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NASA Shared Services Center Service Delivery Guide

NSSDG-3000-0004 Revision 4.0

Effective Date: July 01, 2014
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Human Resources and Training Information Systems Development and Maintenance

Responsible Office: Human Resources Division

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Approved by

**KENNETH
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DOCUMENT HISTORY LOG

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Basic		02/11/08	Basic Release
Revision	A	03/27/08	<ul style="list-style-type: none"> • Introduction: Under systems identified for transition: deleted Workforce Services Portal • Appendix A overview flowchart: moved Step 4 to Step 1 and renumbered Steps 1, 2 and 3 • Appendix A Roles and Responsibilities table: Moved Step 4 to Step1 and renumbered Steps 1, 2 and 3 • Process A1 cross-functional flowchart: reordered steps to align with changes made to process (as noted above)
Revision	B	08/27/08	<ul style="list-style-type: none"> • Added Appendix B – NASA Employee Profile System (NEPS) / NASA Organizational Profile System (NOPS) • Added Appendix C – NASA Student Employment System (NSEMS)
Revision	4.0	07/01/2014	<ul style="list-style-type: none"> • Removed all Swim lane charts • Remove Appendix B – NASA Employee Profile System (NEPS) / NASA Organizational Profile

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			System (NOPS) <ul style="list-style-type: none"> Removed Appendix C – NASA Student Employment System (NSEMS) Document originated under NSSC-HR-SDG-0034 renumbered to align with the SDNS numbering system.

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Background

Human Resources (HR) and Training Information Systems responsibilities for specific systems listed under Systems section of this document are currently the responsibility of the National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC). The Office of Human Capital Management (OHCM) and NSSC have agreed to a phased approach to any new system transitions. As each system migrates, the NSSC is responsible for System Administration activities for NASA customers and employees.

Purpose

This Service Delivery Guide (SDG) provides roles and responsibilities for NSSC Civil Servant (CS), NSSC Service Provider (SP) and other functional areas as they pertain to generic Human Resources and Training Information Systems processes. Specific instructions for Human Resources Information Systems (HRIS) team members are included in work instructions and desk guides.

Applicability/Scope

The activities include support to the NASA HR data users for the full range of HR functions. The NSSC shall provide technical and functional expertise for the following functions:

- a. Establishing and maintaining system/application accounts;
- b. Establishing and resetting system passwords;
- c. Advising and assisting users in the correction and resolution of data errors and application problems;
- d. Providing system application training;
- e. Producing customized reports;
- f. Managing, assessing and completing Change Requests; and
- g. Identifying and deploying approved system enhancements to ensure systems remain current with technology advances; assessing and deploying system enhancements as identified through the Change Request process.

Privacy Information

HRIS Systems utilized in the support of these services contains Personally Identifiable Information (PII) information. The Privacy Act of 1974, 5 U.S.C. § 552a, establishes a code of fair information practices that governs the collection, maintenance, use and dissemination of information about individuals that is maintained in systems of records

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

Records

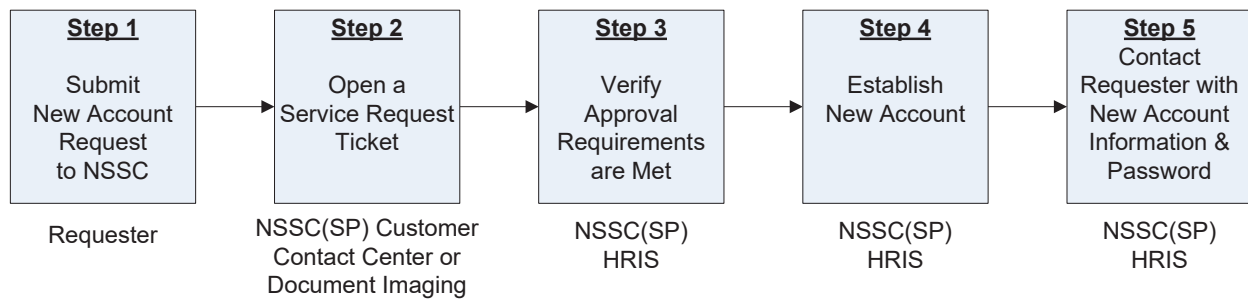
HRIS Systems utilized in the support of these services contains some official records. Systems containing official records have been added to the Master Records Index (MRI) for each system based upon the ownership of these records.

Cancellation/Supersession of Previous Documents

This document supersedes NSSC-HR-SDG-0034 Revision B.

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PROCESS 1- ESTABLISH AND MAINTAIN SYSTEM/APPLICATION ACCOUNTS



Roles & Responsibilities

Process 1 - Establish and Maintain System/Application Accounts		
Roles and Responsibilities	Action	Tips/Notes
Step 1 Requester Submit New Account Request to NSSC	New account request is submitted to NSSC by employee via phone, e-mail, Web form or Fax. Output: New Account Request	Account management will be limited to those systems with internal account requirements. Overall account management goals include transition of systems to a single sign-on process under NASA Account Management System (NAMS).

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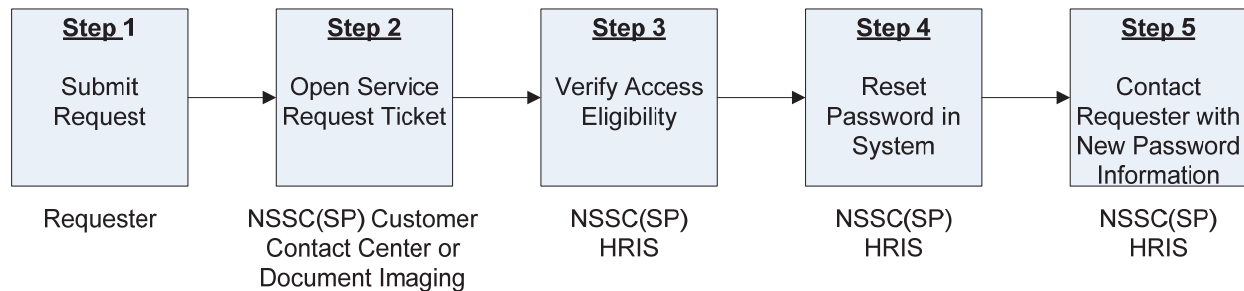
Process 1 - Establish and Maintain System/Application Accounts		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 2</u> NSSC (SP) Customer Contact Center or Document Imaging Open a Service Request Ticket	<p>If request is submitted via phone or e-mail, the Customer Contact Center receives the request and opens a Service Request Ticket. If request is submitted via Web form or Fax, Document Imaging receives the request and opens a Service Request Ticket.</p> <p>All requests will be reviewed to determine applicable categorization based on the system.</p> <p>Output: Service Request Ticket</p>	
<u>Step 3</u> NSSC (SP) HRIS Verify Approval Requirements are Met	<p>Based on Requester's verified eligibility, category and type of request; approval eligibility will be validated in accordance with pre-defined requirements.</p> <p>Output: Approval Determination</p>	<p>As needed, coordinate with system owner/designee.</p>
<u>Step 4</u> NSSC (SP) HRIS Establish New Account	<p>A new account, username and password are created.</p> <p>Output: New Account Created</p>	
<u>Step 5</u> NSSC (SP) HRIS	<p>Requester will be notified via e-mail (separate e-mails for passwords sent electronically with encryption when available) with Username and Password along with links to available training materials/references.</p>	<p>Account deactivation will be conducted upon request of Center HR office by submitting a request.</p>

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Process 1 - Establish and Maintain System/Application Accounts		
Roles and Responsibilities	Action	Tips/Notes
Contact Requester with New Account Information & Password	<p>Close the Service Request Ticket.</p> <p>Output: Notification of New Account</p>	

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PROCESS 2 - RESET SYSTEM PASSWORDS



Roles & Responsibilities

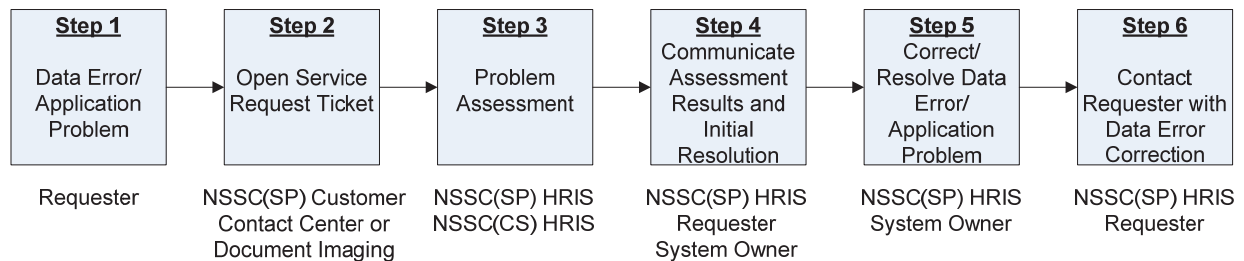
<i>Process 2 - Reset System Passwords</i>		
Roles and Responsibilities	Action	Tips/Notes
Step 1 Requester Submit Request	Password reset request is submitted to NSSC via e-mail, phone or Web form. Output: Password Reset Request	This process applies to those systems that maintain an internal account management system that is not currently supported by Center-level offices.
Step 2 NSSC (SP) Customer Contact Center or Document Imaging Open Service Request Ticket	If request is submitted via e-mail or phone, the Customer Contact Center receives the request and opens a Service Request Ticket. If request is submitted via Web form, Document Imaging receives the request and opens a Service Request Ticket. All requests will be reviewed to determine applicable categorization for the inquiry or problem. Output: Service Request Ticket	

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<i>Process 2 - Reset System Passwords</i>		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 3</u> NSSC (SP) HRIS Verify Access Eligibility	Based on Requester's verified eligibility, category and type of request, approval requirements will be validated in accordance with pre-defined HCIE criteria. Output: Approval Determination	
<u>Step 4</u> NSSC (SP) HRIS Reset Password in System	Reset password. Output: User Account Access	
<u>Step 5</u> NSSC (SP) HRIS Contact Requester with New Password Information	Requester will be notified when their ticket is closed if the issue or problem is not resolved while the Requester is on the phone. The NSSC (SP) handling the issue shall close the ticket when all actions are completed (separate e-mail if password sent electronically). Output: Notified of New Password	

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PROCESS 3 - CORRECT/RESOLVE DATA ERRORS/APPLICATION PROBLEMS



Roles & Responsibilities

Process 3 - Correct/Resolve Data Errors/Application Problems		
Roles and Responsibilities	Action	Tips/Notes
Step 1 Requester Data Error/ Application Problem	Data Error/Application Problem request is submitted to NSSC via e-mail, phone or Fax. Output: Data Error/Application Problem Resolution Request	System-specific criticality of data, priority of restoration and response time requirements will be covered in system-specific appendices.
Step 2 NSSC (SP) Customer Contact Center or Document Imaging Open Service Request Ticket	If request is submitted via e-mail or phone, the Customer Contact Center receives the request and opens a Service Request Ticket. If request is submitted via Fax, Document Imaging receives the request and opens a Service Request Ticket. All requests will be reviewed to determine applicable system, priority level and categorization for the inquiry or problem. Community events/schedules may impact outage	Categorization is used by Service Request to assign workload and allow for system-specific reporting. Typical priorities, as assigned by system, will include Low, Medium, High and Urgent issues as identified by the System Owner.

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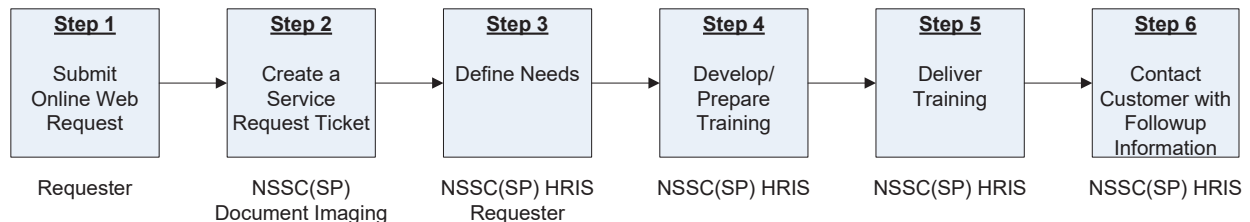
Process 3 - Correct/Resolve Data Errors/Application Problems		
Roles and Responsibilities	Action	Tips/Notes
	<p>priority and required response times.</p> <p>Output: Service Request Ticket</p>	
<p>Step 3</p> <p>NSSC (SP) HRIS</p> <p>NSSC (CS)</p> <p>Problem Assessment</p>	<p>Isolate and identify problem, determine scope and outline steps required to resolve issue. For system outages that cannot be corrected immediately, NSSC (SP) will notify the NSSC (CS) HR representative.</p> <p>Output: Assessment Determination</p>	<p>NSSC HR addresses functional requirements impacted by problem; NSSC Information Technology (IT) assists in technical solution identification. Estimate of scope defines existing and additional resources needed to resolve issue.</p>
<p>Step 4</p> <p>NSSC (SP) HRIS</p> <p>Requester</p> <p>System Owner</p> <p>Communicate Assessment Results and Initial Resolution</p>	<p>Contact the customer and system owner to communicate the findings and proposed resolution. Note: Simple problems, such as broken links and misspelled words, do not need to be communicated to the System Owner. Customer would merely be notified that the error was corrected.</p> <p>Output: Error/Problem Communication</p>	<p>If scope of work is determined to be major or if problem cannot be resolved immediately, communicate system impact and status to System Owner.</p>

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Process 3 - Correct/Resolve Data Errors/Application Problems		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 5</u> NSSC (SP) HRIS System Owner Correct/Resolve Data Error/Application Problem	Execute plan of action to resolve issue. Output: Data Error/Application Problem Correction	As appropriate, resolutions will be fully tested/ validated against interfaced applications by NSSC (SP) HRIS, NSSC IT and the System Owner prior to being placed in the production environment. Note: Errors often involve connectivity or server problems, broken links and responsiveness or firewall issues that would not require testing. Exceptions include data entry corrections or system repairs having critical response times.
<u>Step 6</u> NSSC SP) HRIS Requester Contact Requester with Data Error Correction	Requester will be notified of Data Error/Application Problem correction. The NSSC (SP) handling the issue shall close the ticket when all actions are completed. Output: User Notified of Data Error Correction	May need to notify other users and HCIE governance body dependent on scope of problem and resolution.

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PROCESS 4 - PROVIDE SYSTEM TRAINING



Roles & Responsibilities

Process 4 - Provide System Training		
Roles and Responsibilities	Action	Tips/Notes
Step 1 Requester Submit Online Web Request	Report/System training request is submitted to NSSC via Web Request. Output: Web Request	Web Request located on NSSC Web site and on system-specific Web site or sign-on page as applicable.
Step 2 NSSC (SP) Document Imaging Create a Service Request Ticket	Document Imaging receives the request and creates a Service Request Ticket. Output: Service Request Ticket	
Step 3 NSSC (SP) HRIS Requester	NSSC will review the request with the Requester to gather details on the type and depth of training being requested. Depending upon the complexity of the training requested, an assessment may be conducted to	For system-level training development efforts beyond individual user requirements, the appropriate HCIE governance body

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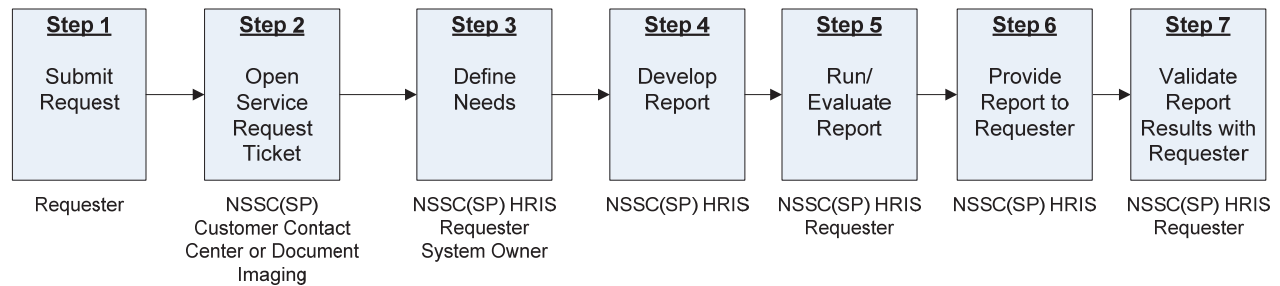
Process 4 - Provide System Training		
Roles and Responsibilities	Action	Tips/Notes
Define Needs	determine if training can be provided by NSSC staff or if a contractor is needed. Output: Needs Assessment	may be consulted to validate content and ensure there is no duplication of effort or cross-cutting impact on other training initiatives.
<u>Step 4</u> NSSC (SP) HRIS Develop/Prepare Training	Develop and coordinate training with customer. Output: Prepare Training	For responses to individual employees requiring training/system advice, the development process would not be required. Development of system-specific training packages would be accomplished in response to system owner-approved requirements.
<u>Step 5</u> NSSC (SP) HRIS Deliver Training	Schedule appropriate time for training to be delivered, consulting with customer on availability. Output: Deliver Training	Maintain continuous communications; arrange convenient time of training for all parties involved. All training material will be loaded into TechDoc or SATERN for future reference or

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Process 4 - Provide System Training		
Roles and Responsibilities	Action	Tips/Notes
		use by other Centers for continuing training needs.
<u>Step 6</u> NSSC (SP) HRIS Contact Requester with Follow-up Information	Requester will be notified of training availability and outcome. The NSSC (SP) handling the issue shall close the ticket when all actions are completed. Output: Requester Notified of Training Requirements Completion	NSSC will deploy the use of training evaluations to ensure performance is measured and feedback is received based on training requirements.

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PROCESS 5 - PRODUCTION OF CUSTOMIZED REPORTS



Roles & Responsibilities

Process 5 - Production of Customized Reports		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 1</u> Requester Submit Request	Submit request to NSSC via e-mail or Fax. Output: Submit Request	Submission must include definition of report and requirements.
<u>Step 2</u> NSSC (SP) Customer Contact Center or Document Imaging Open Service Request Service Request Ticket	If request is submitted via e-mail, the Customer Contact Center receives the request and opens a Service Request Ticket. If request is submitted via Fax, Document Imaging receives the request and opens a SERVICE REQUEST Ticket. All requests will be reviewed to determine applicable categorization for the inquiry or problem. Output: Service Request Ticket	

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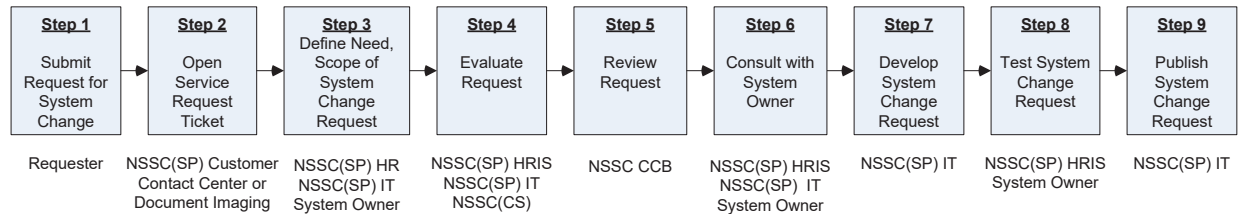
Process 5 - Production of Customized Reports		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 3</u> NSSC (SP) HRIS Requester / System Owner Define Needs	Conduct an assessment to determine, resources and level of assistance required to accomplish task. Output: Define Needs of User Group	Verify that information requested is NOT already available in an existing report. Larger, more resource-intensive reports will be presented to the proper HCIE governance body for approval for development and publication of any reports and to ensure there is no duplication of effort. Less resource-intensive reports do not require HCIE governance body approval. Request IT support as needed.
<u>Step 4</u> NSSC (SP) HRIS	Develop appropriate data queries and create reports appropriate to the system in question.	Note: If report determined to be most appropriate to the HCIE Personnel Data Warehouse (PDW), Change

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Process 5 - Production of Customized Reports		
Roles and Responsibilities	Action	Tips/Notes
Develop Report	Output: Develop Report Queries	Request will be created for PDW report development.
<u>Step 5</u> NSSC (SP) HRIS Requester Run/Evaluate Report	Upon successful completion of all queries and data entry, run the report to establish baselines and validate information with the Requester and/or System Owner. Output: Run Report	Test report with Requester and/or System Owner to ensure report meets need and pulls correct data.
<u>Step 6</u> NSSC (SP) HRIS Provide Report to Requester	Forward completed encrypted report to Requester for use and assessment. Output: Report to Requester	Note: If report already exists or if request will be filled through other method, such as PDW query, customer will be notified of disposition of report.
<u>Step 7</u> NSSC (SP) HRIS Requester Validate Report Results with Requester	Validate results of report with Requester for accuracy and customer satisfaction. The NSSC (SP) handling the issue shall close the ticket when all actions are completed. Output: Requester Approval and Task Compliance	

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PROCESS 6 - SYSTEM CHANGE REQUEST



Roles & Responsibilities

Process 6 - System Change Request		
Roles and Responsibilities	Action	Tips/Notes
Step 1 Requester Submit Request for System Change	Requester submits a request for a system change to NSSC via phone, Fax or Web form. Request for content requirements will be identified in system-specific appendices. NSSC will use Service Request Tickets to document and track System Change Requests. Output: Submit Request	Requester can be System Owner, NSSC staff or an individual through Web site feedback. All requests identified by the Requester as Urgent will be immediately transferred to an NSSC (SP) or NSSC (CS) HRIS Specialist.
Step 2 NSSC (SP) Customer Contact Center or Document Imaging Open Service Request Ticket	If request is submitted via phone, the Customer Contact Center receives the request and opens a Service Request Ticket. If request is submitted via Fax or Web form, Document Imaging receives the request and opens a Service Request Ticket. Output: Service Request Ticket	

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Process 6 - System Change Request		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 3</u> NSSC (SP) HRIS NSSC (SP) IT System Owner Define Need, Scope of System Change Request	NSSC (SP) HRIS Specialist receives the request and consults with the Requester to define customer needs, scope and obtain preliminary information. If Requester is not System Owner, NSSC (CS) HRIS Specialist contacts System Owner to validate need for change. Output: System Change Request Scope	The Requester in most cases will be OHCM Staff System Owners.
<u>Step 4</u> NSSC (SP) HRIS NSSC (SP) IT NSSC (CS) Evaluate Request	The NSSC (SP) reviews the requirements and supporting information, provides estimates and categorizes the request according to the level of effort required. Output: Level of Effort Estimates	
<u>Step 5</u> NSSC CCB Review Request	Configuration Control Board (CCB) reviews to evaluate availability of resources as compared to other approved work in progress. If level of effort requires more than 8 hours of development time and cannot be accomplished routinely by staff assigned to support the system, all documentation will be provided to the HCIE governing board for approval and prioritization.	NSSC CCB Review will be accomplished to identify and prioritize System Change Request resources against other NSSC actions in progress.

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Process 6 - System Change Request		
Roles and Responsibilities	Action	Tips/Notes
	Output: Review and Approval	
<u>Step 6</u> NSSC (SP) HRIS NSSC (SP) IT System Owner Consult with System Owner	Communicate request evaluation with System Owner to verify that desired results are captured, resources are identified and actions will result in the intended System Change Request requirements. Output: Validated System Change Request	Depending on scope of change and resource availability, System Change Request may require review/approval by OHCM, supported by HCIE governing board. For changes that will impact system operations or capabilities, NSSC needs to coordinate appropriate change management activities between the System Owner and system users.
<u>Step 7</u> NSSC (SP) IT Develop System Change Request	NSSC (SP) IT will receive System Change Request and begin update/development as appropriate. NSSC (SP) IT will hold regular reviews and discussions with NSSC (CS)HRIS and Requester (including review of concept of operations) to ensure product being developed meets customer's needs. Once the update/development work is completed, it is moved into the test environment. Output: Change is Moved to Test	During development, NSSC (SP) IT will coordinate changes with NSSC (SP) HR and the System Owner at appropriate intervals to ensure intent of System Change Request is

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Process 6 - System Change Request		
Roles and Responsibilities	Action	Tips/Notes
		being captured.
<u>Step 8</u> NSSC (SP) HRIS System Owner Test System Change Request	<p>The NSSC (SP) HRIS Specialist will monitor the development of the work, conducting acceptance testing with System Owner.</p> <p>Test plans will be developed by NSSC (SP) HRIS in coordination with NSSC (SP) IT and the System Owner.</p> <p>NSSC (SP) conducts tests and evaluations, as well as prepares training and change management and ensures regulatory compliance.</p> <p>Depending on scope or the impact of change, systems integration testing may be required. Additionally, assessment of impact on systems that could be impacted by the change must occur and determination of additional testing made.</p> <p>Output: Change Moved to Production</p>	<p>NSSC HRIS and the System Owner will work closely with NSSC (SP) IT during System Change Request development and testing to ensure the product meets the needs of the Requester.</p> <p>Test plans need to include all levels of possible impact to include interfaced systems and should include system user participation whenever possible.</p>
<u>Step 9</u> NSSC (SP) IT	<p>After acceptance testing, the completed System Change Request is moved from testing to production and user notification is accomplished where appropriate. NSSC (SP) IT closes Service Request Ticket.</p>	<p>System user notification process will be system/community specific.</p>

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Process 6 - System Change Request		
Roles and Responsibilities	Action	Tips/Notes
Publish System Change Request	Output: Functional Change Completed and Service Request Ticket Closed	

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METRICS

<i>Initiating Office/Entity</i>	<i>Deliverable (Output)</i>	<i>Receiving Office/Entity</i>	<i>Metric</i>
NSSC (SP) HRIS			95.95 percent Uptime for NSSC hosted systems.

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SYSTEMS

Existing Systems

Application Acronym	Application	Purpose
AAC	Agency Awards Calendar	Provides capability to input, view and export Agency and Center-level awards program events using an interactive calendar Interface
ACI	Agency Calendar Initiative	Provides capability to input, view and export Agency and Center-level events using an interactive calendar interface. The Agency Calendar tracks significant events, including: assessments, audits, executive events, launches, Operations Management Councils, Program Management Councils, reviews, Strategic Management Councils, surveys
CMS	Competency Management System	Provides a collection of business processes, data and tools that are used to categorize, identify, measure and forecast the Agency's corporate knowledge base. A competency represents a fundamental body of knowledge. An individual possesses one or more of these competencies in order to accomplish the various functional tasks of their job position. This Web application allows the Agency to collect, manage and report on the workforce competencies as they relate to people, positions and projects.
EPTS	Ethics Program Tracking System	Provides Centers and the Agency with the capability to electronically file, track and review Federal Financial Disclosure forms such as the Office of Government Ethics (OGE) Form 450, Confidential Financial Disclosure Report, OGE Form 450A, Certificate of No New Interests, OGE Form 278, Public Financial Disclosure Report and OGE Form 278-T, Periodic Transaction Report.

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Application Acronym	Application	Purpose
HRMES	Human Resources Messaging System	Provides a capability to electronically create, review, approve and deploy targeted messages to the NASA civil service community based upon existing personnel elements. Target audiences can be selected based upon elements such as Organization, Duty Station, Anniversary date, Pay Plan, Grade Range, Center Specific, Health Plans, Life Insurance, Occupation Type, NASA class codes, Retirement System, Supervisor Status, Supervisor Level, Time in Grade, Use or Lose Leave and WGI's. Messages will be delivered via e-mail and the HR portal and can be set up to automatically send monthly, bi-monthly, daily and yearly.
NAAS	NASA Automated Awards System	Provides capability to nominate, review and approve Agency and Center-level honor and monetary awards in a centralized application. Awards definitions allow for a standardized approach to the Agency's recognition program while allowing Center-specific flexibility for local awards. In addition, NAAS allows for centralized audit trail and award program reporting. The system supports centralized creation and distribution of Agency-approved award certificates and other appropriate awards items.
NEPS	NASA Employee Profile System	Provides a personal data report for the individual signed into the application. Data includes a variety of data provided for central access and confirmation. Data is based on employee data extracted from the Federal Personnel/Payroll System (FPPS) and NASA's Web-based Time and Attendance System (WebTADS). Selected data elements can also be viewed by the employee through the HR Portal.

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Application Acronym	Application	Purpose
NOPS	NASA Organizational Profile System	Provides an organization-based report for managers and supervisors to view select personnel aspects related to their organization. Data is based on employee data extracted from the FPPS and WebTADS combined into an organization-specific view of personnel data. Selected data elements can also be viewed by appropriate supervisors and managers through the HR Portal.
OrgPublisher	OrgPublisher	Provides a visual representation of NASA civil service organizational structure using a commercial, off the shelf (COTS) product developed by Aquire that automatically builds organizational charts from information stored in the NOPS (HRO) database housed at NSSC. OrgPublisher charts hierarchical data based on organizational information entered into WebTADS by each NASA Center and assigns employees to organizations and supervisory positions based on employee data extracted from the FPPS. Charts are accessible only through the HR Portal.

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Application Acronym	Application	Purpose
WICN	Workforce Information Cubes for NASA	Provides multiple, statistical view options into the NASA civil service workforce. WICN is based upon a commercial reporting tool, COGNOS, using existing NASA data sources to create statistical information on current and historical NASA workforces. Data can be drilled down to specific counts or percentages to identify specific NASA workforce figures for a selected period that include breakdowns by Series, Age, Length of Service and Diversity Information just to name a few elements. As information provided in WICN does not identify relationships to individual employees, the data is considered public data and most WICN reports are available via a public Web site.
WIMS	Workforce Integrated Management System	Provides Centers and Agency leadership with the ability to project future manpower requirements based upon historical data and identified mission objectives. Agency-level planners can use the system to request plan submissions from the centers that can be rolled up into an Agency view of requirements for inclusion in Agency budget proposals. Centers can use WIMS throughout the year to develop scenario-based projections of manpower requirements.

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Application Acronym	Application	Purpose
e-OPF	Electronic Official Personnel Folder	Provides electronic storage for government employee's official personnel documents that begin with their first day in the government and continues until retirement. All documents that are required by the Office of Personnel Management (OPM) and those documents required by NASA are included. This application recently replaced the paper folders and allows the employee to instantly access documents anytime (from NASA or Home). This application also eliminated transfer and storage of hard copy folders.
SATERN	System for Administration, Training and Educational Resources for NASA	Provides an Agency learning management capability to schedule, document and report on training and development events. In addition, automated training data feeds from SATERN are used by other activities to document access and qualification requirements critical to job safety and security. SATERN includes reporting option capabilities as well as individual planning tools to aid in development.

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Possible Future Transitioned Systems

<i>Application Acronym</i>	<i>Application Image</i>	<i>Purpose</i>
ePBS	Electronic Personnel Bulletin Systems	Automate the personnel bulletin development, approvals, distribution and responses
Early-out / Buy-out Tool	Early-out / Buy-out Tool	Manages the buyout and early-out processes for Centers offering these options. Provides an interface for employees to submit their initial buyout/early-out requests.
ePDS	Electronic Position Description System	Contains Position Description documents for NASA employees. Replaced Position Description Manager, now operating at Johnson Space Center (JSC).
EODS	Entry On Duty System	System supports distribution and dynamic completion of electronic forms for newly hired NASA employees - feeds Workforce Transformation and Tracking System (WTTS) with appropriate data, now operating at JSC.
ENS	Employee Notification System	Commercial product hosted through a vendor to provide emergency contact capabilities for NASA employees and contract personnel in the event of a Natural disaster or national emergency – NSSC being asked to assume functional support, now operating at JSC.
NSEMS	NASA Student Employment Management System	Tool currently operating at JSC and being migrated to other centers to support the management and tracking of student employees.

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<i>Application Acronym</i>	<i>Application Image</i>	<i>Purpose</i>
WTTS	Workforce Transformation and Tracking System	Web-based tool for projecting vacancies and recruiting requirements as well as capturing initial information on new employees, now operating at JSC.
SPACE	Standard Performance Appraisal Communications Environment	System for recording, tracking and reporting on performance evaluations (NASA employees and supervisors would access)
SES-PAS	Senior Executive Service Performance Appraisal System	System for recording, tracking and reporting on performance evaluations for Senior Executive Service.
WTT	Workforce Transformation Tool	Future System - Tool in final development at Kennedy Space Center (KSC) for tracking personnel affected by mission transitions as well as identifying other position options.

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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 - ACRONYM LIST

ACRONYM	DESCRIPTION
AAC	Agency Awards Calendar
ACI	Agency Calendar Initiative
CCB	Configuration Control Board
CCC	Customer Contact Center
CMS	Competency Management System
COTS	Commercial Off-the-Shelf
CS	Civil Servant
DOI	Department of Interior
ENS	Employee Notification System
EODS	Entry on Duty System
eOPF	Electronic Official Personnel Folder
ePBS	Electronic Personnel Bulletin Systems
ePDS	Electronic Position Description System
EPTS	Ethics Program Tracking System
ESD	Enterprise Service Desk
FPPS	Federal Personnel Payroll System
FTE	Full Time Equivalent
FY	Fiscal Year
HCIE	Human Capital Information Environment
HQ	Headquarters
HR	Human Resources
HRIS	Human Resources Information Systems

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ACRONYM	DESCRIPTION
HRMES	Human Resources Messaging System
IT	Information Technology
JSC	Johnson Space Center
KSC	Kennedy Space Center
MRI	Master Record Index
NAAS	NASA Automated Awards System
NAMS	NASA Account Management System
NASA	National Aeronautics and Space Administration
NEPS	NASA Employee Profile System
NOPS	NASA Organizational Profile System
NSEMS	NASA Student Employment Management System
NSSC	NASA Shared Services Center
NSSC (SP)	NSSC Service Provider
NSSC (CS)	NSSC Civil Servant
OCIO	Office of the Chief Information Officer
OGE	Office of Government Ethics
OHCM	Office Human Capital Management
OPF	Official Personnel Folder
OPM	Office of Personnel Management
PII	Personally Identifiable Information
PDW	Personnel Data Warehouse
SATERN	System for Administration, Training, and Educational Resources for NASA
SDG	Service Delivery Guide

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ACRONYM	DESCRIPTION
SES	Senior Executive Service
SP	Service Provider
SPACE	Standard Performance Appraisal Communications Environment
WICN	Workforce Information Cubes for NASA
WIMS	Workforce Integrated Management System
WTT	Workforce Transformation Tool
WTTS	Workforce Transformation Tracking System
WYE	Work Year Equivalent