



Overview

NSSC NASA Shared Services Center

January 20, 2006

NASA Glenn Research Center, OH



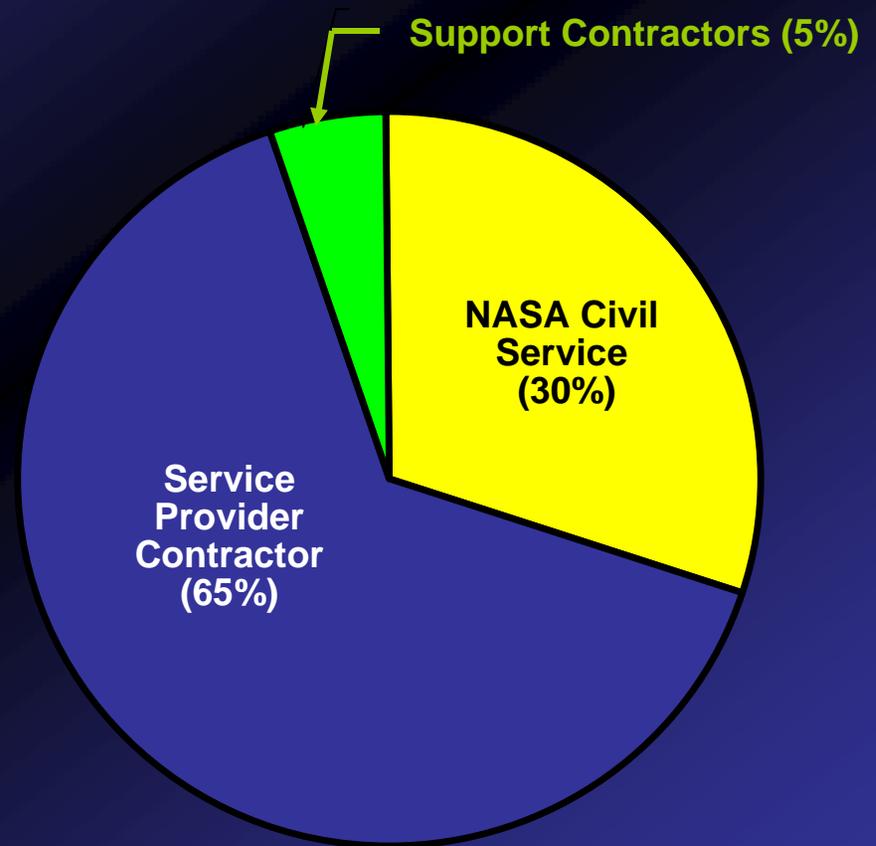
NSSC Overview

- NASA is centralizing its administrative processing in a new Shared Services Center (NSSC)
- It is generally following the recommendations of an internal NASA Study Report for “Consolidated Business Services” dated March 2002
- It will initially employ about 500 employees – and could potentially grow to 1000 – expansion will be driven by successful operations
- It will start operations in March 2006 and will operate for at least 10 years
- It will provide long-term career opportunities for both Civil Service and contractor employees in administrative service center jobs
- It will consolidate, centralize and standardize administrative functions that are now being done at all 10 NASA Centers
 - Financial, Human Resources, Procurement, Information Technology, Customer Contact Center – and more to come



An Integrated Organization

- NSSC is a new NASA Center
- Work force is a mix of Civil Service and Contractor employees
- CSC Team contract is called “Service Provider”
- Staff ramp-up for initial scope of work stabilizes by October 2008
- All employees will be home based at the NSSC
- NSSC payroll is about \$30 million per year -- an important local economic initiative

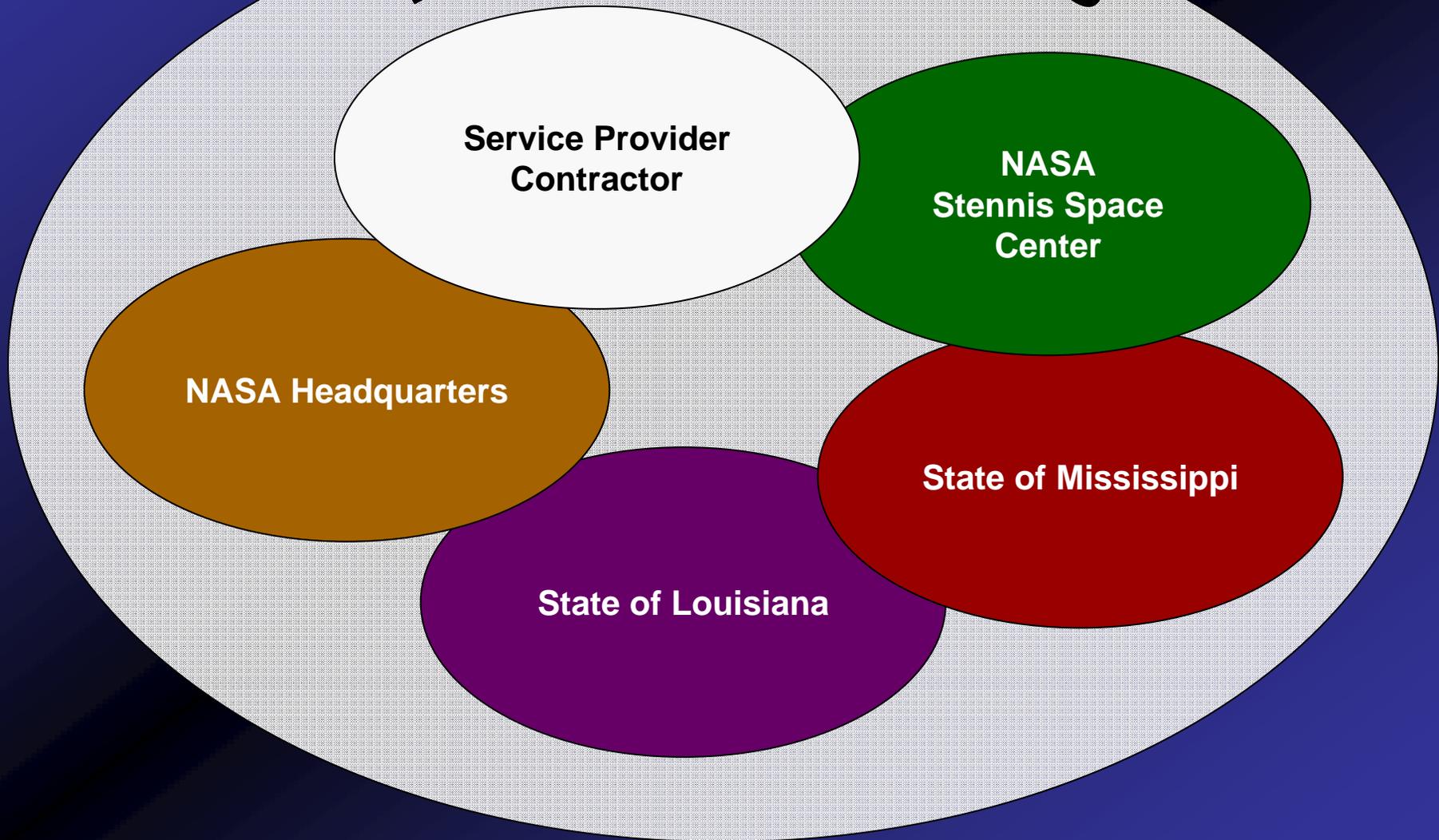


About 500 employees by 10/31/08

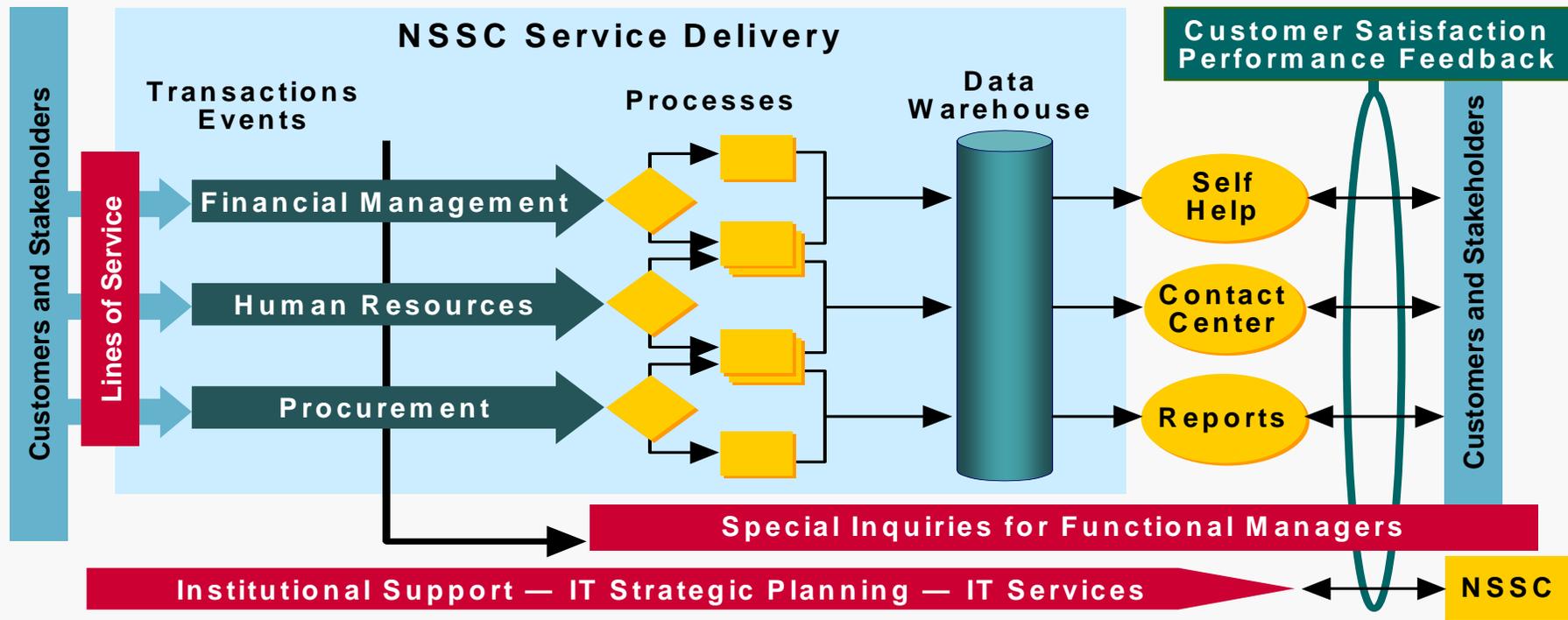


A Team Commitment to Improve Government

The NSSC Partners



NSSC Operating Model



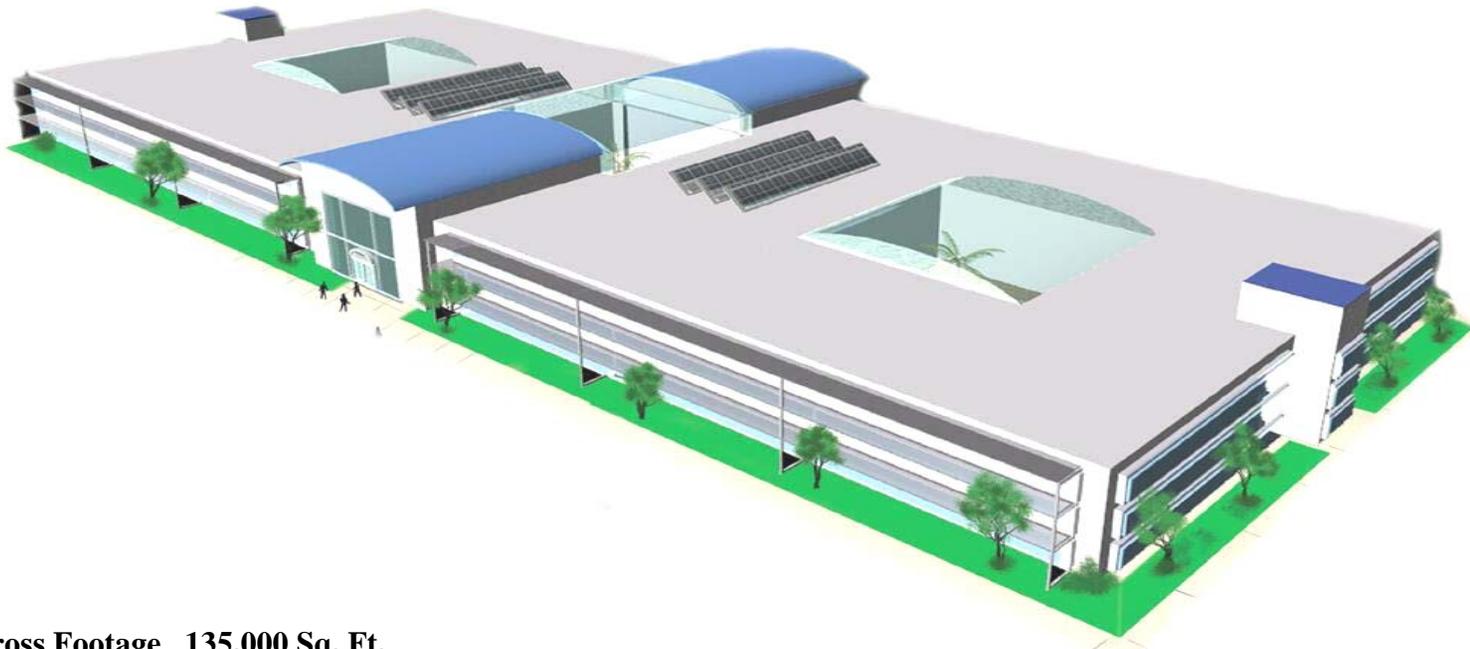


Interim Facility on Stennis Space Center





Permanent Facility on Stennis Space Center



Gross Footage 135,000 Sq. Ft.
Net Footage 121,500 Sq. Ft.
Floor Plate Size 46,966 Sq. Ft.

As of 01/11/06



Civil Service Organization – Key Functions

**Executive Director
Rick Arbuthnot**

- NSSC Leadership
- NSSC Policy Direction
- NSSC Management Direction
- NASA Management Liaison

**Business & Administration Office
Debbie King**

**Service Delivery Director
Joyce Short**

**Customer Satisfaction and Communication Office
Fran Cook**

- Safety/Health/Security
- Human Resources for NSSC
- Training and Development
- Resource Management
- Audit Control/Liaison
- Performance Metrics
- Cost Management/accounting
- Budget Planning & Reporting
- Chargeback Process/ROI Analysis
- Facilities Management/Property/Logistics
- Documentation/Directives Management
- Configuration and Risk Management

- Service Delivery Standards and Policy
- Service Evaluation
- Transition Management
- Service Provider Contract Management

- Change Management
- Customer Relationship Management
- Communications and Outreach
- Customer Feedback/Surveys

**Financial Management Division
Cindy Epperson**

- Payroll – T&A
- Travel
- User Support
- Accounts Payable
- Accounts Receivable

**Procurement Division
Nick Etheridge**

- Procurement Processing
- Grants Administration
- SBIR/STTP Programs
- Training Purchases
- Contracting Intern Program

**Human Resources Services Division
Dan Mangieri**

- Personnel Action Processing
- Personnel Records
- HR/Training Information
- Employee Benefits
- SES Awards
- Drug Testing
- Personnel Programs

**Information Technology Division
Terry Jackson**

- IT Infrastructure Management
- S/W Systems Maintenance
- Website design and operations
- Communications support
- NSSC IT Security Support
- Documentation Management
- NSSC Internal Systems



SP Organization – Key Functions



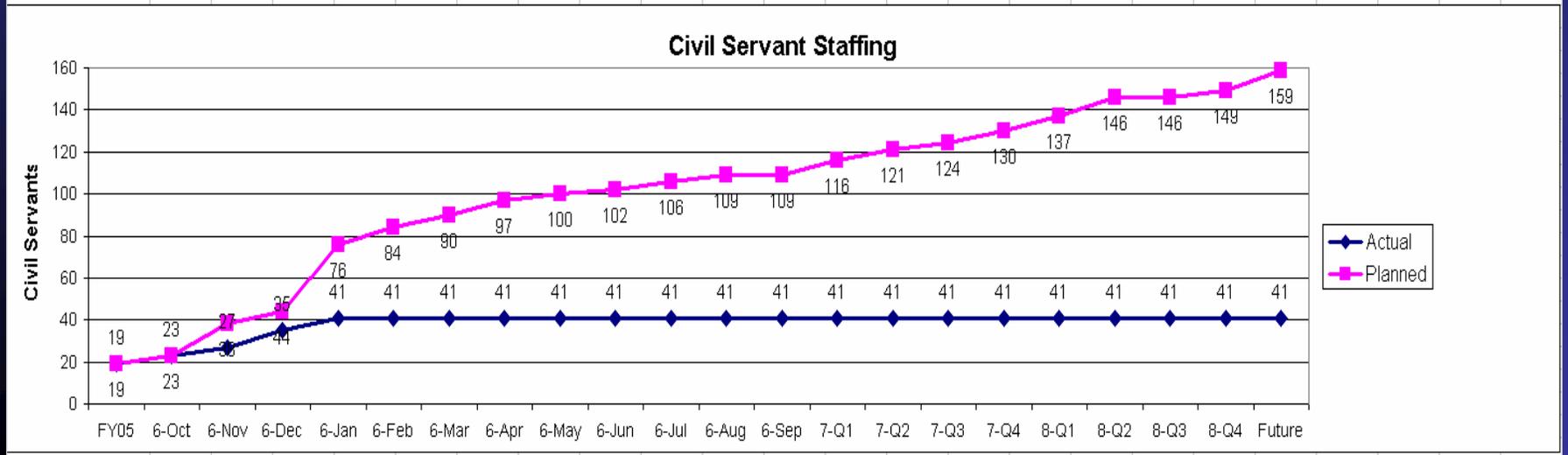
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Civil Service Staffing Plan

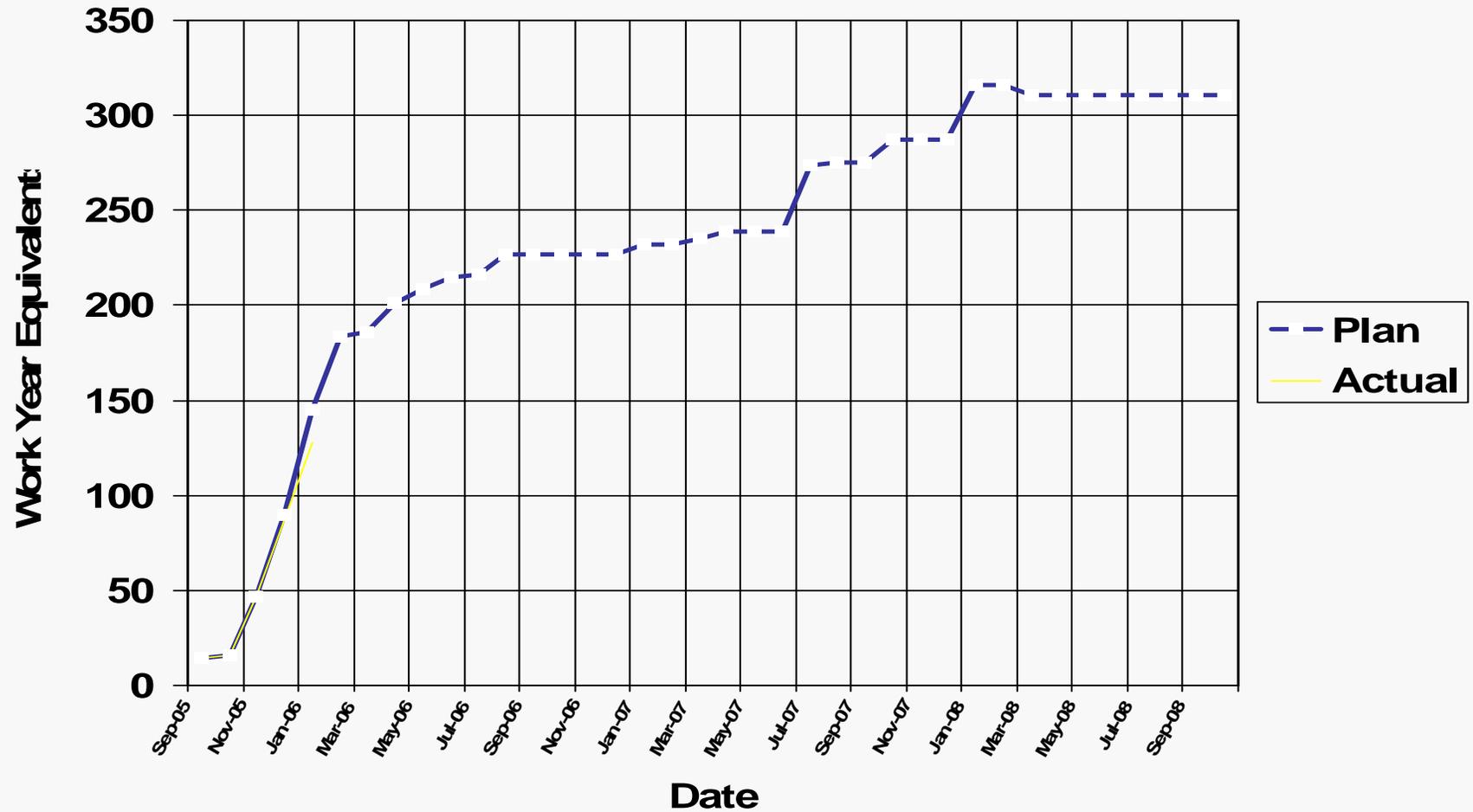
Staffing																							
Civil Servants	FY2005	FY2006												FY2007				FY2008				Future	TOTAL
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
Planned	19	4	15	6	32	8	6	7	3	2	4	3	0	7	5	3	6	7	9	0	3	10	159
Actual	19	4	4	8	6																		
Variance	0	0	-11	2	-26	-8	-6	-7	-3	-2	-4	-3	0	-7	-5	-3	-6	-7	-9	0	-3	-10	-159

Cumulative Staffing																							
Civil Servants	FY05	6-Oct	6-Nov	6-Dec	6-Jan	6-Feb	6-Mar	6-Apr	6-May	6-Jun	6-Jul	6-Aug	6-Sep	7-Q1	7-Q2	7-Q3	7-Q4	8-Q1	8-Q2	8-Q3	8-Q4	Future	Total
Actual	19	23	27	35	41	41	41	41	41	41	41	41	41	41	41	41	41	41	41	41	41	41	41
Planned	19	23	38	44	76	84	90	97	100	102	106	109	109	116	121	124	130	137	146	146	149	159	159
Variance	0	0	-11	-9	-35	-43	-49	-56	-59	-61	-65	-68	-68	-75	-80	-83	-89	-96	-105	-105	-108	-118	-118





Service Provider Staffing Plan





Activity Transition Planning

Financial Management

- **Foreign Travel 3/1**
- **PCS 3/1**
- **Domestic Travel 6/1 (Est.)**
- **Payroll/T&A 5/28**

Human Resources

- **Drug Testing 3/1**
- **Special HR Studies 3/1**
- **Classification Appeals 3/1**
- **Employee Notices 3/1**
- **Health Fairs 3/1**
- **SES Rank Awards 3/1**
- **SES Appointments 4/1**
- **Employment Inquiries 5/1**
- **Information Materials 5/1**
- **Award processing 6/1**
- **Agency Honorary Awards 6/1**

Procurement

- **Agency Bankcard 3/1**
- **SRBA Support 3/1**
- **1102 Training 3/1**
- **Customer Surveys 3/1**
- **Agency Contracting 3/1**
- **Intern Program 3/1**
- **Grants/Coop Agreements 5/1**

Contact Center

Information Technology

Program Management Procedures and Documentation

- **Housing Status**

- Hotels and Motel rooms remain unavailable this side of downtown New Orleans
 - Sleep Inn in Slidell opened doors 01/04/06
- House rentals are scarce
- Apartment rentals are few, however some are beginning to become available in the Picayune, MS & Slidell, LA areas
- Homes are available for sale – somewhat inflated prices – but still bargains
- Mississippi State agencies are assisting with temporary housing

Information Technology





Contact Center



The Family is Growing



Follow-up Contacts

- For Civil service positions:
 - Call Kim Adams, HR Manager for NSSC CS (228-813-6058)
 - Kimberly.M.Adams@nasa.gov
 - Apply for advertised positions at www.usajobs.opm.gov
- For Contractor Positions
 - Apply for advertised positions at www2.csc.com/nssc
 - Call Becky Oehlke, HR Manager for SP (228-813-6086)
 - May require second communication with subcontractor HR representative
- You can also contact me: Mike Gall
 - 228-813-6030
 - rgall@hq.nasa.gov