

NASA SHARED SERVICES CENTER Overview

NASA SHARED SERVICES CENTER
Enable Mission Success

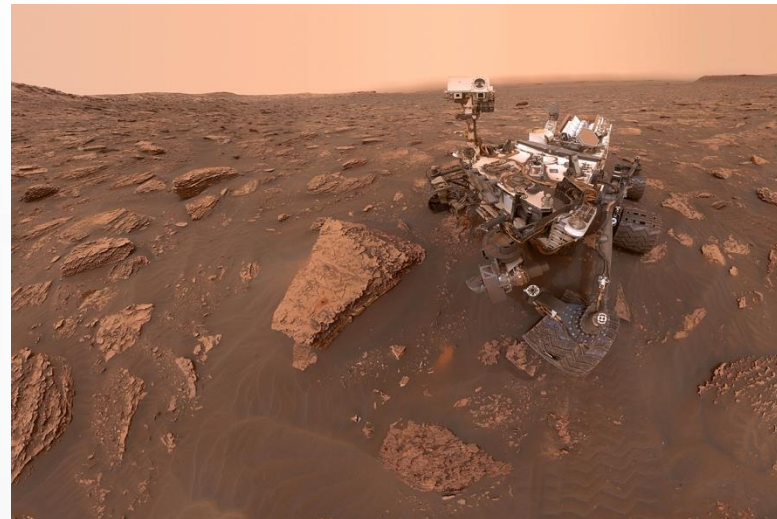
NASA Shared Services Center

NSSC Vision

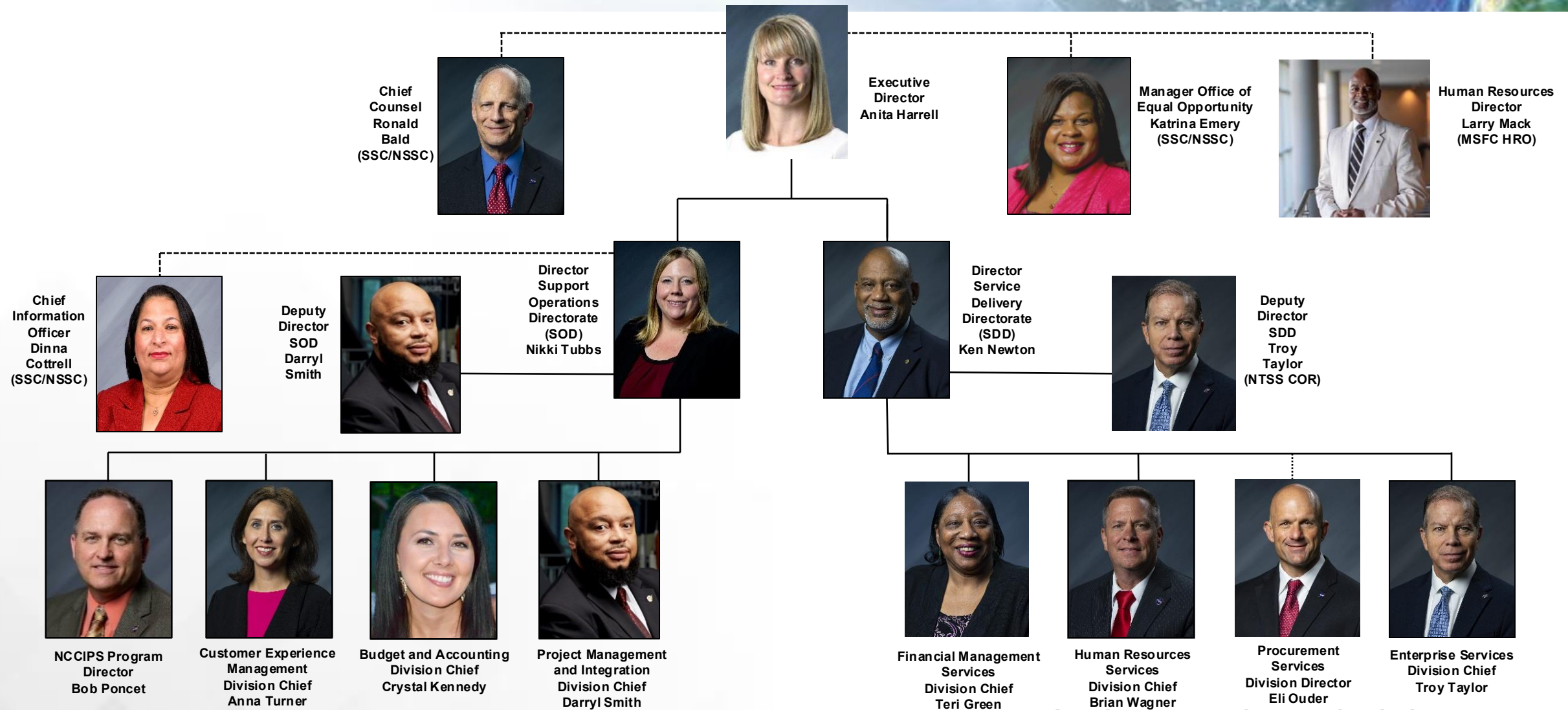
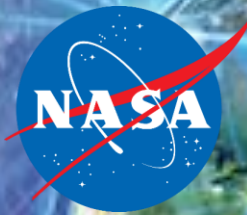
Unparalleled Service

NSSC Mission

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



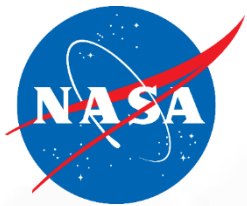
NSSC Senior Leadership Team



NASA SHARED SERVICES CENTER

NASA Shared Services Center

Public-Private Partnership



***Civil
Servants***



Service Partners

- **Team COLSA**
- **InspiriTec**



NASA SHARED SERVICES CENTER

NSSC Portfolio of Services

Performs over 60 Business Activities for NASA

Procurement (PR) Services



- Grant and Cooperative Agreement Awards and Administration
- Grants Management Services
- SBIR/STTR Contract Awards and Administration

- Consolidated Contract Management
- Simplified Acquisitions
- P-Card Agency Program Management
- Procurement Service Lines (OP, OCHCO, OSTEM, ODEO)

- FAC-C and FAC-COR Certification Management
- Contract Audit/Administration Validation
- Stennis Space Center Procurement Support
- OCIO P-Card Purchasing Support

Financial Management (FM) Services



- Accounts Payable (*includes invoice escalation*)
- Accounts Receivable (*includes Debt Waiver*)
- Fund Balance w/ Treasury (*includes escalation*)

- Domestic, Foreign, ETDY, and COS Travel Voucher Payments
- ETDY Travel Authorization and Voucher Preparation

- Employee Relocation Support
- Relocation Services Contract Management
- Funded/ Unfunded Leave Journal Vouchers
- Travel/ Fleet Card Support

Human Resources (HR) Services



- 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

- 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

- 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)



- Customer Contact Center
- Document Imaging and Electronic Document Management

- Enterprise Service Desk
- Enterprise Service Request System Development and Maintenance
- Intelligent Automation Services/ NASA Enterprise Automation Service

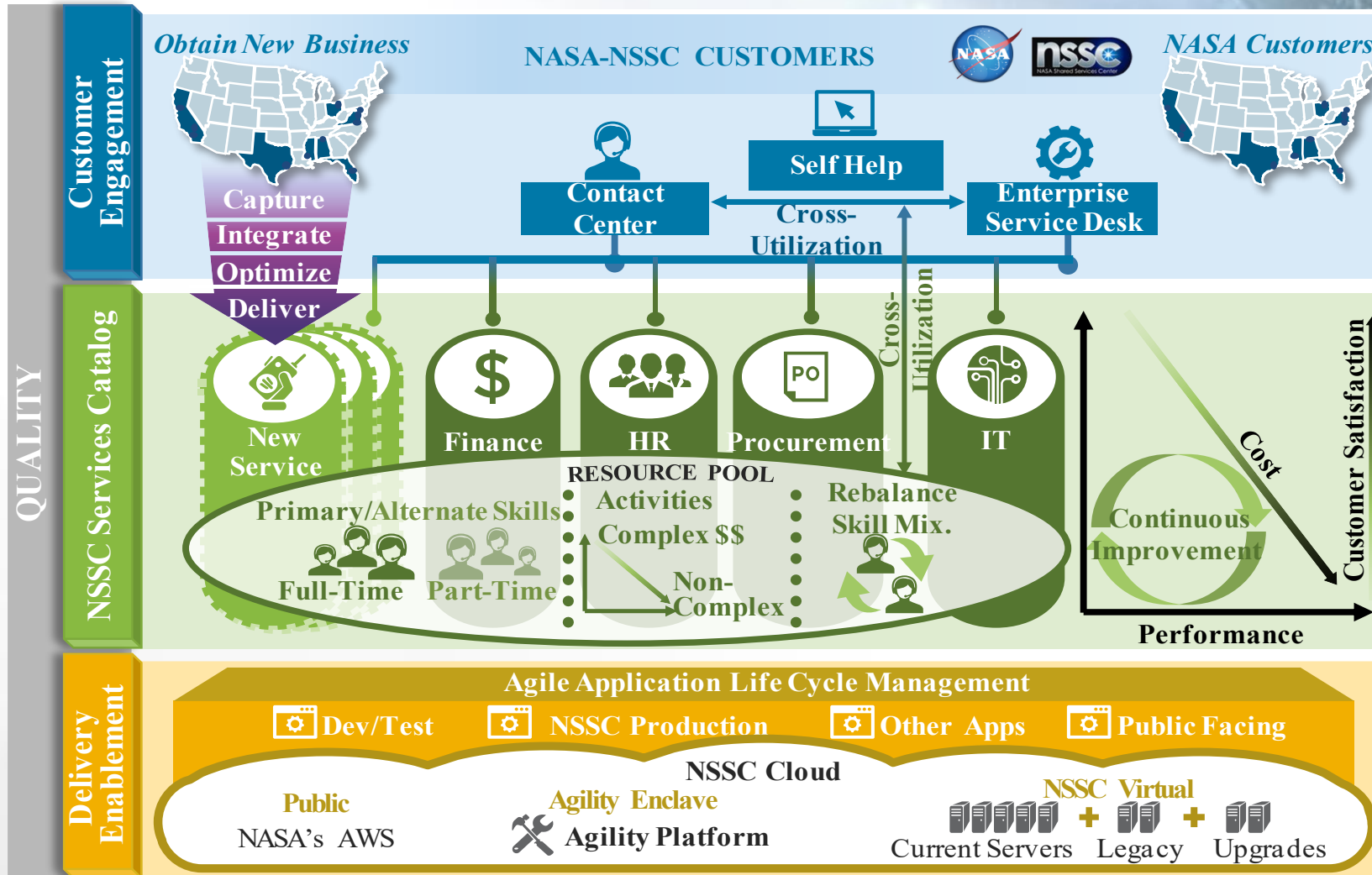
- NCCIPS

Agency Business Support Services

- Budgeting and Resource Management for NSSC, NASA IT Contracts, and NCCIPS

NSSC Service Delivery Model

Enabling 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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NASA SHARED SERVICES CENTER

UPLIFTING & UPSKILLING OUR WORKFORCE

ACHIEVING DELIVERY EXCELLENCE!

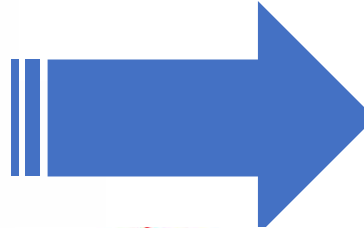


MicroSoft
Power Automate
Citizen Developer

Data Analytics
SME

Program & Project
Management
Certification

ServiceNow
SMEs



NASA SHARED SERVICES CENTER

NSSC PUTTING IT ALL TOGETHER...

Vision



Unparalleled Service

Mission



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

Strategic Pillars



PEOPLE

Resize, reskill and reshape NSSC's workforce to *empower employees* to create value for stakeholders.



PLATFORM

Strengthen *systems* and *structures* to deliver great customer experiences and achieve delivery excellence in partnership with the OCIO.



PARTNERS

Expand and cultivate NSSC's *ecosystem of partners* to *catalyse* and *facilitate* NSSC & MSEO partners transformation across NASA.

Values

Safety

Integrity

Teamwork

Excellence

Inclusion

Implementing Strategies

Sound Financial Posture * Flexible and Agile Workforce * Enhance Customer Experience * Achieve Delivery Excellence



SUPPORTING YOU,
SUPPORTING GOVERNMENT



BACK-UP SLIDES

Who We Are – NSSC is a Shared Services Organization

The NSSC was created to allow NASA to maximize efficiency, reduce cost, institute best practices across the Agency, and achieve a greater return on the budget dollar. Core SERVICES include: OCFO (20%), OCHCO (31%), OP (33%), and OCIO (16%) Other customers include: OPS, OIG, ESDMD, SOMD, SMD, STMD, OSTEM

The Shared Services Model was selected by NASA because of its value proposition; the model:

- ☐ Reduces resources expended for support;
- ☐ Provides better quality, more timely services at lower cost;
- ☐ Improves data integrity, consistency, and accountability;
- ☐ Standardizes core business processes;
- ☐ Facilitates process re-engineering and automation;
- ☐ Leverages consolidated spending with vendors to negotiate better terms and prices; and
- ☐ Promotes strategic management of NASA resources.

NASA Transformation 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

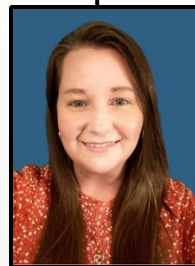


Shared Services
Management
Manager
**Terry Jackson
(Acting)**



COLSA Corporation
6728 Odyssey Drive
Huntsville, AL 35806
www.colsa.com

Financial Management
Services
Manager
Melinda Dukes



Human Resources
Services
Manager
Nicole Sanders



Procurement Support
Services
Manager
Nick Etheridge










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NASA Transformational Shared Services Contract

PUBLIC/PRIVATE PARTNERSHIP

	Company	NTSS Core Competencies
	COLSA	Program Mgmt., Innovation, IT services, Cybersecurity Mgmt.
	Koniag	HR, FM, PR
	Guidehouse	Grants Management
	Seventh Sense	Procurement, Grants, Contracts
	All In Solutions	Training and Support
	PSCI	IT Service Mgt and PMO support
	ITSC	Procurement Management, HR

COLSA Corporation
6728 Odyssey Drive
Huntsville, AL 35806
www.colsa.com

	Deltha	IT Business Services and NCCIPS
	IFAS	Financial Management
	Indigen	Program/Project Management
	Diaconia	Digital and Process Re-engineering
	Deloitte	Innovation and Automation
	MIL	Financial Management
	Jackson State	Financial Management
	Mississippi Valley State	Procurement Support

NASA SHARED SERVICES CENTER

InspiriTec Leadership Team



John F. Connolly, Jr.
FOUNDER, PRESIDENT &
CHIEF EXECUTIVE OFFICER



Fred Holbert
CHIEF FINANCIAL OFFICER



Gordon Clinkscale
CHIEF PROJECT OFFICER



Michelle Smith
DIRECTOR, HUMAN RESOURCES
AND CASE MANAGEMENT



Casey Blake
SENIOR ADVISOR TO THE
PRESIDENT AND CEO



Dean Marino
DIRECTOR, STRATEGY AND
INNOVATION



James Ting
DIRECTOR, CLIENT RELATIONS
AND CONTRACTS



Peggy Gritt
DIRECTOR,
DMDC PROGRAM



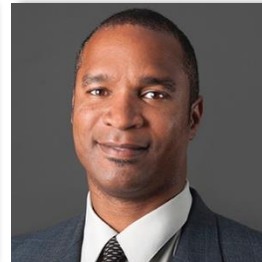
Jeffrey Carver
DEPUTY DIRECTOR,
DMDC PROGRAM



Dave Lange
MANAGER OF SOFTWARE
DEVELOPMENT



Peter Johnson
SENIOR NETWORK
ENGINEER



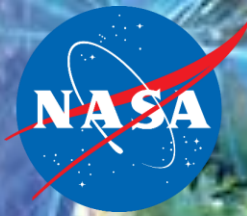
Terrence Barr
FACILITY SECURITY
OFFICER



Jeanine Ferguson
SENIOR PROJECT MANAGER

NASA SHARED SERVICES CENTER

EMPOWERED ORGANIZATION



CUSTOMERS (Building Customer Confidence & Loyalty)

EMPOWERED EMPLOYEES (Customer/NASA Employee Advocates!)

Supervisors & Leads (NSSC Employee Advocates!)



Division Chiefs
(Middle Managers)



NSSC Directors & Deputies
(VPs)



OCHCO

OCIO



NSSC Executive Director
(CEO)

Mission Support Enterprise
Office (MSEO) Support

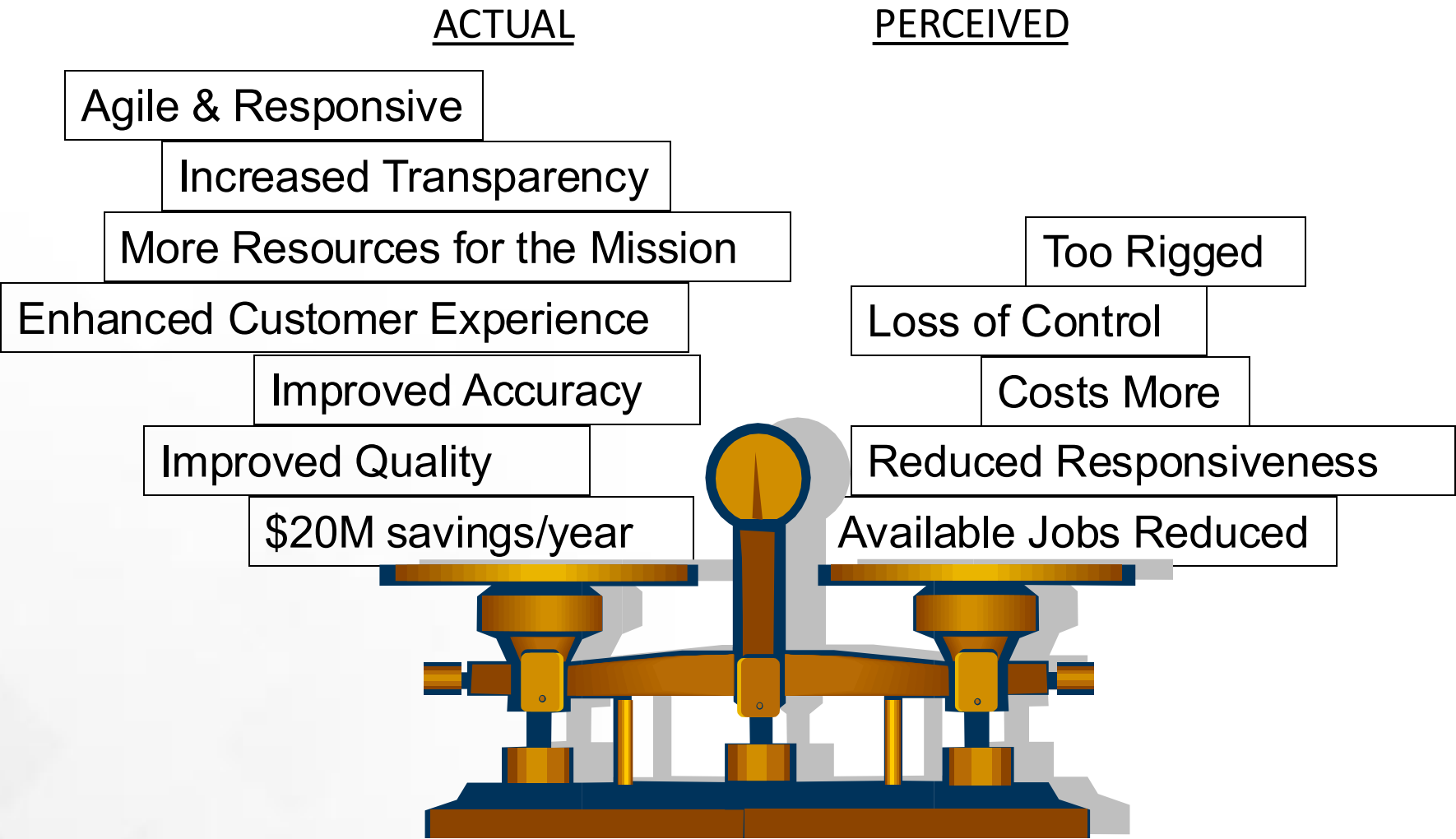


OEO

OGE

Shared Services Value Creation in NASA

Actual versus Perceived Outcomes



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