



Staffing Consolidation

Frequently Asked Questions

For Hiring Managers, Admin Officers, and the HR Community

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1. What is HC Transformation?

Human Capital (HC) Transformation is one of three Phase 1 Agency Mission Support Future Architecture Program (MAP) projects intended to align functions based on Agency needs. Led by the Office of the Chief Human Capital Officer (OCHCO), the HC Transformation project will design, deliver, and enhance NASA's HC services by establishing a functionally aligned operating model. The goal is to continue to deliver quality HC services to our customers by sharing capabilities and resources across the Agency, consolidating and streamlining processes and HC programs, reducing the risk of inconsistencies and redundancies, and enabling best practices. Ultimately, all Agency mission support functions will undergo a similar transformation effort. Visit the [MAP HC Transformation website](#) for more information.

2. What is staffing consolidation?

Staffing consolidation is an initiative under the HC Transformation project to consolidate the delivery of staffing services at the NASA Shared Services Center (NSSC). When staffing consolidation is complete, hiring managers across the agency will work directly with NSSC Staffing Specialists to fill their vacancies and hire the talent that they need. Managers will experience some changes to the hiring process, but will ultimately benefit from more effective, efficient and accountable services.

Note: Staffing consolidation *does not apply* to positions within OIG or Executive Service positions. Those positions will continue to be filled by OIG and the OCHCO Executive Services Division, respectively.

3. What do we hope to gain by consolidating staffing services at the NSSC? What are the benefits?

The overarching goal of HC Transformation and its initiatives, including staffing consolidation, is to create greater efficiency, effectiveness, and accountability in HC mission support functions, and greater consistency in HC service delivery. What this looks like for staffing includes (but is not limited to):

- More standard language in announcements
- More consistent look and feel of postings
- Increased opportunity for cross-Center announcements
- Consistent and reduced timeframes (e.g., time to fill)
- Greater transparency into the status of hiring actions (i.e., Case View dashboard)



4. *What changes, specifically, can we expect to occur under staffing consolidation?*

Below, we summarize the people, process and technology changes that will occur under staffing consolidation. The experience of hiring managers, applicants, and NASA employees will not significantly change with staffing consolidation; they will have the same roles and responsibilities as they do now. Rather, in some cases, who they work with and/or contact for support will change.

People

- NSSC will establish a new Staffing Services Branch within its HR Services office.
- Some current Staffing Specialists at Center HR offices will be detailed/reassigned to the NSSC Staffing Services Branch to serve the whole agency but remain locally seated at their Center. Some current HR Administrators at Center HR offices will also be detailed/reassigned to the NSSC to assist with staffing and/or personnel actions.
- Current Staffing Specialists who are not reassigned to the NSSC will assume other functional duties at their Center (e.g., HR Business Partner)

Process

- The hiring process and associated activities will largely remain the same, but who performs those activities will change.
- Servicing HR offices will no longer be responsible for performing the staffing function and associated support (e.g., vacancy announcements, responding to inquiries, reviewing applicant qualifications, issuing certs, making offers). They will also no longer be responsible for processing personnel actions in FPPS, or inputting gains and publishing records in WTTS. These activities will become the responsibility of the NSSC.
- Servicing HR offices will begin providing HR Business Partners (HRBPs) as strategic advisors to hiring managers, who will consult with them on the requirements of their vacancy, prior to initiating a request with the NSSC.
- Servicing HR offices will become responsible for validating and/or submitting all requests for staffing actions before they are accepted by the NSSC.

Technology

- ServiceNow will be used to initiate all hiring and personnel actions; Centers will no longer use the “Fill a Vacancy” module on the HR Portal or the Federal Personnel Payroll System (FPPS) to initiate requests.
- Servicing HR offices, hiring managers and Administrative Officers will all be able to initiate a request for staffing services from the NSSC in ServiceNow.
- Access levels and permissions in FPPS and WTTS will *eventually* change at the Centers, but no changes will be made on May 20th.

5. *How and when will staffing consolidation be implemented?*

Centers will transition their staffing services to the NSSC on May 20, 2019; this will also include the processing of all personnel actions. Servicing HR offices will distribute information about trainings and webinars to hiring managers, AOs, and HR staff about how to initiate requests with the NSSC.

6. *What will be the approach for managing hiring and personnel actions already in progress prior to transition of services to the NSSC (i.e., pipeline actions)?*

All staffing work in progress by Staffing Specialist Detailees will transition to the NSSC on May 20th (i.e., they will continue to work those actions). Any actions that are a work in progress at the time of transition will be worked outside of the ServiceNow system; hiring managers, AOs and HR staff will not be able to monitor their progress in ServiceNow but will continue to manage the action via the usual means of communication (e.g., phone, email, etc.)



Staffing work *not* being performed by NSSC Staffing Specialist Detailees will be completed by the servicing HR Specialist who is already working that action. All requests for personnel actions already initiated in FPPS, will be coded and LGAP'd by the Center (i.e., NSSC will not take on that work).

7. *Where can I locate additional information related to staffing consolidation?*

You may visit the NSSC Staffing Services website (<https://www.nssc.nasa.gov/staffing>) for more information about staffing consolidation.

8. *How can I submit questions or feedback related to this effort?*

Reach out to your HR Director, your Center Change Advocate (listed below), or send your questions and ideas to the [HC Transformation Feedback Inbox](#).

Human Capital Center Change Advocates

AFRC	ARC	GRC	GSFC	HQ
Brian Bennett	Thomasa Nguyen	Jasmin Norton	Jordan McDonald	Laurie Sykes
JSC	KSC	LaRC	MSFC	NSSC/SSC
April Jordan Jessica Abary	Jo Pereira	Kate Spruill Susan Conry	Jim Andrews	Angela Ladner

9. *What is the process for getting my vacancy filled?*

If your Center has authorized you to fill a vacancy, you should first contact your servicing HR office to begin the process to fill the vacancy. You will receive consultation from a HRBP or other HR Specialist at your servicing HR office, who will provide advice on the best hiring authorities and recruitment strategies to fill the position. Once you have determined your recruiting strategy and have a published position description, you, your AO or the HR Specialist who initially consulted with you can submit a request for staffing services to the NSSC via ServiceNow by visiting their HR Services website (<https://hrservices.nssc.nasa.gov>). Once the NSSC receives your request, you will be assigned a NSSC Staffing Specialist who will contact you directly and guide you through the process of completing your hiring action. Their support will extend from preparing the vacancy announcement (VA) (for competitive actions) all the way through in-processing your new hire.

Your servicing HR office will play a minimal role in this process; they will still be available to support you with ensuring all Collective Bargaining Agreement (CBA) and local practices are followed, writing justifications and gaining approval for incentives, NEX, Fellow and other appointments requiring approval, and conducting onsite orientation for new employees.

10. *What is the process to submit a new staffing services request to the NSSC? Who approves these requests?*

Submit a request through the NSSC HR Services (ServiceNow) website: <https://hrservices.nssc.nasa.gov>

- 1) Request HR Services
- 2) HR Service Requests
- 3) Staffing
- 4) Request to Fill a Vacancy
- 5) Select the type of staffing action (e.g., non-competitive appointment, vacancy announcement request)
- 6) Fill in the required fields, providing as much information as possible about the vacancy, and submit



Note: Hiring managers, AOs and/or Servicing HR personnel may submit a staffing services request to the NSSC; however, all requests must be approved by a HR POC at the Center for which the vacancy will be filled. If a hiring manager or AO submits the request, the identified HR POC will be notified and approve the request in ServiceNow.

Once a request is submitted and approved, a case will be opened and a member of the NSSC Staffing Services Team will respond to your request within 3-business days.

11. Will Centers (supervisors, AOs etc.) still be able to access the RFE Portlet or is ServiceNow the official start of a request to fill?

The RFE Portlet will be decommissioned on May 20, 2019 when staffing consolidation goes live, so that hiring managers and AOs go to ServiceNow to initiate their requests to fill an action. Center HR Administrators who support Executive Services, and may also have been accustomed to using the RFE Portlet, will be directed to WTTS/FPSS to execute their actions.

12. What supporting documents do I need to provide with my request for staffing services?

When submitting a request for staffing services, you will be able to attach supporting documents that may be helpful for the NSSC Staffing Specialist to complete the hiring action. Competitive hiring actions should not typically need supporting documentation. For non-competitive hiring actions, supporting documentation includes the resume, transcript or other information from the selectee. Supporting documentation for personnel actions is included in the Request for Personnel Action (RPA) Submission Guide. A link to this guide is provided on each type of request for personnel action in ServiceNow.

13. Will there be a way to request cases be expedited?

Expedited requests may only be approved by Human Resource Directors for mission essential requirements. An email with this request should be sent to the Staffing Branch Chief, Ashley Speed, at Ashley.h.speed@nasa.gov; and Supervisor/Staffing Policy, Ann Richmond, at Ann.e.richmond@nasa.gov

14. What are the different roles of the HRBP/ Servicing HR POC and the NSSC Staffing Services Team as it relates to filling my vacancy?

The chart below depicts the roles of the HRBP/ Servicing HR POC and the NSSC Staffing Services Team at various stages of the hiring process.

	HRBP/ Servicing HR POC <i>Strategic advisor and liaison</i>	NSSC Staffing Services Team <i>Direct support and staffing expert</i>
Pre-hiring phase	<ul style="list-style-type: none"> ▪ Assist managers with obtaining authorization to fill positions from their Center ▪ Provide up-front advice on recruitment strategies and hiring authorities ▪ Submit and/or approve requests for staffing services in ServiceNow 	<ul style="list-style-type: none"> ▪ Provide reach back SME support on staffing regulations and policy to Center HR offices, as needed ▪ Receive approved staffing services requests and review provided information ▪ Contact hiring manager to initiate action
Preparing and posting announcement	<ul style="list-style-type: none"> ▪ N/A 	<ul style="list-style-type: none"> ▪ Provide guidance to managers on category rating, Veterans preference, etc. ▪ Collaborate with hiring manager to develop job analysis and post vacancy announcement ▪ Respond to applicant inquiries
Applicant evaluation	<ul style="list-style-type: none"> ▪ Provide support to managers during candidate interview process, as needed 	<ul style="list-style-type: none"> ▪ Perform qualifications review and issue certs (competitive and non-competitive hires)



Candidate selection	<ul style="list-style-type: none"> Write justifications and gain approval for incentives, NEX, Fellows and other appointments requiring approval 	<ul style="list-style-type: none"> Make offers Act as a liaison with Servicing HRO and selectee on incentives Input gains and publish records in WTTS
Security and onboarding	<ul style="list-style-type: none"> Conduct onsite orientation 	<ul style="list-style-type: none"> Process <u>ALL</u> personnel actions in FPPS Conduct in-processing/onboarding process
Other Support	<ul style="list-style-type: none"> Monitor the status of hiring and PAP actions at their Center via ServiceNow Ensure all CBA and local practices are followed Manage and administer Pathways program, IPAs, Volunteer Interns Program, and Details Act as Selective Placement Coordinator and Veteran Program Manager 	<ul style="list-style-type: none"> Maintain and distribute reports to Servicing HROs, e.g., NTE, WGI, Probationary Period

15. How long will it take to get my vacancy filled?

The time required to fill your vacancy will depend on the recruitment strategy and hiring authorities used to fill the position. In all cases, NSSC will strive to complete hiring actions in the most timely and efficient manner. They will, however, require your support as well as that of the local Servicing HR offices in completing your respective responsibilities within the hiring process as quickly as possible. Once a hiring action is opened in ServiceNow, you will be able to see estimated timeframes for each phase of the hiring process.

16. Will the NSSC Staffing Specialist generate the first draft for my job's announcement, or will I, as a Hiring Manager, do that?

Yes, the NSSC Staffing Specialist will generate the first draft of your job announcement. You as the hiring manager will only need to provide them with information about the skills and other requirements sufficient for them to draft the announcement.

17. What if I have questions related to the development of my vacancy announcement?

You can direct any questions about the development of your vacancy announcement to your assigned NSSC Staffing Specialist. Visit the NSSC HR Services website (<https://hrservices.nssc.nasa.gov>), select your case under "My HR Cases" and you will be able to send a message directly to your NSSC Staffing Specialist. You will also be able to see the status of your hiring action as it is in progress.

18. When certificates are issued by an NSSC Staffing Specialist, how long will those certs be active (i.e. how long may I make a selection from that cert)?

Certificates will initially be issued for 30 calendar days. If an extension is needed Selecting Officials may request an extension by contacting the NSSC Staffing Specialist assigned to the case. Merit Promotion certificates may be used for up to 90 days after issuance. All other certificates may be used up to 180 days after issuance.

19. When I have made a hiring selection from a cert, will the NSSC Staffing Specialist inform the applicant of their selection and conduct negotiations with them regarding their offer?

Yes, the NSSC Staffing Specialist will inform applicants of their selection and facilitate negotiations with them regarding their offer. They will do this in close coordination with you as the hiring manager and your



local HRBP (or other HR POC) because they will need your assistance in writing justifications and gaining approvals for incentives from your Center.

20. Who processes the Federal Personnel Payroll System (FPPS) actions related to personnel actions?

A member of the NSSC team will process personnel actions in FPPS. At the time of staffing consolidation for your servicing HR office, NSSC will become solely responsible for processing *all personnel actions* in FPPS; there will no longer be a need for Center-initiated actions or LGAP'ing. If you already have a hiring action in process with the NSSC Staffing Services team, then a member of that team will process any personnel actions required in FPPS; you will not need to make a separate request for them to do so.

If you have other personnel action needs not related to staffing (e.g., separations), rather than going to FPPS, you will submit a request through the NSSC HR Services website: <https://hrservices.nssc.nasa.gov>

- 1) Request HR Services
- 2) HR Service Requests
- 3) Staffing
- 4) Request a Personnel Action
- 5) Select the type of personnel action (e.g., promotion, reassignment change to lower grade, etc.)
- 6) Fill in the required fields, providing as much information as possible, and submit

For more information about the kinds of Personnel Action Processing services the NSSC provides and how to initiate actions, visit the NSSC PAP Team website at <https://www.nssc.nasa.gov/pap>.

21. May an AO initiate a personnel action on behalf of a supervisor (as is currently done using FPPS), or will all personnel actions be initiated only by a supervisor?

Yes, an AO *may* initiate a personnel action on behalf of a supervisor via ServiceNow; however, once that request is initiated it will be routed to the supervisor first for approval, then to the indicated HR POC for final concurrence before a case is opened at the NSSC. Please note that some Centers have their own standards and practices which may prohibit an AO from initiating requests on behalf of a supervisor; please check with your HR Director if you have any questions or concerns about this.

22. How can I check the status of my request?

To check the status of your staffing service request, visit the NSSC HR Services website (<https://hrservices.nssc.nasa.gov>). Only POCs indicated in the original service request will receive email updates about the status of that particular action. This includes the supervisor/ selecting official, Servicing HR POC, and Admin Officer – whoever is listed in those fields on the service request will be included on email correspondence regarding this action; additionally only the supervisor/ selecting official and Servicing HR POC will be able to follow the status of that action on the NSSC HR Services website.

If you are the supervisor of the position, you can check the status of your request by selecting “My Open HR Cases” on the NSSC HR Services Portal; under this section you will be able to see any and all HR cases opened on your behalf as a hiring manager (this includes staffing and classification actions). Click on the case you’re interested in and you will be able to see the status of your action.

If you are a Servicing HRBP or other point of contact, and you have been granted access to view HR cases at your Center (via a NAMS request), you can check the status of your request by selecting “Center HR Cases” on the NSSC HR Services website.



If you are an Admin Officer you will *not* be able to see the status of a request you've opened on behalf of a supervisor via ServiceNow, but you *will* be included on all email correspondence.

23. Can the supervisor see their cases if they are not the submitter?

Yes, supervisors will be able to see their cases, even if they are not the submitter of an action in ServiceNow. As long as the supervisor is listed as the "Selecting official" or "Supervisor" when the service request is submitted, the case will be accessible to them and they will be able to view it on the NSSC HR Services website <https://hrservices.nssc.nasa.gov>.

24. Can anyone at the Center check the status of requests currently worked?

Only POCs indicated in the original service request will automatically be able to check the status of that particular action on the NSSC HR Services Portal. This includes the supervisor/ selecting official and Servicing HR POC. Any Admin Officer listed as POC on a service request will only be included on email correspondence; they will not be able to monitor cases on the NSSC HR Services Portal.

If servicing HR office staff members would like to view the status of all open HR cases at their Center, they will need to submit a NAMS request to access that level of information. Individuals can select what type of HR cases they would like to view (i.e., Awards, classification, staffing, or training), and for which Center(s) they would like to view them.

25. From what email address will I receive updates about my service request? Will it be the same as the address used for other NSSC services (e.g., classification)?

Email updates about your case will come from a new email address nssc-hr-support@mail.nasa.gov. Please be sure your email settings do not send these notices to junk mail.

26. Can alternate POCs be assigned access to view cases in the HR Office to cover for vacation, TDY, etc.?

Servicing HR offices may grant multiple people in their office to view their Center's open HR cases, but they will need to submit a NAMS request to access that level of information. Individuals can select what type of HR cases they would like to view (i.e., Awards, classification, staffing, or training), and for which Center(s) they would like to view them.

27. How do I obtain access to see open HR Cases at my Center?

Access for the **HR Case View – Center Access** requires a NAMS, **NSSC ServiceNow Access Request** located at <https://idmax.nasa.gov/>. Follow the instructions below:

- 1) Go to IDMAX (<https://idmax.nasa.gov/>)
- 2) Select "Your NAMS Requests"
- 3) Input "NSSC ServiceNow Access Request"
- 4) In the "I require access to:" field, select "HR Case View – Center Access"
- 5) Select the type of cases you would like to view (e.g., awards, classification, staffing, training)
- 6) You will then be asked to select a Center. Choose your Center only.

Your request will be routed and approved within your Center before being granted by the NSSC.



Figure 1 Example screenshot of HR Case View NAMS request. In this example, the recipient will be able to see all four functional areas at all Centers.

28. What is the HR POC role in ServiceNow and do I get credentialed to approve staffing requests on behalf of my Center?

Select HR POCs will explicitly be granted permission to approve staffing and personnel action service requests in ServiceNow, and can only be given this level of permission via a NAMS request. If a hiring manager or AO submits certain requests, the identified Center HR POC will be notified and is responsible for approving the request in ServiceNow. Each Center may assign up to 10 HR POCs to approve HR service requests. This role will apply to the staffing function, but may be adapted for other types of service requests in the future.

To be assigned as a **Center HR POC** requires a NAMS, **NSSC ServiceNow Access Request** located at <https://idmax.nasa.gov/>. Follow the instructions below:

- 1) Go to IDMAX (<https://idmax.nasa.gov/>)
- 2) Select “Your NAMS Requests”
- 3) Input “NSSC ServiceNow Access Request”
- 4) In the “I require access to:” field, select “HR Case View – Center Access”
- 5) Select the “HR POC Group” role
- 6) If you also want to view all open HR cases at your Center, select the type of cases you would like to view (e.g., awards, classification, staffing, training)
- 7) You will then be asked to select a Center. Choose your Center only.

Your request will be routed and approved within your Center before being granted by the NSSC.

Figure 2 Example screenshot of HR POC NAMS request. In this example, the recipient will be provisioned access as a HR POC and be able to see open cases in all four functional areas at all Centers.

29. How do I request consultation with the NSSC Staffing Services Team?

Please call the NSSC customer contact center at 877-677-2123. A member of the NSSC Staffing Services Team will respond to your request within 3 business days.



35. Because HRBPs will need an intermediate level of Staffing knowledge, will there be a role created at the Center for a Staffing POC that can help HRBPs?

The organization of Servicing HR offices and the roles within them will be determined by the HR Directors. We do not anticipate that Servicing HR offices will create a role within their organizations for a Staffing POC to help HRBPs, but it is possible, and will vary by Center. We recognize that some HRBPs may need advice or consultation from a staffing expert, which is why they are welcome to reach out to the NSSC Staffing Services Team with any inquiries. Additionally, our Staffing Policy Lead will provide HRBPs and others with training materials and resources they may reference.

36. Will the HRBP be responsible for fully consulting on reemployed annuitants and foreign hires?

The roles and responsibilities of HRBPs will vary by Center, and therefore, they may or may not be responsible for consulting on reemployed annuitants and foreign hires. It is possible that someone else within the Servicing HR office will be assigned these duties. This is at the discretion of the Center's HR Director.