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Space Administration

NASA Shared Services Center
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NASA Shared Services Center Service Delivery Guide

NSSC-HR-SDG-0032 Revision A

Effective Date: April 9, 2008
Expiration Date: April 9, 2013

MAINTENANCE OF OFFICIAL EMPLOYEE AND PERFORMANCE RECORDS

Responsible Office: Human Resources

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Approved by

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DOCUMENT HISTORY LOG

Status (Basic/Revision Cancelled)	Document Version	Effective Date	Description of Change
Basic	Basic	8/10/07	Basic Release
Revision	A	4/9/08	<ul style="list-style-type: none"> • Added Process 8 – eOPF Removal of Misfiled Document to the Processes section. • Added Process 8 – eOPF Removal of Misfiled Document to the Process Flow section. • Fixed formatting in several areas. • Updated Table of Contents. • Updated flowcharts. • Removal of processes utilized prior to the transition of New Hire, Transfer and Reassignment In-Processing Service Delivery Guide (3.2.3.3). • Removal of actions also documented in New Hire, Transfer and Reassignment In-Processing Service Delivery Guide (3.2.3.3).

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Maintenance of Official Employee and Performance Records

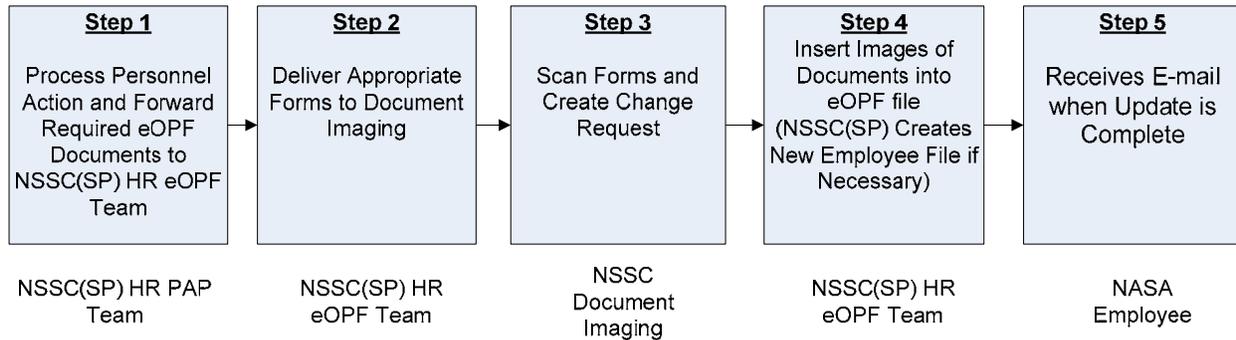
Introduction

The maintenance of official employee records includes receipt, management, and disposition of official personnel records in accordance with National Aeronautics and Space Administration (NASA) and Office of Personnel Management (OPM) guidance. As part of the government-wide Enterprise Human Resources Initiative (EHRI), OPM has mandated that the employee records historically maintained in hard copy format in the Official Personnel Folder (OPF) will be maintained in the electronic Official Personnel Folder (eOPF) system. Access is provided via a Web-based system maintained by the National Business Center (NBC) in the Department of the Interior (DOI). The NASA Shared Services Center (NSSC) roles include:

- Taking prompt action to create OPFs/eOPFs upon the accession actions of new employees.
- Maintaining, purging, and updating the OPFs/eOPFs of all active NASA Civil Servants (CSs) in accordance with NASA regulations, OPM regulations, and the applicable eOPF systems guidance on the function.
- Maintaining a Help Desk to provide assistance to NASA employees who experience access problems or have questions concerning navigation within the system, completion of searches, printing documents, etc.
- Utilizing the Transfer function within eOPF to transfer eOPF files to other eOPF-compliant agencies when NASA employees accept employment with other agencies. When the gaining agency is not yet eOPF-compliant, NSSC will initiate the transfer of the eOPF. NSSC will also coordinate the successful transfer and disposition of OPFs/eOPFs when employees resign or retire.
- Performing Systems Administrator functions for the eOPF accounts for all NASA employees. These functions include the following:
 - Creating, activating, and inactivating eOPF accounts
 - Establishing and deleting Human Resources (HR) Specialist and Super User access for HR Office employees and investigators
 - Processing transfer information on transferring employees in accordance with OPM guidance (via Standard Form (SF)-75, Request for Preliminary Employment Data)

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PROCESS 1 – eOPF Update Process (Including Import)



Roles & Responsibilities

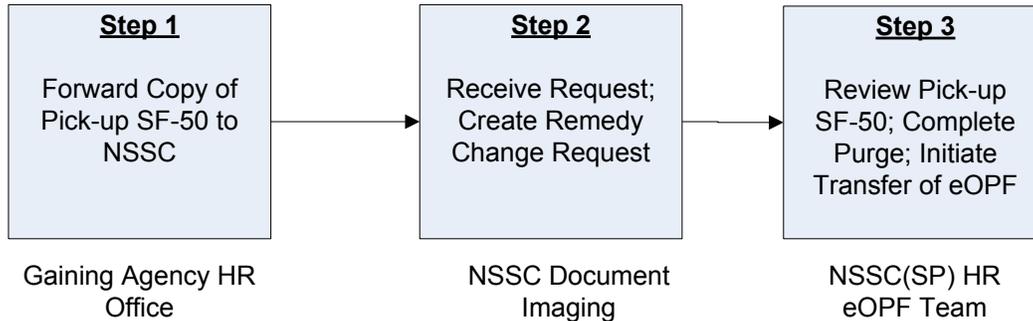
Process 1 – eOPF Update Process (Including Import)		
Roles and Responsibilities	Action	Tips/Notes
Step 1 NSSC(SP) HR PAP Team Process Personnel Action and Forward Required eOPF Documents to NSSC(SP) HR eOPF Team	Completes Personnel Processing actions, updates WTTS, and forwards documents to NSSC Service Provider (SP) HR eOPF team. Output: Hard Copy Forms are forwarded to NSSC(SP) HR eOPF team for processing	See New Hire, Transfer, and Reassignment In-Processing Service Delivery Guide (3.2.3.3) for related information. If employee is an import (employee moving to NASA from another agency), NSSC(SP) HR PAP sends pickup SF-50 to losing agency.
Step 2 NSSC(SP) HR eOPF Team Deliver appropriate forms to Document Imaging	NSSC(SP) HR eOPF team delivers eOPF documents to NSSC Document Imaging Output: Documents are forwarded to Document Imaging	
Step 3 NSSC Document Imaging Scan Forms and Create Change Request	Receives and scans eOPF documents; creates a Change Request in Remedy with a link to the scanned documents; and assigns the ticket to NSSC(SP) HR. Output: Scanned images, Remedy Change Request created	

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Process 1 – eOPF Update Process (Including Import)		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 4</p> <p>NSSC(SP) HR eOPF</p> <p>Insert Images of Documents into eOPF File (NSSC(SP) Creates New Employee File if Necessary)</p>	<p>Upon receipt of the Change Request, locates existing eOPF file or establishes new employee file in the eOPF system for new hires.</p> <p>Inserts the electronic images into the eOPF system and completes indexing.</p> <p>If update is for an import (employee moving to NASA from another agency), SP completes purge in OPF, sends for scanning and imports.</p> <p>Completes quality check of image quality and accuracy of indexing on a sample of imported documents.</p> <p>Output: Updated eOPF file; Change Request updated and closed</p>	<p>Documents stored in eOPF include an Employee's Offer Letter, Acceptance Letter, Resume, Justification for Superior Qualifications, SF-2809, SF-2823, SF-1152, SF-3102, SF-61, and OF-306.</p> <p>Legend is followed for import of documents.</p> <p>Completed files are sent to NPRC for storage.</p>
<p>Step 5</p> <p>NASA Employee</p> <p>Receives E-mail when Update is Complete</p>	<p>Receives Auto-Generated e-mail from eOPF upon Successful Storage of Document</p> <p>Output: Notification of completion delivered</p>	

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PROCESS 2 – Transfer OPF to Another Agency Process

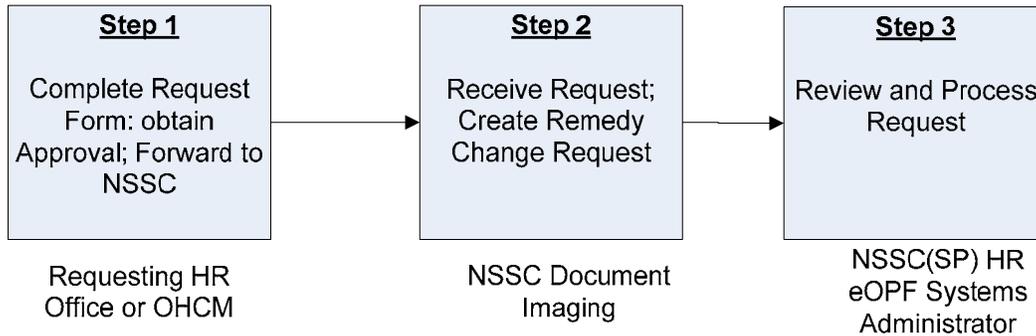


Roles & Responsibilities

Process 2 – Transfer OPF to Another Agency Process		
Roles and Responsibilities	Action	Tips/Notes
Step 1 Gaining Agency HR Office Forward Copy of Pick-up SF-50 to NSSC	After personnel action has processed, forwards copy of the pick-up SF-50 to NSSC Document Imaging. Output: Request and pick-up SF-50 sent for transfer of OPF	See Process 6 for exchange of SF-75, Request for Preliminary Employment Data.
Step 2 NSSC Document Imaging Receive Request; Create Remedy Change Request	Receives request; creates Remedy Change Request; and assigns to NSSC(SP) HR eOPF Team. Output: Change Request	
Step 3 NSSC(SP) HR eOPF Team Review Pick-up SF-50; Complete Purge; Initiate Transfer of eOPF	Receives Change Request; reviews pick-up SF-50; purges OPF in accordance with the Guide to Personnel Recordkeeping for transfer between agencies; and initiates transfer of the eOPF Output: SF-50 reviewed; OPF purged; and eOPF transferred	Machine settings vary slightly for transfers to eOPF compliant/non-compliant agencies. Transfer set to become an electronic function of eOPF in 2008.

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PROCESS 3 – System Access Maintenance Process

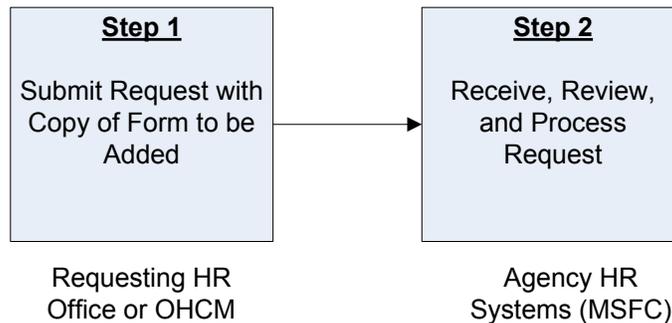


Roles & Responsibilities

Process 3 – System Access Maintenance Process		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 1</p> <p>Requesting HR Office or OHCM</p> <p>Complete Request Form; Obtain Approval; Forward to NSSC</p>	<p>Completes the eOPF System Access request form with specific data on the access to be added or deleted for HR Specialist, Super User, or Investigator roles. This includes establishing any required exclusions to specific organizations or individuals.</p> <p>Obtains approval from the responsible approving official, and forwards via Fax or encrypted e-mail to NSSC.</p> <p>Output: Completed request form</p>	<p>The request form must include specifics on the access level to be granted.</p> <p>Provide specifics on any exclusions to be used to preclude access to eOPFs on relatives or any other conflicts/issues.</p>
<p>Step 2</p> <p>NSSC Document Imaging</p> <p>Receive Request, Create Remedy Change Request</p>	<p>Receives request; establishes Change Request; creates link to the image of the request; and assigns to NSSC(SP) HR eOPF Systems Administrator.</p> <p>Output: Change Request</p>	
<p>Step 3</p> <p>NSSC(SP) HR eOPF Systems Administrator</p> <p>Review and Process Request</p>	<p>Reviews the request; adds/deletes the access in the eOPF system; sends an e-mail response to the requestor; and updates and closes the Change Request.</p> <p>Output: Access granted/deleted as requested; Change Request updated and closed</p>	

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PROCESS 4 – eOPF Forms Maintenance Process

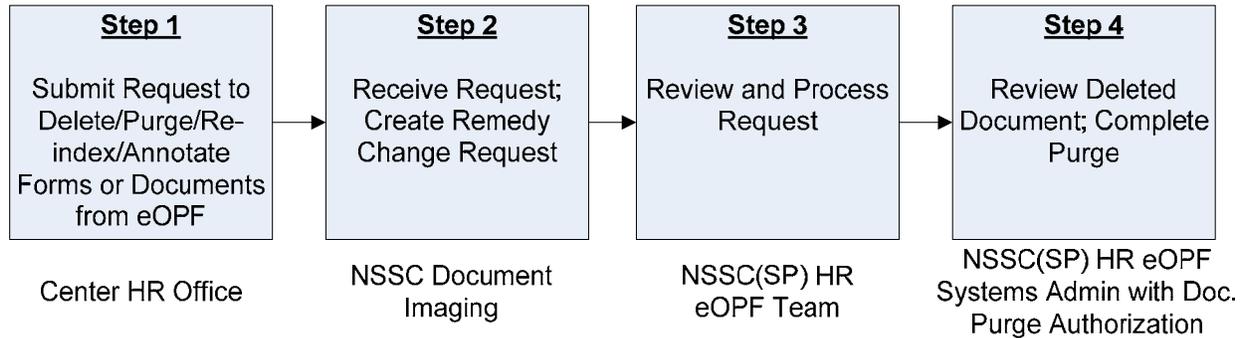


Roles & Responsibilities

Process 4 – eOPF Forms Maintenance Process		
Roles and Responsibilities	Action	Tips/Notes
Step 1 Requesting HR Office or OHCM Submit Request with Copy of Form to be Added	Submits copy of form and request for the form to be added to the Master Forms Listing. Output: Submission of request to add a form	Any request made to the NSSC will be forwarded to the Agency HR Systems Office at MSFC.
Step 2 Agency HR Systems (MSFC) Receive, Review, and Process Request	Reviews the request, and takes necessary steps to add the form to the eOPF system. Sends an e-mail notification to the requestor (and the eOPF POCs at each Center) that a form has been added. Updates Change Request and forwards to EDI for addition to database of forms to be anticipated for eOPF. Output: Form added to eOPF system as requested; Notification to requestor and the eOPF POCs; Change Request updated and forwarded to Document Imaging	

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PROCESS 5 – eOPF Delete/Purge/Re-index/Annotate Process



Roles & Responsibilities

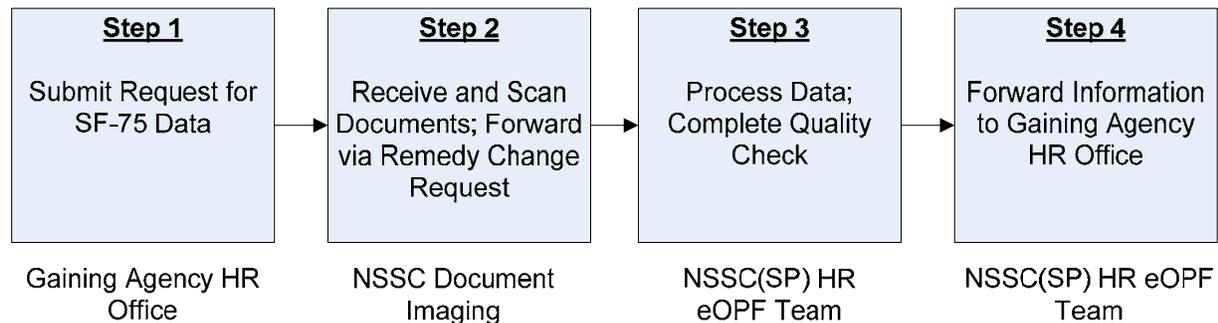
Process 5 – eOPF Delete/Purge/Re-index/Annotate Process		
Roles and Responsibilities	Action	Tips/Notes
Step 1 Center HR Office Submit Request to Delete/Purge/Re-index/Annotate Forms or Documents from eOPF	Submits request to NSSC to delete/purge/re-index/annotate forms or other documents (or any specific pages within a document) that are inappropriate for retention in eOPF. Output: Request submitted with identifying information or a copy of the document to be deleted	Include any pertinent information as to the reason for deletion. Requests concerning misfiled documents that pose privacy issues will be marked Urgent for priority processing.
Step 2 NSSC Document Imaging Receive Request; Create Remedy Change Request	Receives request; creates Change Request in Remedy; forwards to NSSC(SP) HR eOPF team. Output: Change Request	
Step 3 NSSC(SP) HR eOPF Team Review and Process Request	Locates specific form or document to be deleted and completes deletion. Document automatically moved to a final purge queue awaiting action from Specialist with final purge authority. Output: Document deleted as requested	Document is no longer visible to employee or any other users who do not belong to the eOPF group with final purge authority.

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Process 5 – eOPF Delete/Purge/Re-index/Annotate Process		
Roles and Responsibilities	Action	Tips/Notes
Step 4 NSSC(SP) HR eOPF Systems Administrator with Document Purge Authorization Review Deleted Document; Complete Purge	Reviews document prior to final deletion. If deletion is appropriate, takes necessary steps to delete the form or document. Updates and closes Change Request. Output: Final purge of document is completed. Change Request is updated and closed	Any policy issues as to the appropriateness of deletion are elevated to NSSC(CS) (Level 3).

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PROCESS 6 – SF-75 Information Request Process

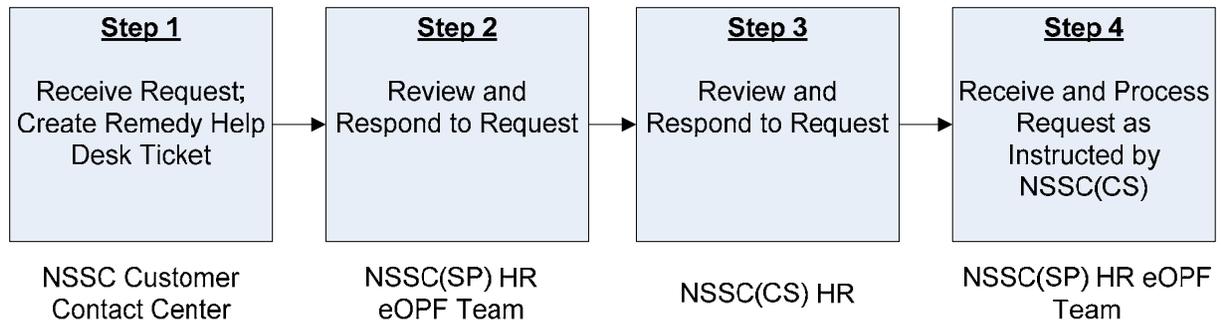


Roles & Responsibilities

Process 6 – SF-75 Information Request Process		
Roles and Responsibilities	Action	Tips/Notes
Step 1 Gaining Agency HR Office Submit Request for SF-75 Data	Sends the Request for SF-75 data to NSSC. Output: Request submitted for SF-75 employee data	If the gaining Agency is eOPF (Version 4) compliant, the SF-75 information is processed via the transfer portion of eOPF.
Step 2 NSSC Document Imaging Receive and Scan Documents; Forward via Remedy Change Request	Receives and scans the request; creates a Change Request in Remedy; and assigns it to NSSC(SP) HR eOPF Team. Output: Scanned documents; Forwarded Change Request	
Step 3 NSSC(SP) HR eOPF Team Process Data; Complete Quality Check	Processes SF-75 data and completes quality check. Output: SF-75 data processed	Any issues that arise during the quality review will be raised to NSSC(CS) (Level 3) to review and discuss with the losing Center HR Office as may be appropriate.
Step 4 NSSC(SP) HR eOPF Team Forward Information to Gaining Agency HR Office	Forwards requested information to gaining Agency HR Office. Updates and closes Change Request. Output: Change Request updated and closed	

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PROCESS 7 – eOPF Help Desk Inquiries Process



Roles & Responsibilities

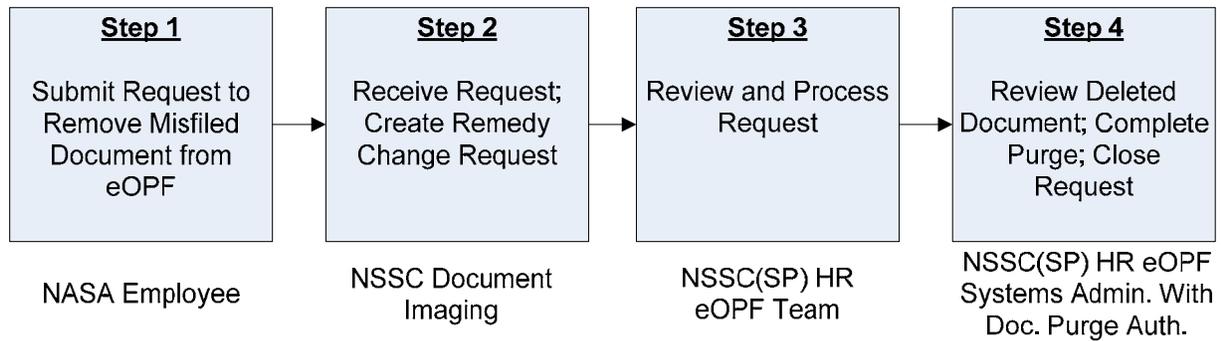
Process 7 – eOPF Help Desk Inquiries Process		
Roles and Responsibilities	Action	Tips/Notes
Step 1 NSSC Customer Contact Center Receive Request; Create Remedy Help Desk Ticket	Receives request for assistance with eOPF password or processes. Establishes a Help Desk ticket in Remedy and records specifics of the request. Re-sets password or provides other requested assistance to the degree authorized. If request is fulfilled, Help Desk ticket is updated and closed. If unable to resolve request, forwards Help Desk ticket to NSSC(SP) HR eOPF Team (Level 2). Output: Assistance is provided. Help Desk ticket is closed or ticket is forwarded for action	Support to HR Specialists or OPM Investigators began August 20, 2007. Help Desk support to employees was scheduled to shift from the National Finance Center to NSSC in February 2008.

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Process 7 – eOPF Help Desk Inquiries Process		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 2</p> <p>NSSC(SP) HR eOPF Team</p> <p>Review and Respond to Request</p>	<p>Reviews Help Desk ticket, contacts requestor, and provides necessary assistance.</p> <p>Any unresolved tickets requiring a policy interpretation are raised to NSSC(CS) (Level 3).</p> <p>Output: Necessary assistance is provided. Help Desk ticket is updated and closed or ticket is forwarded for action</p>	
<p>Step 3</p> <p>NSSC(CS) HR</p> <p>Review and Respond to Request</p>	<p>Reviews Help Desk ticket. Researches and coordinates appropriate action or response.</p> <p>If additional NSSC(SP) HR action is required, returns Help Desk ticket to NSSC(SP) eOPF Team with specifics.</p> <p>Output: Necessary assistance is provided. Help Desk ticket is updated and closed or ticket is forwarded for action</p>	
<p>Step 4</p> <p>NSSC(SP) HR eOPF Team</p> <p>Receive and Process Request as Instructed by NSSC(CS)</p>	<p>Receives/reviews Help Desk ticket from NSSC(CS) HR, and completes required action. Updates and closes Help Desk ticket.</p> <p>Output: Necessary assistance is provided. Help Desk ticket is updated and closed</p>	

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PROCESS 8 – eOPF Removal of Misfiled Document Process



Roles & Responsibilities

Process 8 – eOPF Removal of Misfiled Document Process		
Roles and Responsibilities	Action	Tips/Notes
Step 1 NASA Employee Submit Request to Remove Misfiled Document from eOPF	Submits request to NSSC to remove forms or other documents that are misfiled in eOPF. Request should include a copy of the misfiled document. Output: Request submitted with identifying information or a copy of the document to be removed	Include any pertinent information as to the reason for deletion. Requests concerning misfiled documents that pose privacy issues will be marked Urgent for priority processing.
Step 2 NSSC Document Imaging Receive Request; Create Remedy Change Request	Receives request; creates Change Request in Remedy; forwards to NSSC(SP) HR eOPF team. Output: Change Request created	Step two may be skipped if the request to delete/purge/re-index/annotate forms or other documents is made directly through the NSSC Customer Contact Center.
Step 3 NSSC(SP) HR eOPF Team Review and Process Request	Reviews request, checks eOPF, locates specific form or document to be deleted, and completes deletion. Document automatically moved to a final purge queue awaiting action from Specialist with final purge authority. Output: Document deleted as requested	Document is no longer visible to employee or any other users who do not belong to the eOPF group with final purge authority. If P11 issue involved, employee reporting misfiling is required to notify their Center's ISTEM within one hour.

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Process 8 – eOPF Removal of Misfiled Document Process		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 4</p> <p>NSSC(SP) HR eOPF Systems Administrator with Document Purge Authorization</p> <p>Review Deleted Document; Complete Purge; Close Request</p>	<p>Reviews document prior to final deletion.</p> <p>Updates and closes Change Request.</p> <p>Output: Final purge of document is completed. Change Request is updated and closed</p>	

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METRICS

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC	eOPF Maintenance	eOPF System	Documents will be filed within 10 business days of submitted Change Request Goal = 90%

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PRIVACY DATA

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

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SYSTEM COMPONENTS

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
FPPS	Federal Personnel Payroll System	User and user support	Web access
TechDoc	Electronic Library	User and user support	Web
Remedy	Workload Management System	User and user support	Remedy
NSSC Web Portal	Internet Marketing and Communication Tool	User and user support	Web

New Systems

Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
eOPF (EHRI initiative)	Maintain all official information, forms, data that comprise the OPF.	User and user support	Web access to FPPS

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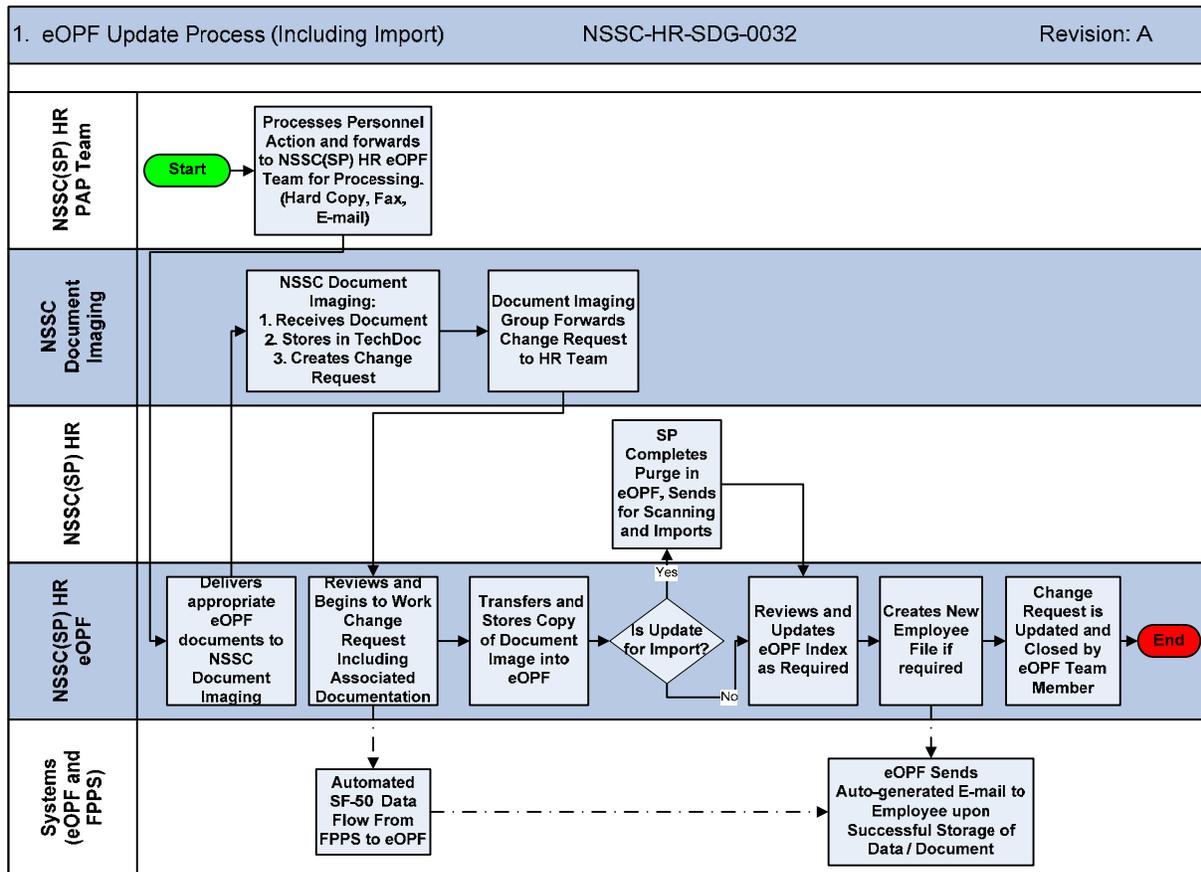
CUSTOMER CONTACT CENTER STRATEGY

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

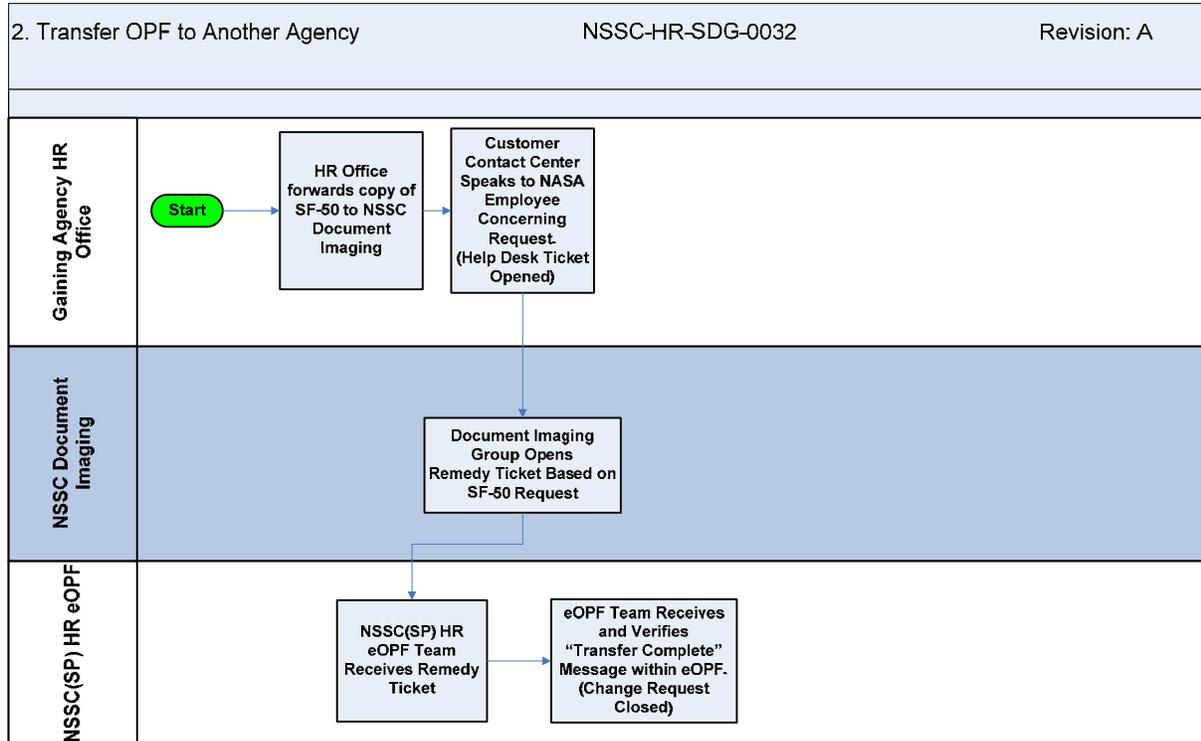
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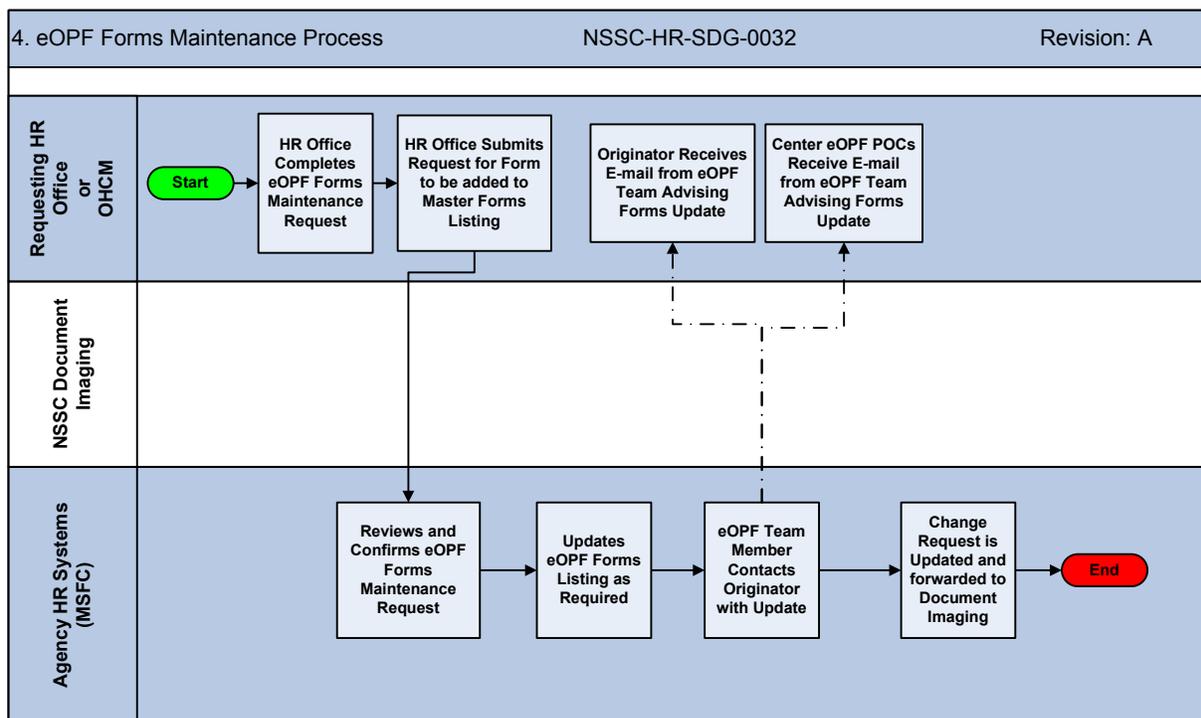
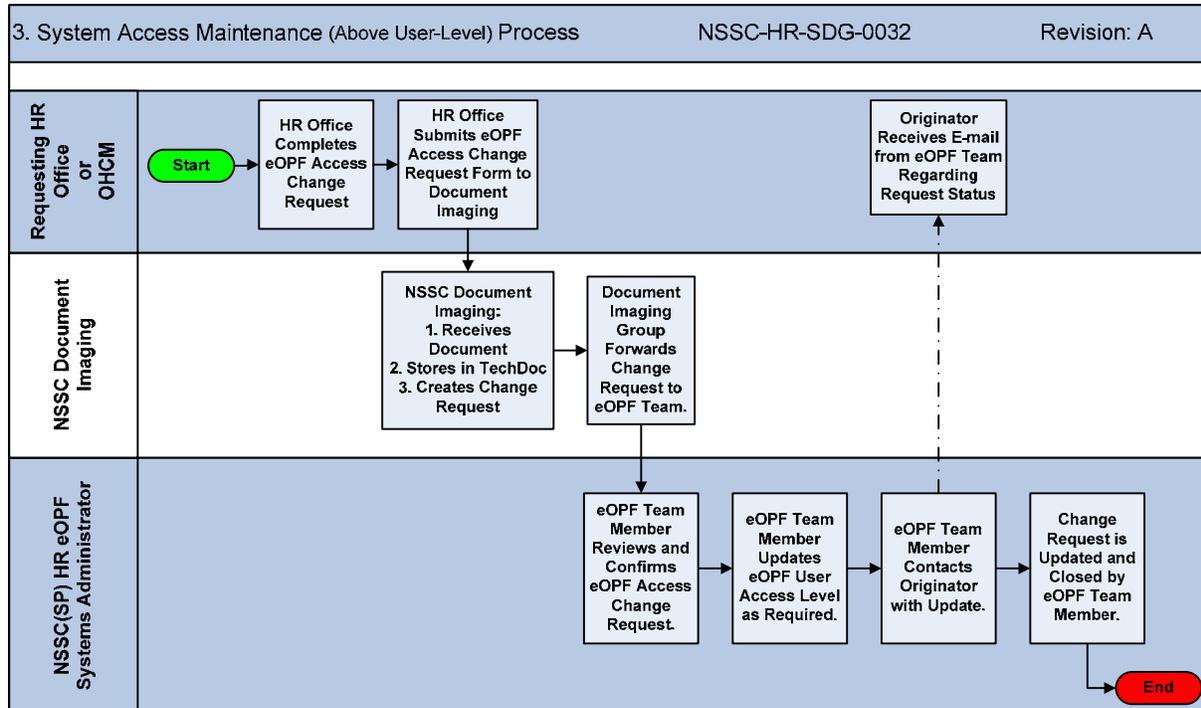
Appendix A-Maintenance of Official Employee and Performance Records Process Flow



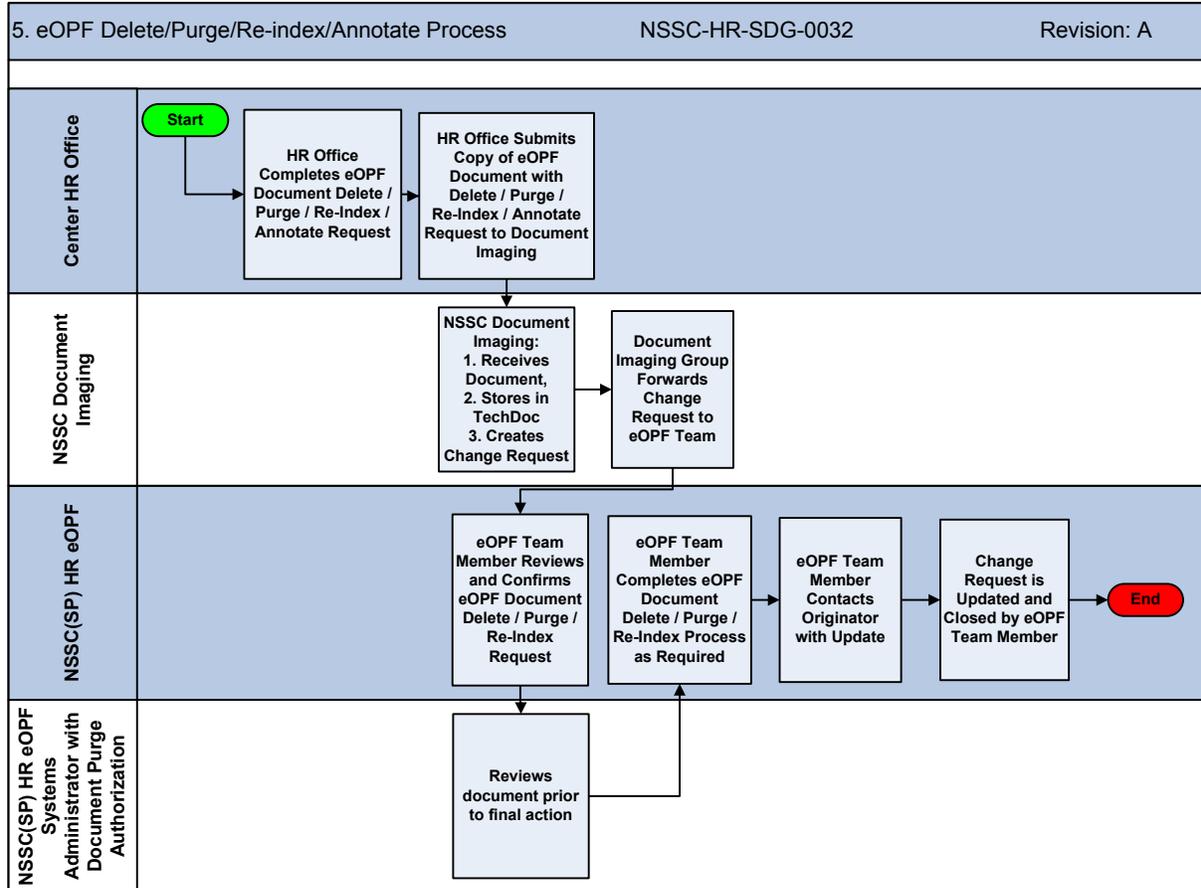
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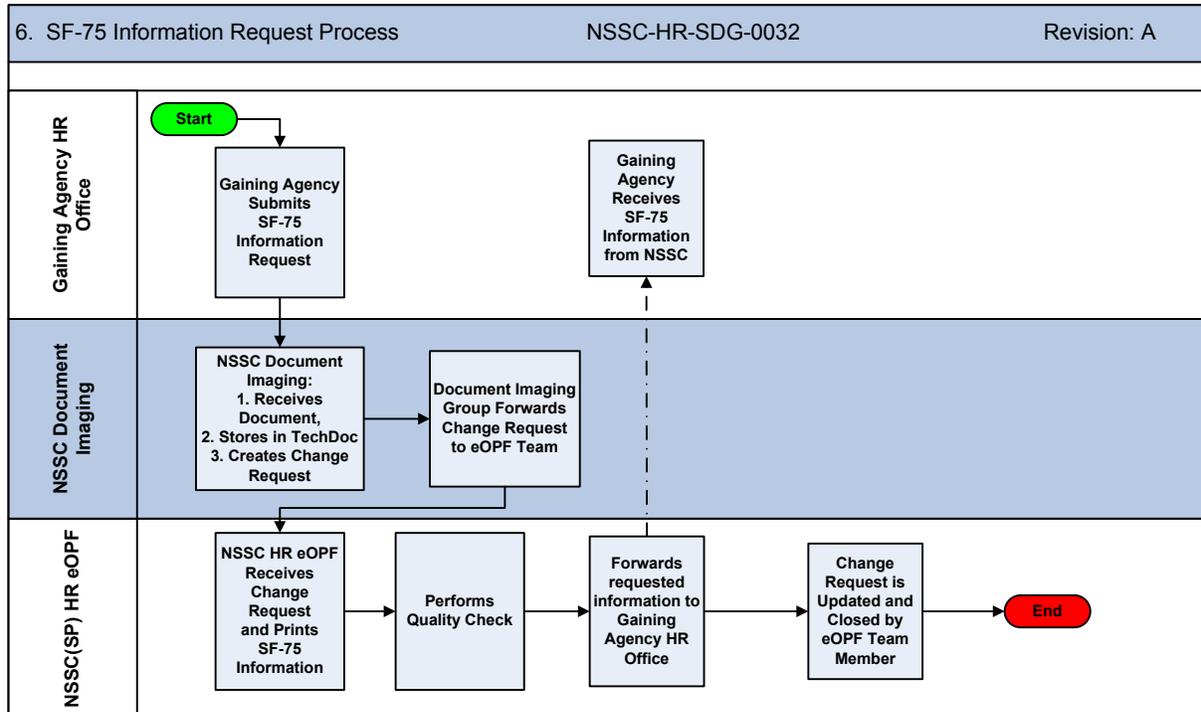
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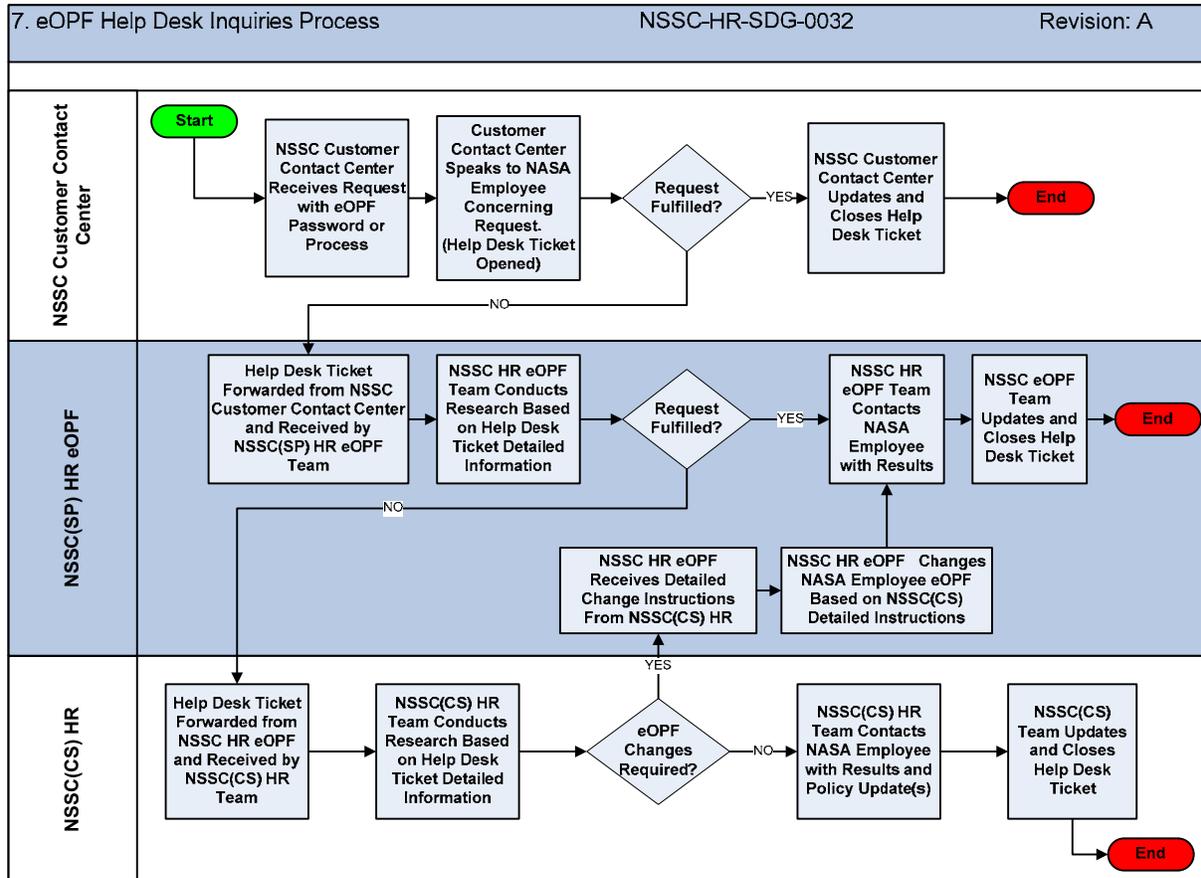
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