

# NASA NEWS

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## **NASA Shared Services Center Wins Technical Excellence Award**

STENNIS SPACE CENTER, Miss. -- The NASA Shared Services Center (NSSC) Customer Contact Center is the 2011 winner of the Government Customer Support Excellence Award (GCSEA) in the Technical Excellence category. Employees from the NSSC accepted the award at the 10<sup>th</sup> Annual Government Customer Support Conference and Expo in Alexandria, Va. on April 14, 2011.

The GCSEA recognizes organizations that excel in the categories of teamwork, technical excellence, customer focus, and overall excellence. The NSSC Customer Contact Center was a finalist in two of four categories: technical excellence and overall excellence.

"We are honored to receive the GCSEA for Technical Excellence recognizing the NSSC's Customer Contact Center," said the NSSC's Deputy Director, Service Delivery Directorate, Kenneth Newton. "The NSSC's Customer Contact Center is the first line of customer service for over 72,400 NASA employees located at 10 Centers across the United States. Winning this award is largely due to the tracking systems and other key support technologies that we have in place at the NSSC."

Nominations were received this year from government help desks, call centers, and other customer portals. Three finalists were selected for each of four categories, based on independent scoring of the nomination narratives by a panel of judges representing both public and private sectors. Some of this year's nominees were: Army Medical Command Enterprise Service Desk; Internal Revenue Service, Travel Services Branch; Navy Installations Command Enterprise Support Center; National Women's Health Information Center; and Rhode Island Government Online.

The NSSC is a partnership between NASA, CSC (formerly known as Computer Sciences Corporation) and the states of Mississippi and Louisiana. The NSSC performs selected business activities for all ten NASA Centers in financial management, human resources, information technology, and procurement.

For information about the NASA Shared Services Center, visit:

<http://www.nssc.nasa.gov>

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