

NASA SHARED SERVICES CENTER

Support for HR Software Tools Service Delivery Guide (3.4.3)

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Basic	Basic	8/1/06	Basic Release

Support for HR Software Tools

Introduction

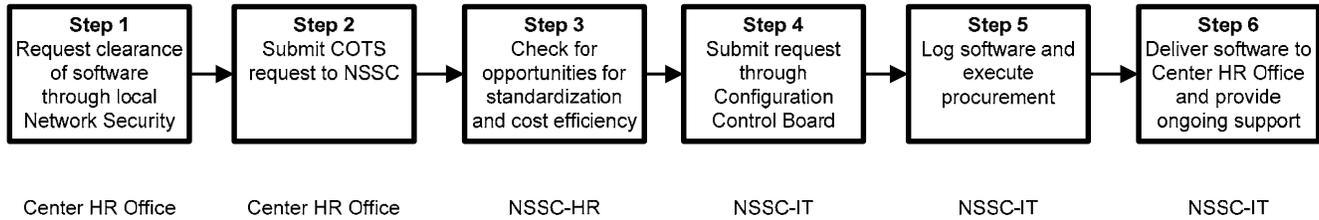
NASA's Human Resources (HR) community has a continuing need to purchase and maintain Commercial Off-The-Shelf (COTS) software. The NSSC will provide support in the acquisition, contract oversight, and employee communications for COTS software including any written documentation for use in the HR Office or to support HR services to employees. (e.g. Cognos Powerplay, GRB Assist, etc.). The NSSC will, in addition, be responsible for managing the software purchases process to ensure that all software purchases are linked to a strategic need of the HR community; are not duplicative of any prior purchases; and meet all the requirements specified by the requesting office. The NSSC will also work to standardize what COTS products are used across NASA. NSSC will not be responsible for the purchase of software funded by IEMP or funded by local IT operations.

Supported software currently includes:

- *Cognos Powerplay- HR Datacubes*
- *TALX – Employment Verification*
- *Annuity Software Program*
- *Federal Retirement Benefits Program*
- *FRC Calc*
- *GRB Assist*

Process

Overview of Support for HR Software Tools Process



Roles & Responsibilities

Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p>Requester, HQs or Center</p> <p>COTS Request</p>	<p>Requester submits a request for the procurement of COTS software to support HR functional work.*</p> <p>In cases where the request is a renewal of a current subscription or license that the NSSC is not aware of, the request should be submitted through the same channels indicating that it is a renewal.</p> <p>The NSSC will maintain a schedule of known COTS products subscription cycles and will coordinate with the Center HRIS Points of Contact when the renewal is due to determine if a renewal is desired.</p> <p>Output: Detailed COTS request</p>	<p>*Centers must clear their requests through their Center Security and/or ODIN processes prior to submitting to the NSSC.</p> <p>Requester should be HRIS point of contact for the center.</p> <p>Requests will be submitted through a standardized web form developed by the NSSC. The form will be designed to gather the necessary “first pass” information needed to assess the software request.</p> <p>Yearly data calls will be sent to the centers to ensure that NSSC has a current list of COTS software being used by the center HR offices.</p>
<p>Step 2</p> <p>NSSC HR</p>	<p>The NSSC HR staff will review the COTS request and cross-check it with the list of current software residing at other NASA centers.</p>	

Roles and Responsibilities	Action	Tips
Request Review	<p>NSSC HR will assess whether the need expressed by the center is met by the COTS software package and if the software is appropriate given that need.</p> <p>Output: Scope</p>	
<p>Step 3</p> <p>NSSC IT Control Board</p> <p>Control Board</p>	<p>NSSC IT will review the request to ensure software conforms to any cost, security, and/or standardization initiatives.</p> <p>The purpose of the control board is to gain cost benefit for any mass purchases and to standardize the type of COTS software being used by Center HR offices.</p> <p>If the requested software does not conform to the IT requirements such as security, 508 compliance, etc.; NSSC IT will recommend a solution to the requesting HR office.</p> <p>The requesting HR office will assess the recommendation to determine if their specifications are met and will work with NSSC IT to come to a final determination.</p> <p>Output: COTS Product Identified</p>	
<p>Step 4</p> <p>NSSC IT Control Board</p> <p>NSSC Procurement</p> <p>COTS Purchase</p>	<p>NSSC IT will determine if the COTS purchase can be made by the Procurement Office. If it can, NSSC IT will submit a request to Procurement to make the purchase.</p>	
<p>Step 5</p> <p>NSSC IT</p> <p>Training and Maintenance</p>	<p>After the COTS purchase has been finalized and the software delivered to the requesting center, NSSC IT will provide continuing support in the form of COTS training and/or maintenance of licenses, software upgrades, and the like.</p>	<p>NSSC IT will use a survey tool to determine what "follow-up" is required for each center. This survey will be issued 3 months after a COTS purchase.</p> <p>Decision of whether to provide training support will occur prior to the purchase. NSSC IT will coordinate with NSSC HR to determine if training is currently available via existing IT contracts with the training community.</p>

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Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC (IG)	Cost Savings	Center HR Office	% cost savings for volume purchases Goal = 25% reduction in COTS costs for Agency
NSSC (IG)	Turnaround	Center HR Office	% of COTS requests submitted for procurement in timely manner Goal = 90% in 3 business days

System Components

Existing HR COTS Software Supported by NSSC

IT System Title	IT System Description	Access Requirements	IT System Interfaces
TBD			

Privacy Data

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

New Systems

[Use system descriptions from RFP J-03 Technical Exhibit 8 (TE 8 – New IT Systems)]

Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
TBD	Centralized list of current COTS software being used, where it is located, and what the specifications are.	NASA HR Community, NSSC IT, & NSSC HR	TBD

Contact Center Strategy

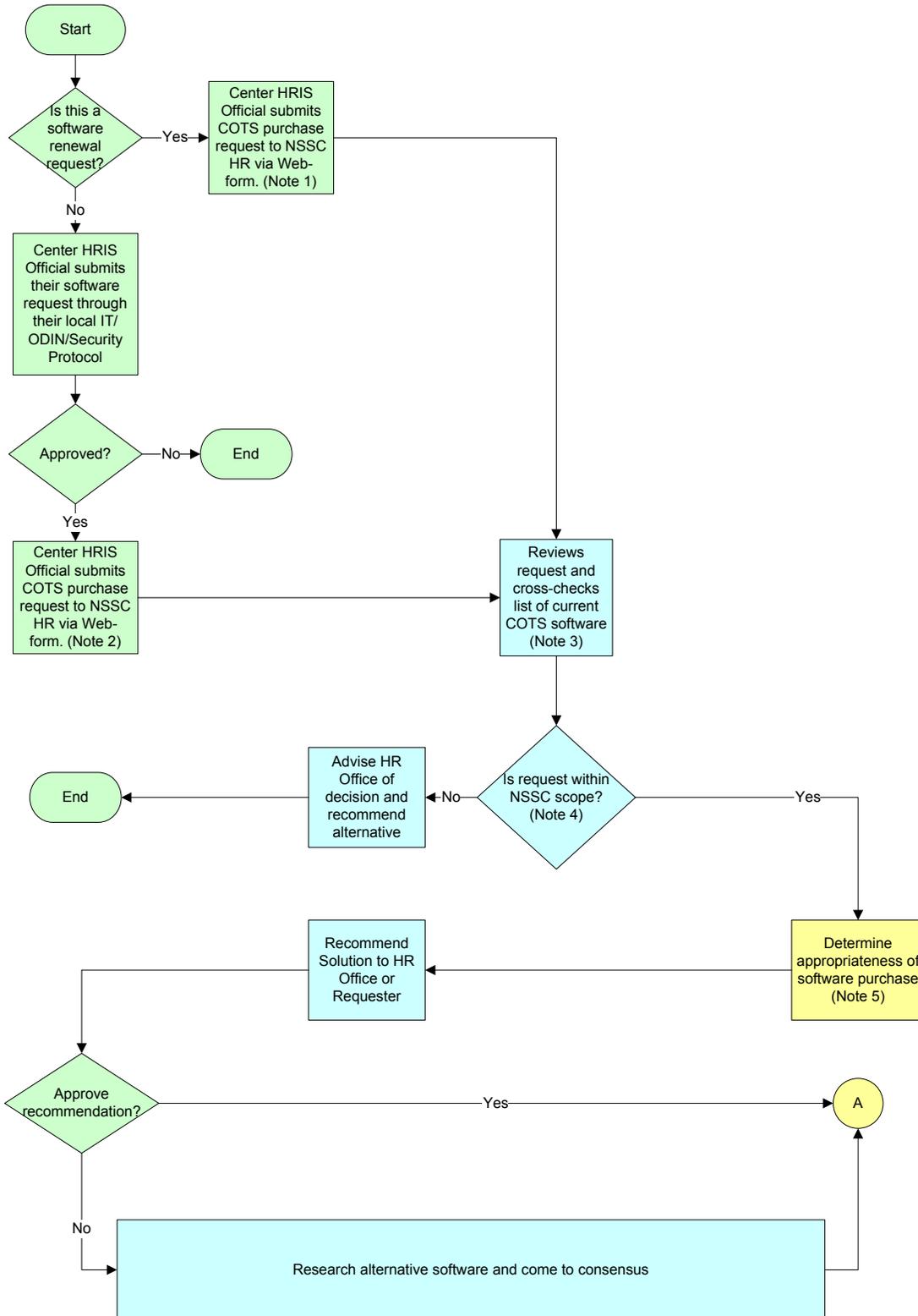
Each activity requires a clearly defined contact center strategy which answers the question "Who will answer the call and handle the request" and defines the escalation parameters for the activity. Because of the varied nature of the NSSC's activities and volume of transactions, each activity has a unique contact center strategy. Refer to the NASA Shared Service Center Customer Contact Center Service Delivery Guide (3.5.1) for the contact center strategy concerning this activity.

Appendix 1
Support for HR Software Tools

Center HR Office

NSSC HR (IG)

NSSC IT CCB



Note 1:
NSSC will maintain a schedule of subscription/license renewals and will verify with the Centers that renewal is desired before paying costs.

Note 2:
NSSC HR (IG) will send initial data call to baseline COTS requirements

Note 3:
Yearly data call will go out to obtain inventory of COTS software. NSSC will strive to standardize software applications being used by NASA HR community

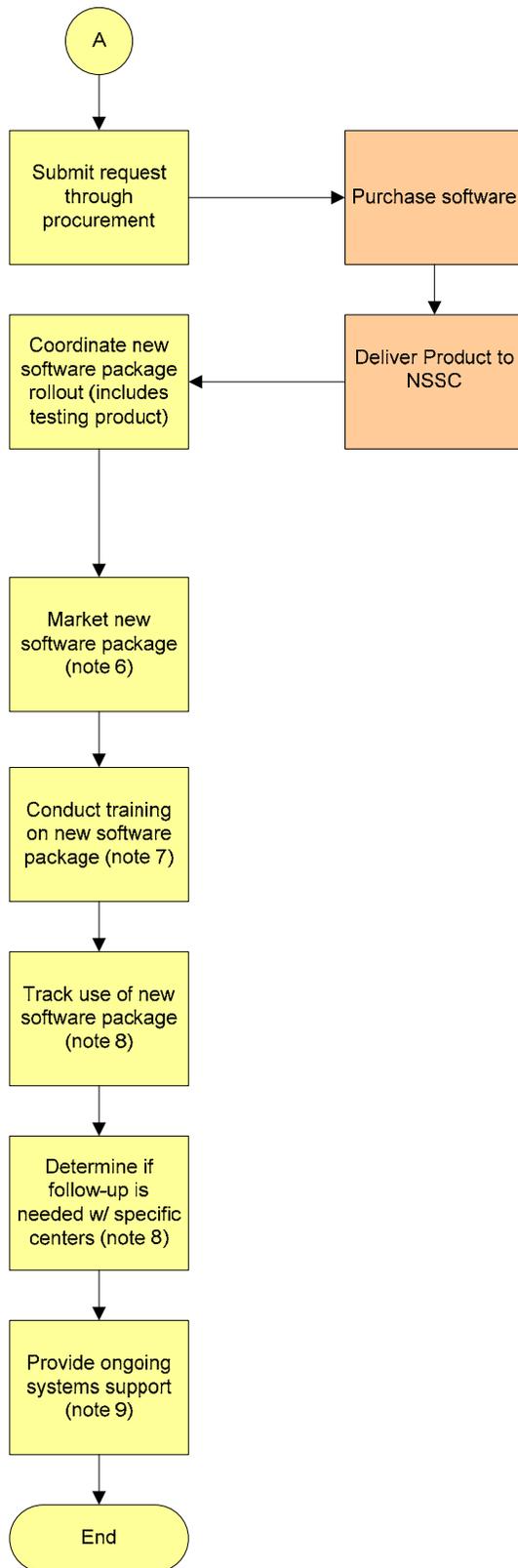
Note 4:
HR will make a first pass determination on if the request is truly an HR COTS product and if it is coming from an authorized requester.

Note 5:

- Cost
- Security Plan
- IT Plan
- Cross-platform support (Mac/PC)
- Network/Firewall

NSSC IT

NSSC PR



Note 6:

- Website
- Email
- Brochures
- Change management

Note 7:
Training is specific to affected individuals

Note 8:
Through use of surveys, assess software use.

Note 9:

- Respond to questions
- Troubleshoot (to extent possible)
- System administration (i.e. software upgrades, refer to vendors, etc.)