NSSC NEWS

Financial Management | Human Resources | Procurement | Information Technology | Agency Business Support

The NASA Shared Services Center (NSSC) consolidates common business processes into a single organization which allows its customers to maintain focus on NASA's core mission.

Glenn Research Center Plum Brook Station

Glenn Research Center

Software Independent Verification and Validation (IV&V) Facility (GSFC)

Goddard Institute for Space Studies

Goddard Space Flight Center

Wallops Flight Facility (GSFC)

NASA Headquarters

Langley Research Center

Ames Research Center

Vandenberg Air Force Base (KSC)

Jet Propulsion Laboratory

Armstrong Flight Research Center
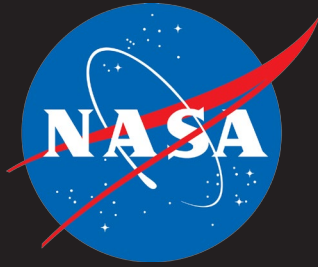
White Sands Test Facility (JSC)

Johnson Space Center

Michoud Assembly Facility (MSFC)

Marshall Space Flight Center

Kennedy Space Center

Stennis Space Center

NASA Shared Services Center

Photo courtesy of NASA Earth

www.nssc.nasa.gov

In This Issue

Our Vision:
Unparalleled Service

Our Mission:
To provide timely, accurate, high-quality, cost-effective and customer-focused support for selected NASA business and technical services.

From the Desk of the Executive Director

The NSSC fosters NASA's Core Values

The calendar year is half over, and the NSSC continously provides unparalleled service to our customers.

Currently, the NSSC employs approximately 500 civil servant and contractor employees who provide services in: Information Technology, Procurement, Financial Management and Human Resources.

We are committed to creating an environment that fosters teamwork and processes that support equal opportunity, collaboration, continuous learning and openness to innovation and new ideas.

Building trust through ethical conduct as individuals and as an organization is a necessary component of mission success.

I have recently visited with several Field Centers to meet with the Directors and some of their staff to continue to develop strong working relationships. The NSSC is committed to a core set of values in everything we do, and it reflects in the work we have provided.

The NSSC workforce is composed of 76 percent service providers and 24 percent civil servants. The NSSC's operating budget for FY14 is $66 million in the Working Capital Fund (WCF) and approximately $366 million in additional Agency-provided funding for training and initiatives of benefit across the Agency.

Mark Glorisoso and Dan Tenney, Chief Financial Officer at Langley Research Center.

Mark and Pat Tidmore with NSSC Enterprise Service Desk (ESD) employees who are located at the Marshall Space Flight Center.

Mark with Cathy Mangum, Dir. Center Operations, and Jeff Seaton, Chief Information Officer at Langley Research Center.

This quarter, we will update you via this newsletter about continuous improvement efforts in Financial Management, Human Resources, Procurement and Information Technology. We will also share with you the results from our latest Customer Satisfaction Survey.

Human Resources
Considering Retirement?

The NSSC provides general administrative, advisory, and transactional support for federal benefits programs to all NASA employees, calculates retirement estimates and processes retirement packages.

NSSC Benefit Counselors are standing by to answer your questions.

The NSSC Retirement Team provides retirement services ranging from calculating retirement estimates to providing retirement counseling to prospective retirees.

NASA employees are able to calculate their estimated retirement annuity, at any time, by accessing their Federal Employee Benefits Statement, located in Employee Express.

A video tutorial on how to generate this report may be found under the heading "How to Request a Retirement Estimate through Employee Express" on the NASA YouTube web page.

This video may also be accessed using the following NSSC web link: https://answers.nssc.nasa.gov/app/answers/detail/a_id/6682.

NASA Employees can stay informed by subscribing to get the latest information on benefits at: What's New in Benefits.

The end of the calendar year usually brings an increase in retirement processing and counseling. If you are planning to retire, it is recommended that you contact the NSSC to begin your application process at least 60-90 days before the date you wish to retire.

Choosing your Retirement Date
If you are covered by the Federal Employee's Retirement System (FERS), it is best to retire on the last day of the month to begin your annuity on the first of the following month. The annuity will begin to accrue the first day of the month following the month in which you retire.

If you are covered by the Civil Service Retirement System (CSRS), there is more flexibility. You may retire on the last day of the month or the first three days of the month, and your annuity begins to accrue the following day.

Until the Office of Personnel Management (OPM) finalizes the processing of your retirement, you will be placed in an interim pay status (a partial annuity). Currently, OPM has a six to nine-month backlog in processing retirement cases. You will need to be prepared to receive a partial annuity for up to nine months after your retirement date.

The NSSC provides face-to-face retirement counseling annually at each of the NASA Centers. Your Center HR office will announce the visit in time for you to schedule an appointment to meet with a counselor. Employees that are planning to retire within the year are given preference for face to face counseling.

In addition, the NSSC also provides counseling over the phone or by video conferencing that mirrors the face-to-face counseling. The NSSC counselor will work with you throughout the process. To avoid delays and to ensure your benefits are paid according to your wishes, you are encouraged to check all of your beneficiary forms. Be sure the person(s) named as your beneficiary(s) is correct and their home address is current.

How do I apply for retirement?
Contact the NSSC to begin your retirement by completing the online Retirement Application or Estimate form. If further assistance is needed please contact:

NSSC Customer Contact Center
1-877-NSSC123 (1-877-677-2123) or
Email: nssc-contactcenter@nasa.gov

Your NSSC Retirement Counselor will schedule retirement counseling and provide you with ongoing assistance throughout your retirement application processing.

www.nssc.nasa.gov/retirement

Human Resources

Federal Life Insurance

The Federal Government established the Federal Employees' Group Life Insurance (FEGLI) Program on August 29, 1954. It is the largest group life insurance program in the world, covering over four million Federal employees and retirees, as well as many of their family members.

OPM offers a number of Frequently Asked Questions related to FEGLI.

Most employees are eligible for FEGLI coverage, which provides group term life insurance. As such, it does not build any cash value or paid-up value. It consists of Basic life insurance coverage and three options. In most cases, if you are a new Federal employee, you are automatically covered by Basic life insurance, and your payroll office deducts premiums from your paycheck unless you waive the coverage.

In addition to the Basic, there are three forms of Optional insurance you can elect. You must have Basic insurance in order to elect any of the options. Unlike Basic, enrollment in Optional insurance is not automatic -- you must take action to elect the options. The cost of Basic insurance is shared between you and the Government. You pay 2/3 of the total cost, and the Government pays 1/3. Your age does not affect the cost of Basic insurance. You pay the full cost of Optional insurance, and the cost depends on your age.

The Office of Federal Employees' Group Life Insurance (OFEGLI), which is a private entity that has a contract with the Federal Government, processes and pays claims under the FEGLI Program.

FEGLI Calculator
The FEGLI Calculator allows you to determine the face value of various combinations of FEGLI coverage; calculate premiums for the various combinations of coverage; see how choosing different Options can change the amount of life insurance and the premium withholdings; and see how the life insurance carried into retirement will change over time.

Most Federal employees and annuitants, and their qualified relatives are eligible to apply for insurance coverage under the Federal Long Term Care Insurance Program. Learn More

Increasing life insurance:
FEGLI life insurance open seasons are extremely rare, and none is currently scheduled. Your Agency and OPM's website will announce when there is a life insurance open season coming up. The most recent FEGLI open seasons were held in 1999 and 2004.

Outside of an open season, eligible employees can enroll in or increase their coverage by taking a physical exam at their own expense or with a Qualifying Life Event. For more information about the physical exam, please see SF 2822.

FEGLI life events are marriage, divorce, death of spouse or acquisition of an eligible child. With a life event, you can enroll in or increase coverage in Basic, Option A, up to five multiples of Option B and/or up to five multiples of Option C. You must submit an SF 2817 to the NSSC within 60 days after the life event.

Reducing or cancelling life insurance:
You can reduce or cancel your FEGLI life insurance at any time, without waiting for an open season. If you are an employee, you may submit an SF 2817 to the NSSC, signing only for the coverage you want to keep.

If you are retired, there is no form; you must write a letter to OPM's Retirement Office stating clearly the reduction or cancellation you want to elect. Be sure to include your signature, annuity number (CSA/CSF) or social security number, and your phone number.

Send the letter to:
Office of Personnel Management Retirement Operations Center
P.O. Box 45
Boyers, PA 16017-0045

Please note that you cannot enroll, increase coverage or restore cancelled coverage after you have retired.

Financial Management
The Latest News about Accounts Receivable (AR)

As of May 21, 2014, the documentation links within the NSSC AR Notifications (Advanced Notification, Return Notification, and Unidentified Check Notification) are now accessible to external users who are currently on the AR Search Pool list.

Please note that emails prior to this date will require the documents to be accessed using a document search on the NSSC Search Manager website: https://ap.nssc.nasa.gov.

In accordance with the Fiscal Year-end closing guidance, NSSC Accounts Receivable department will begin Agency Reimbursable Billing September 28, 2014, at 6:00 a.m.

The NSSC Financial Management Team
The NSSC provides Accounts Payable, Accounts Receivable, Travel, Payroll and Fund Balance with Treasury services for each of the NASA Centers and Headquarters.

NASA Conference Tracking System (NCTS)

For detailed instructions on how to use NCTS, please reference the NASA Conference Tracking System Customer Guide.

In recent years, Congress placed various requirements on NASA regarding conference-related expenditures and attendance.

To accomplish the monitoring and reporting needed to meet the requirements of Congress, NASA created NCTS.

This system is moderator-assisted by the NSSC and by Points of Contacts within each NASA organization. The NSSC performs conference reporting and is responsible for the administration of the NCTS, which includes data entry for all reportable conferences and related costs.

Search for a list of NCTS Conferences at: http://ncts.nasa.gov/

Tracking estimated total cost is required in order for NASA to comply with its new conference approval requirements and cost limitations from the Office of Management and Budget (OMB).

The attendance tracking is required for foreign conferences to ensure that NASA does not exceed the congressionally established ceiling of 50 NASA attendees at any one foreign conference.

Also, domestic conference attendance tracking supports NASA's policy of limiting conference attendance to the minimum number of attendees required to accomplish its various missions.

www.nssc.nasa.gov/conferences

Financial Management
NASA Conference Tracking System (cont.)

The NSSC went live with the NCTS Version 3.1 enhancements on June 3, 2014.
NCTS enhancements include:

Conference Status & Search Parameters	
When established in NCTS, conferences' default status will be "Pending" until they are officially approved for attendance.	Previously the default was "Approved."
The lead Center/HQ Office will now be identified through a drop-down menu.	Previously the system did not have this functionality, thereby making it difficult for Centers/HQ Offices to identify who was leading the approval effort.
Conferences that have been disapproved will be able to be viewed and searchable along with approved and pending conferences.	Previously, disapproved conferences were not viewable.
"Not a Conference" status has been added to the choices of Pending, Approved and Disapproved. This covers those events that have been entered into NCTS, but later through the Conference Determination review process, are determined not to be a conference.	Previously events in this situation had been disapproved implying that they were not approved to be attended.

Attendee Entry	
Multiple entries of attendees can now be completed on the same screen at the same time.	Previously entry of attendees had to be completed one at a time.
Approval and disapproval of attendees can now be done on the same screen at the same time.	Previously, deliberations of attendees had to be done one at a time in the individual record.
Non-NASA emails can now be used in NCTS.	Previously, Contractors without NASA email addresses, had to use a central point of contact to receive updates and deliberations rather than getting those communications directly.
Attendance purpose drop down menu has been enhanced to better reflect current roles. Options now include a Speaker, Presenter, Session Chair, Panel Moderator, Panelist, Booth/Exhibit and Attendee.	Previously, choices were limited to Presenter, Attendee Only or Display Team Only.

Attendee Review and Deliberation	
All Attendees will have a default status of "pending" when initially entered into NCTS.	Previously, the first attendee entered into the system defaulted to "approved."
Approval and disapproval of attendees can now be performed on the same screen at the same time.	Previously, deliberations of attendees had to be done one at a time in their individual record.
A sort function has been added to the Attendees screen in order to make deliberation easier. Sorts can be done by each column on the Attendees screen such as "Pending," "Approved," "Disapproved," "Name," "Center" and more.	This functionality did not exist previously.

Other Functionality	
Moderators can now adjust various items (e.g., correcting email, phone or Center) on the Attendee registration record.	Previously, the NSSC moderator had to be contacted if there was a change to anything other than estimated costs.
If a conference's status is changed from "Approved" to "Disapproved" or "Not a Conference," all attendees in the system, for that event, will be sent a notification. The moderator making this change will receive a cautionary notice, that they will have to acknowledge, before this is performed by the system.	This functionality did not exist previously.

www.nssc.nasa.gov/conferences

Financial Management
Travel Service Enhancements

NASA transitioned from travel system, FedTraveler.com, to a new Concur Government Edition (CGE) on June 30, 2014.

CGE is a Government-wide, web-based travel management service that has consolidated and automated travel management.

The result is an end-to-end travel service on the desktop of every NASA traveler, for processing their voucher, as well as, supporting all phases of travel from planning, authorizations and reservations.

Before using CGE for the first time, you must update your profile by clicking the Profile link at the top of the landing page and then reviewing, updating, and saving your profile information.

For more information about travel services go to: https://www.nssc.nasa.gov/travel.

The NSSC provides travel reimbursement services for all authorized Agency travel including: Domestic, Foreign, Local, Extended TDY and Change of Station.

Latest News in Travel
Change of Station (COS)

The NSSC Travel office is reviewing employee files and sending reminder emails to submit vouchers for reimbursements. Also, many of the NASA Forms used for COS have been updated and some issued new form numbers. See NASA Electronic Forms (NEF) website.

For more information visit the Change of Station page at: https://www.nssc.nasa.gov/changeofstation.

Use of Travel Cards

Travel cards are to be used for official NASA Government travel-related expenses only and should not be used for personal expenses while on official travel.

Dates to Remember

June 30 – July 30:

FedTraveler Travel Authorizations approved June 27 and prior may have amendments created
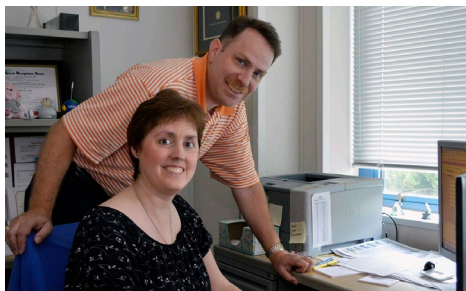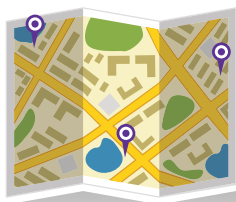
July 30:

Last day to amend an APPROVED authorization in FedTraveler

August 1:

Last day to SUBMIT Extended TDY and Foreign Vouchers

August 8:

Last day to SUBMIT Domestic Vouchers

Travel Links

Domestic Travel

Foreign Travel

Extended Travel

Travel Card

Federal Travel Regulations

Managers from the Enterprise Service Desk (ESD) are refining the ServiceNow schedule.

Information Technology
ServiceNow and the NSSC

The NSSC is transitioning from BMC Remedy to ServiceNow to improve its current work management system while creating opportunity for a new, robust and mobile capability for NASA users. This transition will take the NSSC's work management system to a next-generation.

The transition goals are to consolidate as many of the NSSC's workflows, applications and services into one environment as practical to: reduce the cost of IT, create a streamlined IT infrastructure, improve recovery times after disasters and to unleash the creativity of the functional NSSC user. The ultimate goal is to create processes and procedures to deliver NASA users better, faster and cheaper services.

The NSSC users and stakeholders will begin meeting with ServiceNow consultants and an NSSC Business Analyst this summer to evaluate the level of effort needed to transition Human Resources, Information Technology, Finance and Procurement processes, and to begin transitioning capabilities from the current system to ServiceNow. The purpose of this project is to migrate all NSSC workflow and applications currently residing on the BMC Remedy 7.5 platform to a ServiceNow-hosted environment. This includes but is not limited to the following:

• Incident Management (trouble tickets)
• Knowledge Management (knowledge articles)
• Service Request Management (the ESD catalog, aka "Order Services")
• Dashboards & Analytics
• ESD Tier-0
• ESD Notifications Tool

While new to the NSSC, ServiceNow is a global brand. This service will automate processes across all business boundaries of the NSSC from onboarding to separation. Managers can leverage the self-service portal to request ACES equipment for new hires and initiate other key, new-employee processes. Analytics reports will help teams seamlessly track performance and other critical metrics in near-real time. Automating what once were manual tasks and migrating many current automation processes will result in significant gains in NSSC productivity.

The NSSC is excited to be supporting the NASA goal to utilize cloud computing, realize cost savings and efficiencies that ServiceNow will provide.

ESD Face-to-Face Meeting

The ESD's Subject Matter Experts (SME) annual Face-to-Face (F2F) took place at LaRC June 17-19.

Highlights for the meeting included: advanced analytics training, a new strategy for promoting ESD Tier-0 and discussions regarding Center-specific and ESD-related processes.

During the event, the Subject Matter Experts (SMEs) were provided a two-hour presentation by ServiceNow representatives who offered a live demonstration of ServiceNow's capabilities.

Also, the group had the opportunity to meet the NSSC's Executive Director, Mark Glorioso, who was at Langley Research Center for meetings with Center leadership.

The NSSC Executive Director, Mark Glorioso speaking with the SMEs at Langley Research Center on June 17.

Procurement
Refresher Training Course Available

The Contracting Officer's Representative (COR) Refresher Training Course is no longer a requirement of the NASA Federal Acquisition Certification-Contracting Officer's Representatives (FAC-COR) Program.

An onsite COR Refresher Training Course is still available off the NSSC COR Training Blanket Purchase Agreement for Centers that have this need. FAC-COR holders are still responsible for maintaining 40 Continuous Learning Points (CLPs) during the appropriate two-year cycle to maintain a FAC-COR certification. Supervisors are responsible for working with their CORs to identify courses with the greatest benefit for professional development for the COR to meet the 40 CLP requirement.

These courses must be job related. CLPs are continuing education credits adopted to support the certification and training around Federal acquisition.

The NSSC provided a tour of the Customer Contact Center, Enterprise Service Desk and the Document Imaging area to the NASA Procurement Leaders after an annual leadership meeting, at the NSSC, June 3, 2014.

NASA Procurement Leaders

Enterprise Software Licensing

The Enterprise License Management Team (ELMT) Program was established April 1, 2008, to provide support for the discovery, analysis, establishment and management of Agency enterprise software licensing.

The ELMT maintains licensing and contract consolidation initiatives for NASA and negotiates economy of scale pricing for selected software.These enterprise agreements optimize cost savings by leveraging the full purchasing capacity of the Agency.
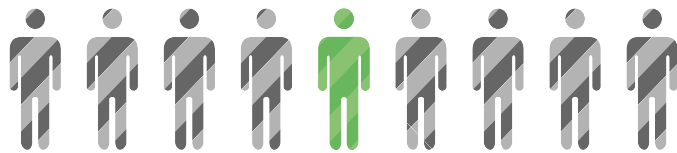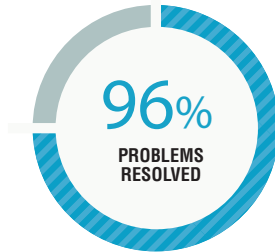
Since the ELMT was established at the NSSC in 2008, its efforts have resulted in NASA realizing $29.2M to-date in cumulative cost avoidance/ savings for software licensing and support.

The current ELMT portfolio includes 30 software agreements, with new software agreements opportunities for the Agency continuously considered for addition. For more information please go to: https://www.nssc.nasa.gov/ elmt.

The ELMT Team is there for you!
Get the Latest News and view the ELMT Portfolio.

Customer Satisfaction Highlights

These are the NSSC's Customer Contact Center and Retirement Counseling Services Second Quarter FY14 cumulative customer satisfaction survey results.

96%
SATISFIED WITH
PERFORMANCE

96%
PROBLEMS
RESOLVED

97%
TIMELY SERVICE
PROVIDED

98%
FOUND NSSC
KNOWLEDGABLE

Be the One to make a difference!

Take a moment to provide your feedback to us and tell us your NSSC Story. We want to hear from you! Simply fill out this survey.

Business and Administration

Voice of the Customer

The NSSC is fundamentally changing the way NASA does business. In order to maintain customer loyalty and satisfaction, we must deliver a higher level of service while remaining customer focused.

Customer Satisfaction Surveys

To help us gauge how we are performing, we have conducted a number of customer satisfaction surveys. If you would like to know more about what we learned from these surveys, please feel free to read the executive summaries: Customer Satisfaction Surveys.
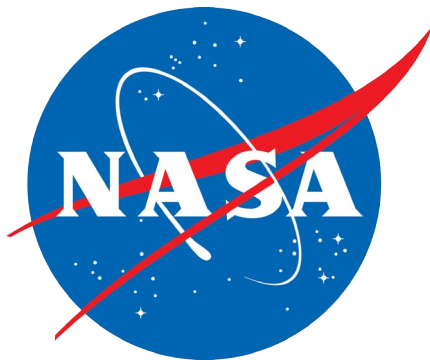
NSSC Performance and Utilization Reports

Are you curious about how the NSSC is performing? Get the latest information on NSSC metrics and performance by reviewing the latest Performance and Utilization Report.

www.nssc.nasa.gov/metrics

NASA Shared Services Center

Building 1111, C Road
Stennis Space Center, MS 39529

www.nssc.nasa.gov

NSSC Customer Contact Center
Call   1-877-677-2123 (1-877-NSSC123)
Email   nssc-contactcenter@nasa.gov
Fax   1-866-779-6772 (1-866-779-NSSC)

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