

NASA SHARED SERVICES CENTER OVERVIEW

Ken Newton, Director of Service Delivery

NASA SHARED SERVICES CENTER
Enable Mission Success

National Aeronautics and Space Administration

NASA has more than 18,000 Civil Service employees and approximately 40,000 contractors at or near Headquarters and 10 Field Centers

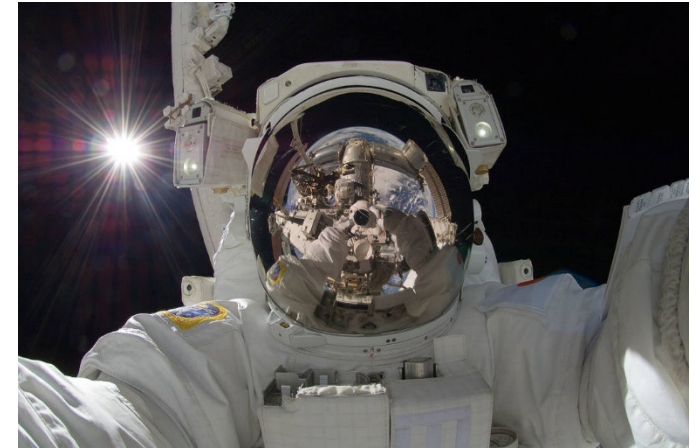
Five Mission Directorates:

- Aeronautics Research
- Exploration Systems
- Space Operations
- Science
- Space Technology

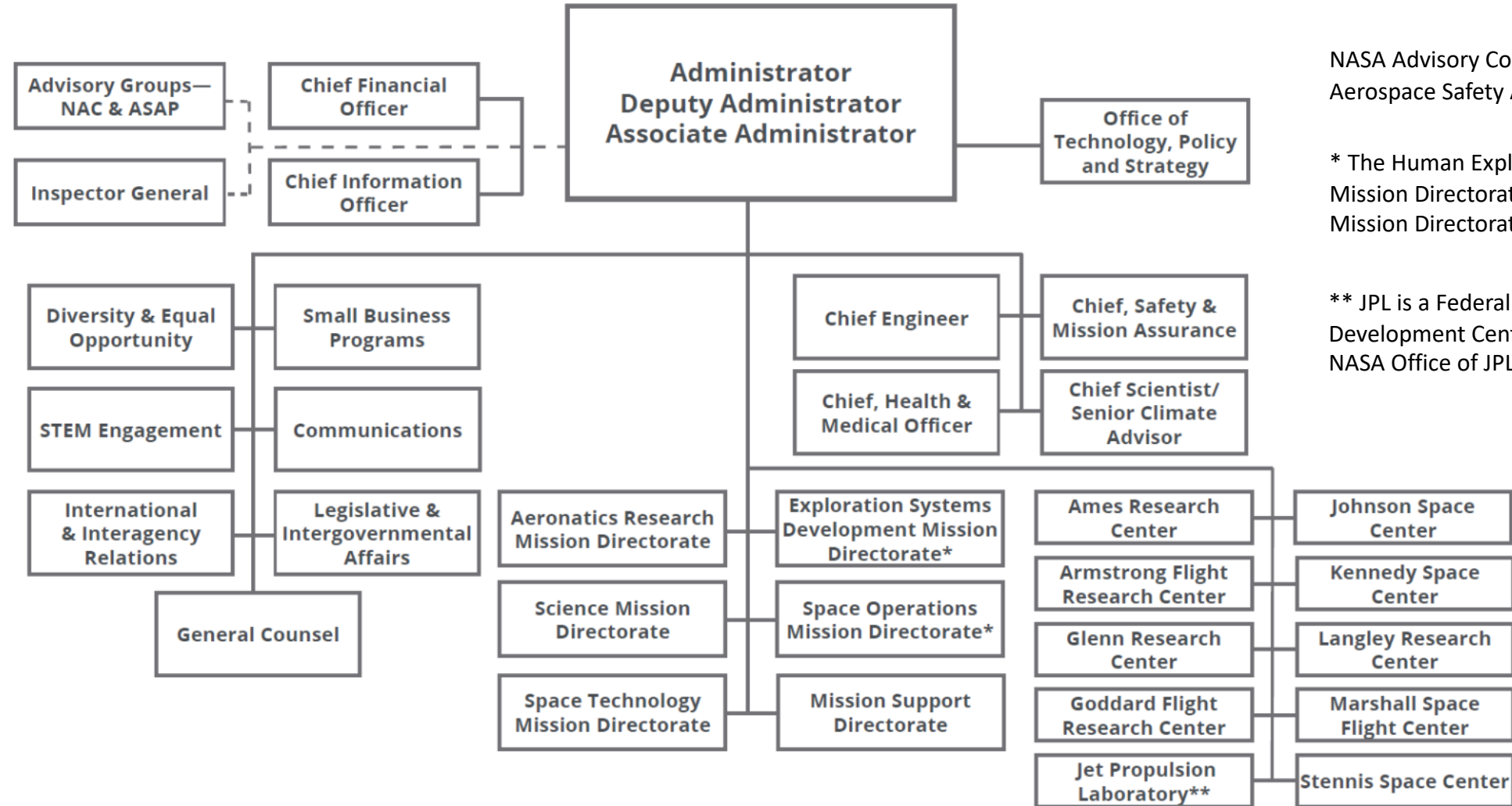


NASA's FY24 budget is \$24.9 billion

NASA's FY25 budget request is \$25.4 billion



NASA Organizational Structure



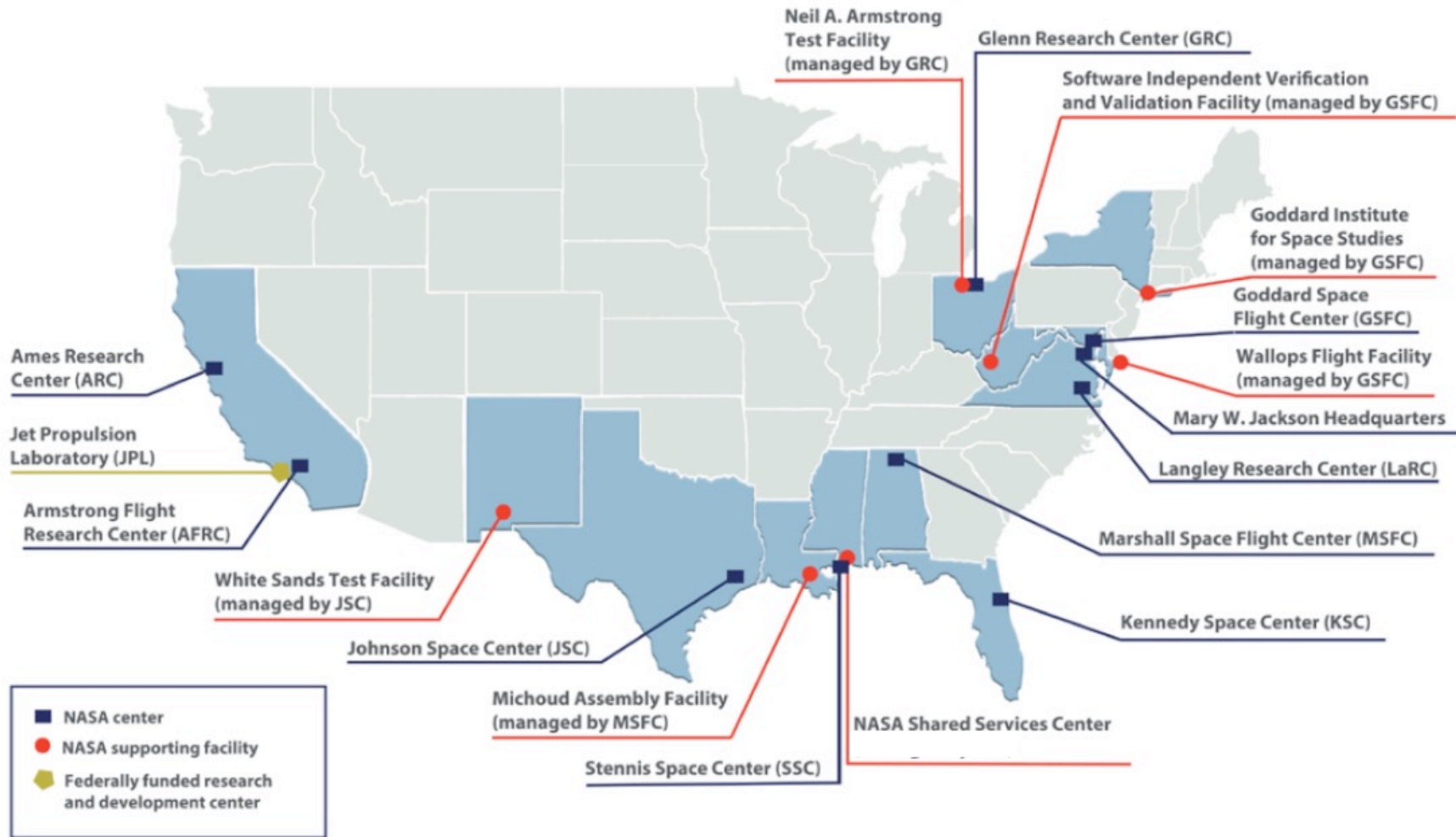
NASA Advisory Council (NAC)
Aerospace Safety Advisory Panel (ASAP)

* The Human Exploration and Operations
Mission Directorate reorganized into two
Mission Directorates at the beginning of FY22

** JPL is a Federally Funded Research and
Development Center (FFRDC) managed by the
NASA Office of JPL Management and Oversight

NASA SHARED SERVICES CENTER

NASA Centers and Facilities



NASA SHARED SERVICES CENTER

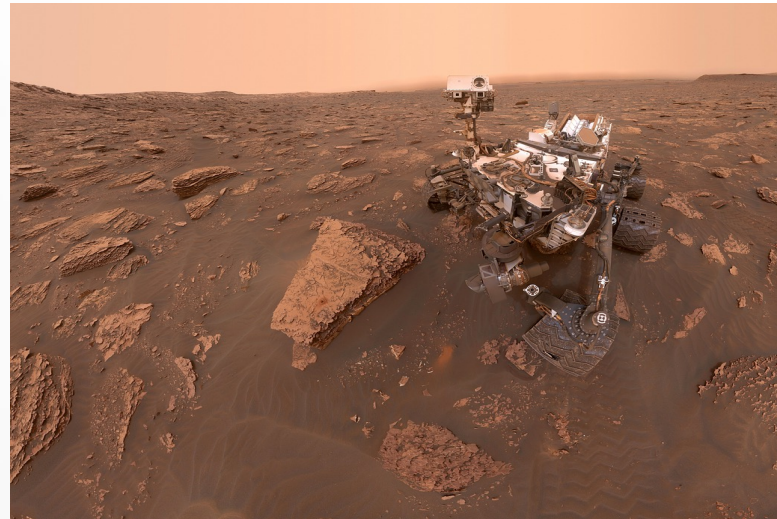
NASA Shared Services Center (NSSC)

NSSC Vision

Unparalleled Service

NSSC Mission

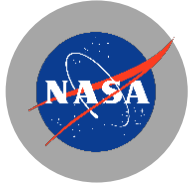
To provide timely, accurate, high-quality, cost-effective and customer-focused support for selected NASA business and technical services.



NASA Shared Services Center (NSSC)



A UNIQUE FEDERAL SHARED SERVICES PROVIDER



Single customer with the ability to respond quickly to changes in strategic direction (i.e. MAP), stakeholder needs, and expectations

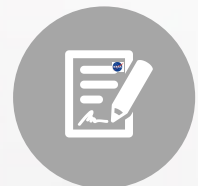
Broader array of services than other federal shared services providers

- 60+ Business Activities in Financial Management, Human Resources, Procurement, Enterprise Services, and Agency Business Support
- 30% FTE, 70% WYE, enables more workforce flexibilities
- Transparency in performance and cost reporting

Standardized processes built from NASA perspective

Integration across functional areas to achieve efficiencies of scale

- Enterprise approach with common goals, processes, customer focus
- Integrated workflow management tool and Customer Contact Center between all functional areas



IMPLEMENTING STRATEGIES

Business Model

- Maintain a sound financial posture while providing cost effective services.

People

- Engage a flexible and agile workforce.

Customer Experience

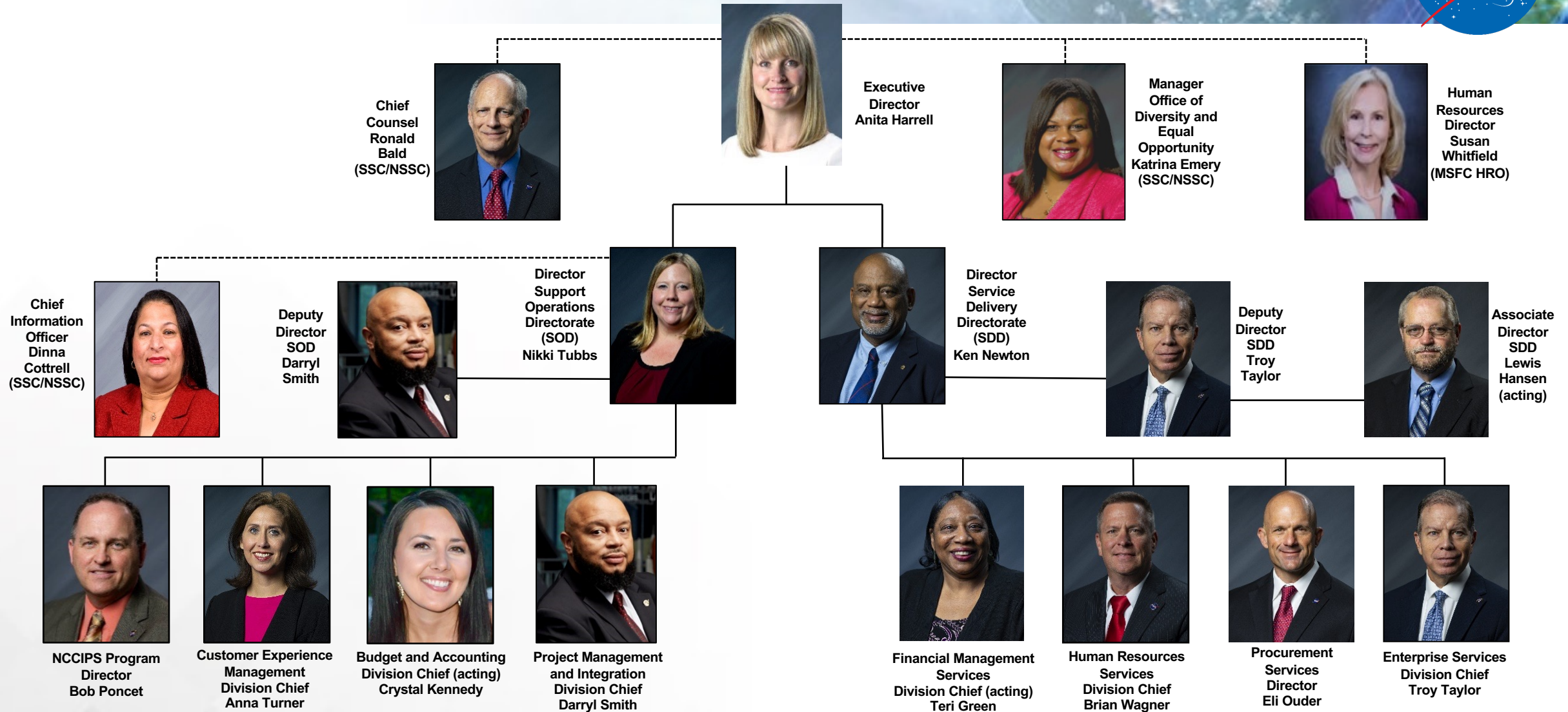
- Customer engagement, relationship, and satisfaction focused.

Service Delivery Model

- Achieve delivery excellence.

NSSC

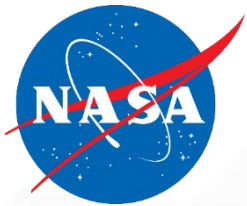
Senior Leadership Team



NASA SHARED SERVICES CENTER

NASA Shared Services Center

Public-Private Partnership



**Civil
Servants**



Service Providers



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NASA Transformational Shared Services Contract

NTSS TEAM COLSA ORGANIZATION

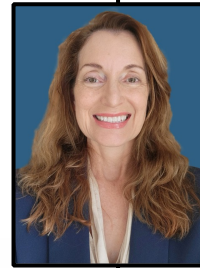
Program Manager
Terry Jackson



Innovations and
Business Solutions
Manager
Charlene Thames



Deputy Program
Manager/
Service Delivery
Manager
Anne Gunter



Shared Services
Management
Manager
Wendy Herty



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Financial Management
Services
Manager
Melinda Dukes



Human Resources
Services
Manager
James Harris







Procurement Support
Services
Manager
Nick Etheridge



NASA SHARED SERVICES CENTER

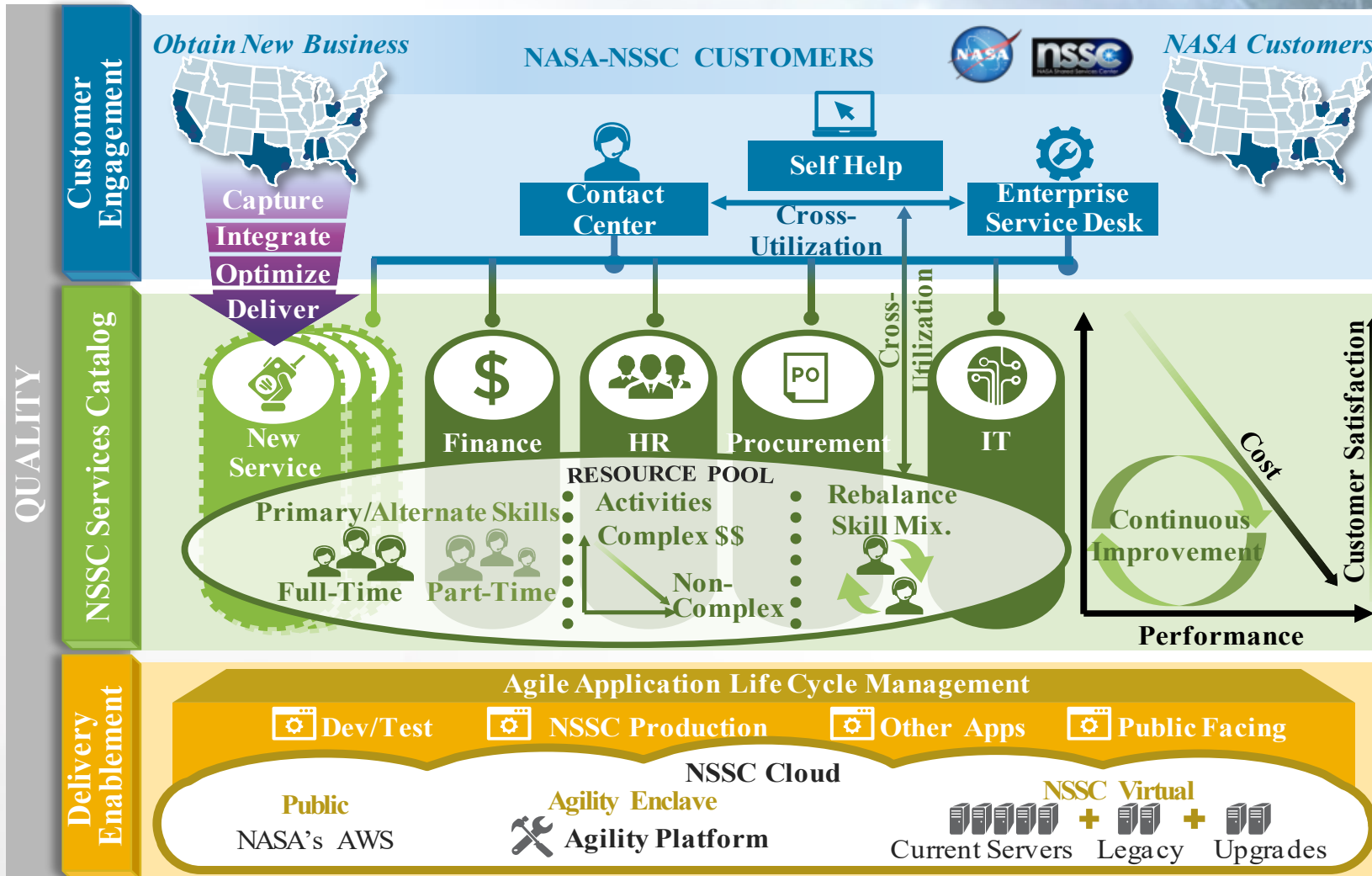
NSSC Portfolio of Services

Performs over 60 Business Activities for NASA

Procurement (PR) Services		<ul style="list-style-type: none"> Grant and Cooperative Agreement Awards and Administration SBIR/STTR Contract Awards and Administration 	<ul style="list-style-type: none"> Consolidated Contract Management Enterprise Software Procurements Simplified Acquisitions P-Card Agency Program Management 	<ul style="list-style-type: none"> FAC-C and FAC-COR Certification Management Contract Audit/Administration Validation Grants Management Services
Financial Management (FM) Services		<ul style="list-style-type: none"> Accounts Payable (<i>includes invoice escalation</i>) Accounts Receivable (<i>includes Debt Waiver</i>) Fund Balance w/ Treasury (<i>includes escalation</i>) 	<ul style="list-style-type: none"> Domestic, Foreign, ETDY, and COS Travel Voucher Payments ETDY Travel Authorization and Voucher Preparation 	<ul style="list-style-type: none"> Employee Relocation Support Relocation Services Contract Management Funded/ Unfunded Leave Journal Vouchers Travel/ Fleet Card Support
Human Resources (HR) Services		<ul style="list-style-type: none"> Payroll, Time and Attendance Support HR IT Systems Development and Maintenance On-boarding, In-Processing HR surveys Senior Executive Service (SES) Appointment Support SES Candidate Development Program Support Financial Disclosures Processing Classification Services and Appeals 	<ul style="list-style-type: none"> Personnel Action Processing Staffing Services e-OPF Maintenance and Recordkeeping On-site and Off-site Training Purchases Training Administration Employment Inquiries Adjudication of Position Classification Appeals Employee Recognition and Awards Processing Employee Notices Information Materials Suitability Adjudications Presidential Rank Awards 	<ul style="list-style-type: none"> Retirement Estimates and Package Processing Benefits & Survivor Counseling Civilian and Military Deposit Processing Admin of Leave Donor, Leave Bank, and Sick Leave Programs Federal Workers' Comp Program Administration Unemployment Compensation Management Drug Testing Administration
Enterprise Services (ES)		<ul style="list-style-type: none"> Customer Contact Center Document Imaging and Electronic Document Management 	<ul style="list-style-type: none"> Enterprise Service Desk Enterprise Service Request System Development and Maintenance Intelligent Automation Services/ NASA Enterprise Automation Service 	<ul style="list-style-type: none"> NCCIPS
Agency Business Support Services		<ul style="list-style-type: none"> Budgeting and Resource Management for NSSC, NASA IT Contracts, and NCCIPS 		

NSSC Service Delivery Model

Enable Mission Success



- Team Member Expectations:
- Customer Focused
 - Enhanced Customer Experience
 - Customer Service
 - Improved Quality & Accuracy
 - Agile & Responsive
 - Continuous Service Improvement
 - Transparent
 - Communications Guidance
 - **Lagniappe**

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Transforming Routine & Repetitive Work

Enable Mission Success

