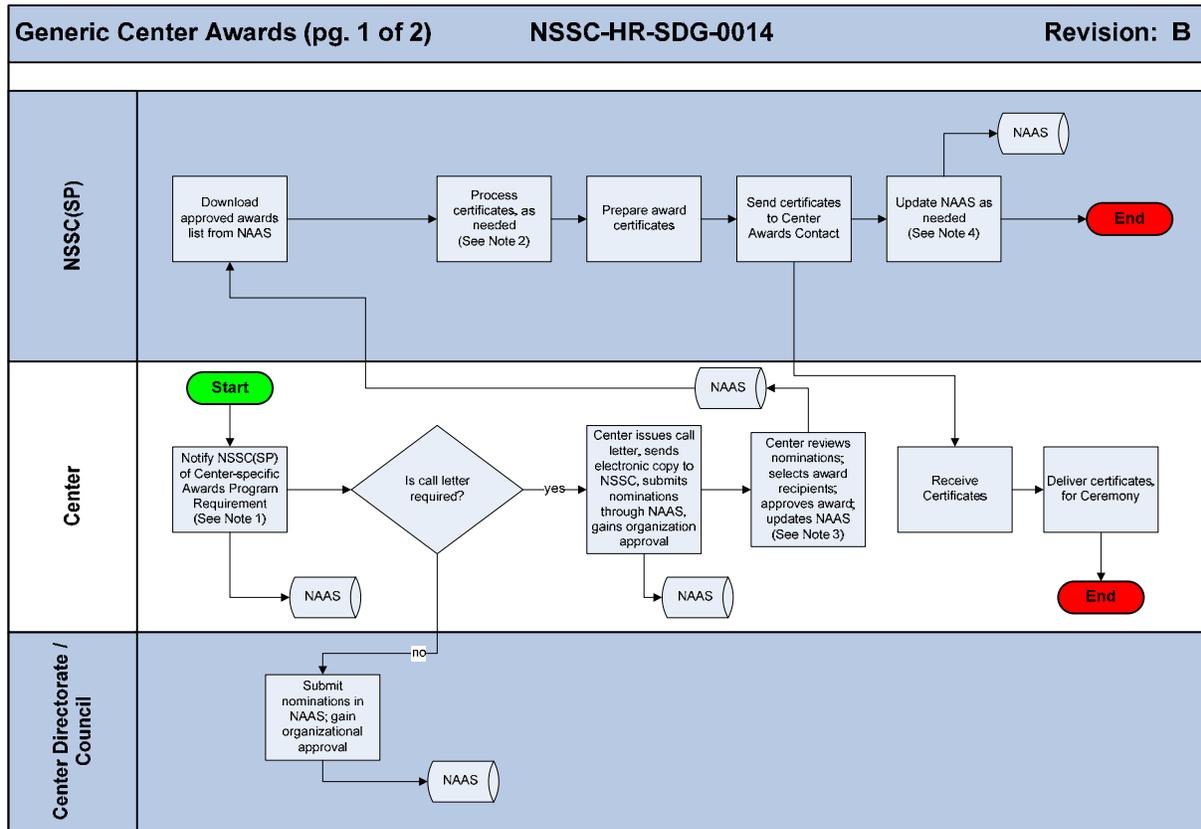
New Systems

Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
NAAS	Awards nomination and tracking system.	WebTADS Account	The NASA Organizational Profile System (NOPS) and FPPS

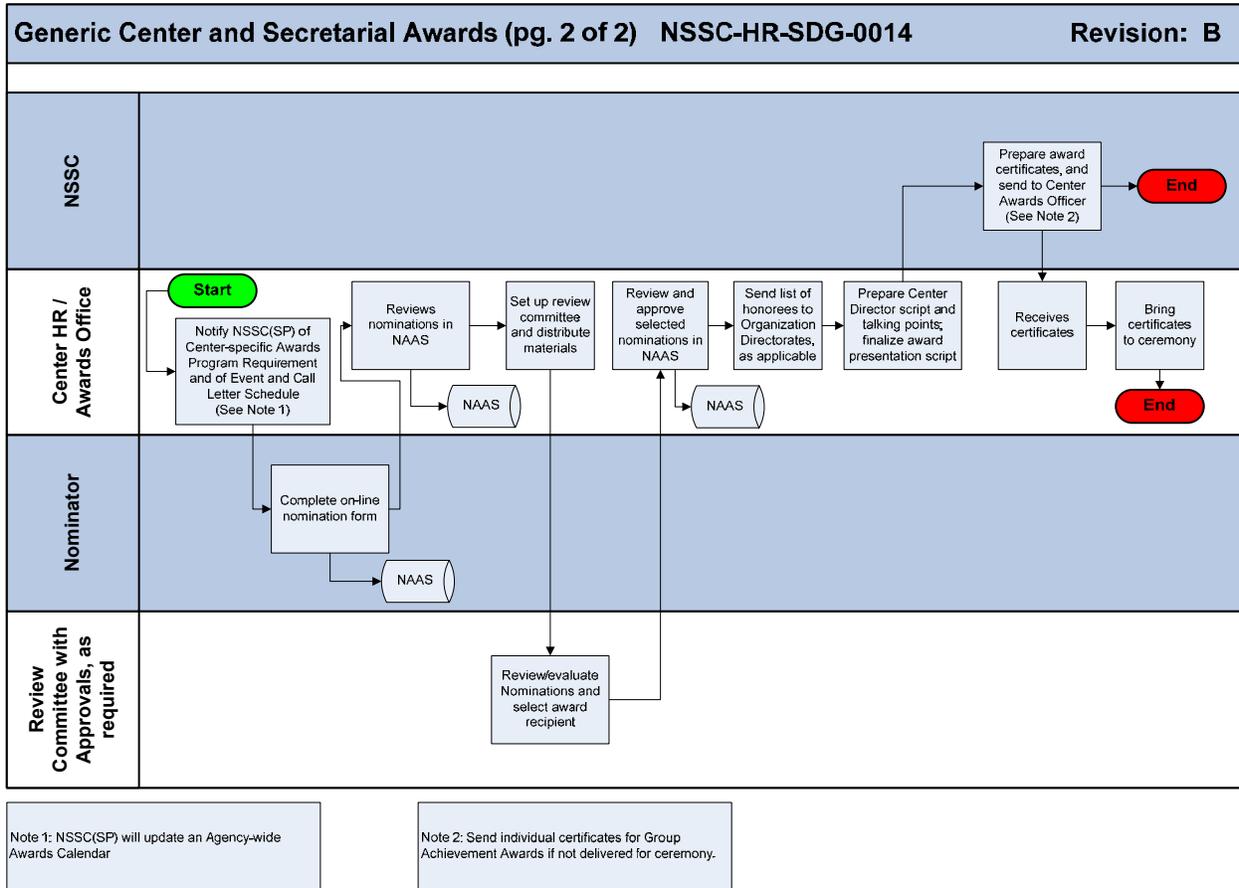
Customer Contact Center Strategy

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

Generic Center Awards Cross Functional Process Flow



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| <p>Note 1: NSSC (SP) will update the Agency-wide Awards Calendar</p> | <p>Note 2: Order as needed to ensure adequate supply</p> | <p>Note 3: Approval process could require up to 4 approval levels per award</p> | <p>Note 4:</p> <ul style="list-style-type: none"> Ship to Center Awards Officer for distribution to recipients. Send individual certificates for Group Achievement Awards if not delivered for ceremony |
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