

National Aeronautics and
Space Administration
NASA Shared Services Center

Stennis Space Center, MS
39529-6000
www.nssc.nasa.gov

NASA Shared Services Center Service Delivery Guide

NSSDG-3300-0001 Revision 3.0

Effective Date: October 23, 2021
Expiration Date: October 23, 2024

Staffing Services

Responsible Office: Human Resources Services Division

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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	1.0	May 20, 2019	Basic Release
Revision	2.0	November 2, 2020	<ul style="list-style-type: none"> Moved to latest SDG template Updated effective and expiration dates throughout the document Updated version number throughout the document Split out Process 1, Step 1 into 3 steps for the new Intake Form process Updated workflow charts and diagrams throughout the document Added Alt Text Updated Table of Contents Updated systems from ServiceNow and STARS to HRSD and USA Staffing throughout the document Added Metrics Removed references to WTTS, NASA STARS, and Resume Operations Center throughout document
Revision	3.0	October 15, 2021	<ul style="list-style-type: none"> Updated effective and expiration dates throughout the document Updated version number throughout the document Removed references to HRA throughout the document

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Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
			<ul style="list-style-type: none"> • Changed references to HRA or PAP to NSSC PAR Team throughout the document • Removed Process 4 – Request for Personnel Actions Not Requiring Qualification and Eligibility Review • Updated the Workflow Diagrams throughout the document • Updated Alt Text in the diagrams throughout the document • Removed Appendix C – HRA LGAP Responsibilities table

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Overview

1.0 Background

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) is responsible for providing staffing services for the Agency. The NSSC will provide staffing services in accordance with the applicable Federal and NASA regulations to provide the stakeholders with timely, accurate, and comprehensive services. The primary responsibility of staffing is advising management in identifying, attracting, and retaining a high-quality and diverse workforce capable of accomplishing the organization's mission and facilitating various processes to acquire talent. The work involves performing job analysis, recruiting, evaluating, and supporting Hiring Managers in selecting candidates. Proper staffing ensures that the Agency upholds the Merit System Principles. Authority to perform staffing work is issued by the Office of Personnel Management (OPM) and is exercised by the NASA Office of the Chief Human Capital Officer (OCHCO).

2.0 Purpose

The services described in this guide are performed by Civil Servant (CS) and Service Provider (SP) personnel. This guide includes the high-level process flows and provides a basic description of our administrative approach to support staffing services. This guide does not cover every step in the process and, as such, is intended to provide only an overview.

3.0 Applicability/Scope

This Service Delivery Guide is intended for use by Human Resources (HR) practitioners responsible for the administration of the Staffing Services Program. It is applicable to NASA Headquarters and NASA Centers, including Component Facilities, and the NSSC. Unless otherwise stated, the use of the word Center(s) in the text of this document includes NASA Headquarters and the NSSC. This Guide may also serve as a resource for NASA employees.

The term HR Director in this guide means the HR Director or designee.

4.0 Privacy Information

All participants involved must ensure protection of all data covered by the Privacy Act, and other applicable Federal regulations and NASA policies.

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5.0 Records

The NSSC will not be accepting the transfer of historical records (hard copy) for this activity. Historical records and files will be maintained at the respective Center for the lifecycle of the record.

All staffing documents and supporting file documentation will be 100 percent electronic and stored in NASA's staffing tool, NSSC's TechDoc repository, and the NSSC workflow system for managing staffing requests (e.g. ServiceNow, HRSD). The NSSC uses TechDoc as the software solution for the NSSC Electronic Library (NEL) and serves as the repository for the NSSC's official electronic records. TechDoc incorporates records management features and capabilities such as retention, disposition, security/privacy protection, and reporting.

Staffing record retention requirements are set forth in the following:

- National Archives and Records Administration (NARA) General Records Schedule 1, Item 7.
- NASA Procedural Requirements (NPR) 1441.1, NASA Records Management Program Requirements.
- NASA Records Retention Schedules (NRRS) 1441.1, NASA Records Retention Schedules (AFS 3300/12). The Competitive Placement Plan Files, retention schedule is: Destroy when 2 years old.

Any records sent to the NSSC will be maintained in accordance with the following:

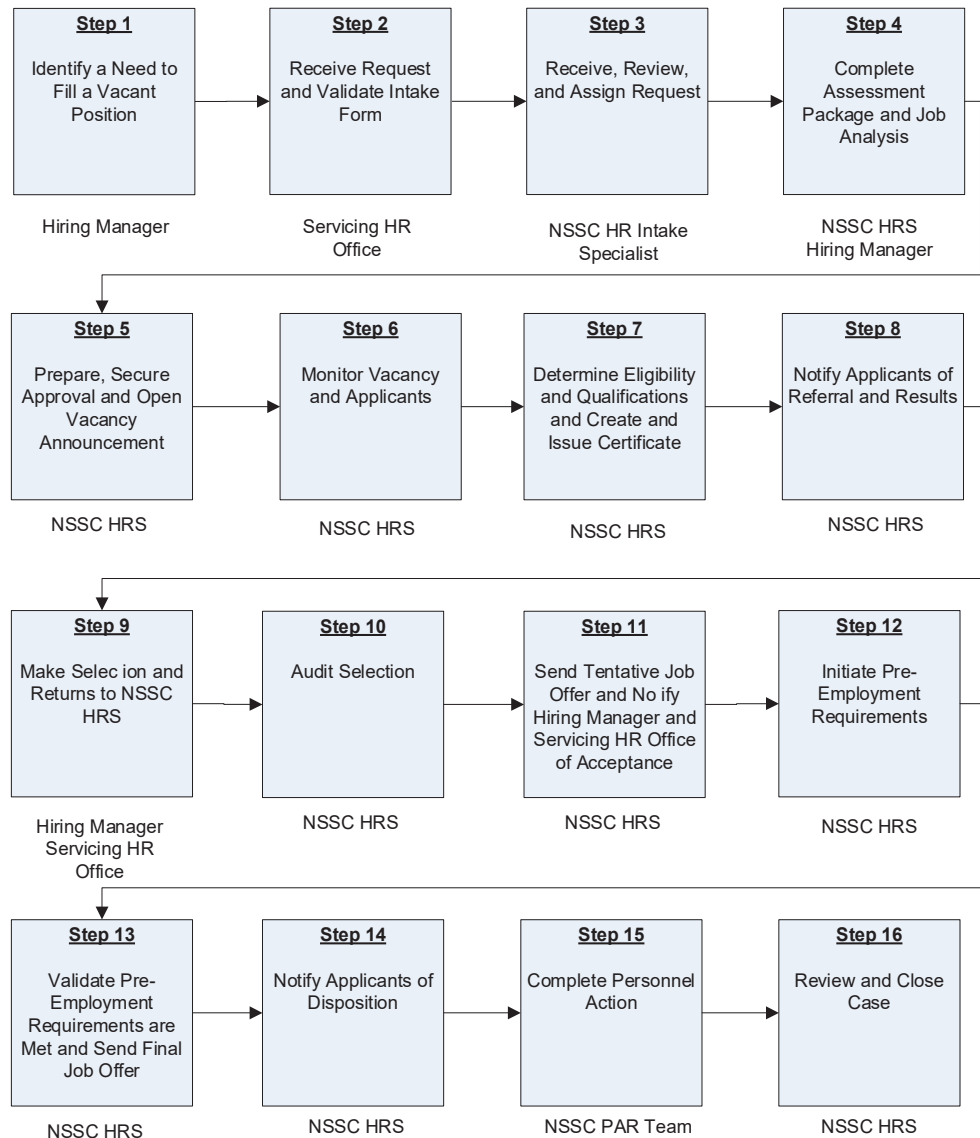
- NPR 1441.1, NASA Records Management Program Requirements.
- NASA Policy Directive (NPD) 1440.6, NASA Records Management.
- NASA Interim Directive (NID) 1600.55, Sensitive But Unclassified (SBU) Controlled Information.
- Office of Personnel Management (OPM) requirements.

6.0 Cancellation/Supersession of Previous Documents

This document supersedes NSSDG-3300-0001, NSSC Staffing Services Service Delivery Guide, Revision 2.0.

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Process 1 – Competitive including Pathways and Direct Hire



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Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step #1</u> Hiring Manager Identify a Need to Fill a Vacant Position	Identifies a need to fill a vacant position and submits a Human Resources Service Delivery (HRSD) Service Request. Output: Need to fill a vacancy identified and request submitted	Submit an HR Service request to Staffing to Fill a Vacant Position in the HR Employee Services Portal.
<u>Step #2</u> Servicing HR Office Receive Request and Validate Intake Form	Receives the request to fill a vacant position. Reviews and validates the new hire intake form to submit to NSSC Staffing Services Branch for consultation. Output: Request received and validated	Collaboration with Center Workforce Planning should occur prior to submitting the request to the NSSC to fill a vacant position.
<u>Step #3</u> NSSC HR Intake Specialist (HRIS) Receive, Review and Assign Request	Receives and reviews the request to fill a vacant position. Assigns the HRSD case to a NSSC HR Specialist (HRS). Output: Request received, and case assigned	

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Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step #4</u> NSSC HRS Hiring Manager Complete Assessment Package and Job Analysis	Provides staffing consultation with the Hiring Manager and completes Assessment Package and Job Analysis. Output: Consultation provided with Assessment Package and Job Analysis completed	
<u>Step #5</u> NSSC HRS Prepare, Secure Approval, and Open Vacancy Announcement	Prepares vacancy announcement in USAS. Secures approval of the vacancy announcement from the Hiring Manager. Opens the vacancy announcement. Output: Vacancy announcement prepared, approved, and opened	Approval of the request begins the vacancy preparation process in USA Staffing® (USAS).
<u>Step #6</u> NSSC HRS Monitor Vacancy and Applicants	Monitors vacancy and applicants. Output: Vacancy and applicant pool monitored, and vacancy closed	Vacancies close automatically at midnight on the set closed date.

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Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step #7</u> NSSC HRS Determine Eligibility and Qualifications and Create and Issue Certificate	Determines eligibility and qualifications of applicants. Creates and issues certificate. Output: Certificate created and issued	Consultation will be conducted with Hiring Manager and/or Subject Matter Expert (SME) as needed.
<u>Step #8</u> NSSC HRS Notify Applicants of Referral and Results	Notifies applicants of referral and results. Output: Applicants notified	
<u>Step #9</u> Hiring Manager Servicing HR Office Make Selection and Returns to NSSC HRS	Use the Center process to make a selection and return certificate to NSSC HRS in USAS. Output: Selection made and certificate returned	NSSC Staffing Services Branch Reconsideration, Passover, and other procedures for handling the amendment of certificates or making selection decisions, will be followed.

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Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step #10</u> NSSC HRS Audit Selection	Audits selection to verify eligibility and hiring authority. Output: Selection audited	All Delegated Examining (DE), Pathways, and external Merit Promotion certificates are audited by a NSSC HRS Civil Servant (CS) prior to the job offer. The audit of the certificate is completed by a NSSC HRS (CS) that did not work the initial vacancy.
<u>Step #11</u> NSSC HRS Send Tentative Job Offer and Notify Hiring Manager and Servicing HR Office of Acceptance	Sends tentative job offer. Notifies Hiring Manager and Servicing HR Office of acceptance. Output: Tentative job offer sent and Hiring Manager and Servicing HR Office notified of acceptance	The NSSC HRS will request all required documentation from selectee. If hiring incentives are required, the NSSC HRS will coordinate with the Hiring Manager and Servicing HR Office who will prepare any necessary incentive package. Once an approved incentive package is received the NSSC HRS will issue a revised offer to selectee.

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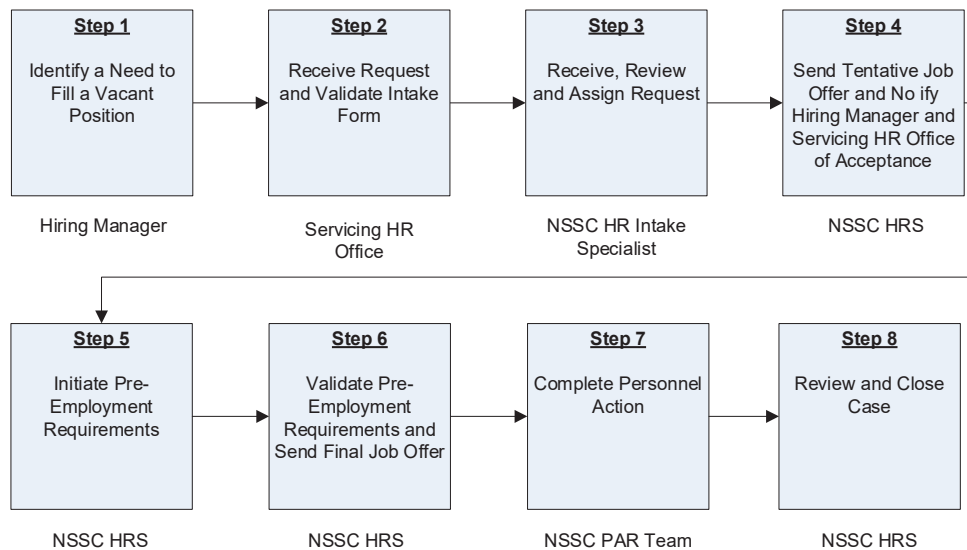
Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step #12</u> NSSC HRS Initiate Pre-Employment Requirements	Initiates pre-employment requirements. Output: Pre-employment requirements initiated	Please reference the following NSSC Service Delivery Guides (SDG) for pre-employment processes: <ul style="list-style-type: none"> NSSC Suitability Adjudication NSSDG-3700-0001 NSSC Drug Testing Administration NSSDG-3000-0002
<u>Step #13</u> NSSC HRS Validate Pre-Employment Requirements are Met and Send Final Job Offer	Validates pre-employment requirements are met and sends final job offer. Output: Pre-employment requirements met, and final job offer sent	Once pre-employment requirements are met, the NSSC HRS will set an Entrance on Duty (EOD) date and notify the Hiring Manager and Servicing HR Office. NSSC In-Processing begins onboarding selectee after final job offer is issued. Please reference the NSSC In-Processing SDG NSSDG-3000-0001. If financial disclosure is required, the selectee will be notified. Please reference the NSSC Financial Disclosure SDG NSSDG-1910-0001.

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Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step #14</u> NSSC HRS Notify Applicants of Disposition	Notifies applicants of disposition. Output: Applicants notified	
<u>Step #15</u> NSSC Personnel Action Request (PAR) Team Complete Personnel Action	Completes the personnel action Output: Personnel action completed	
<u>Step #16</u> NSSC HRS Review and Close Case	Reviews and closes case. Output: Case closed	

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Process 2 – Non-Competitive



Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step #1</u> Hiring Manager Identify a Need to Fill a Vacant Position	Identifies a need to fill a vacant position and submits a HRSD Service Request. Output: Need to fill a vacancy identified and request submitted	Submit an HR Service request to Staffing to Fill a Vacant Position in the HR Employee Services Portal.

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Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step #2</u> Servicing HR Office Receive Request and Validate Intake Form	Receives the request to fill a vacant position. Reviews and validates the request to submit to NSSC Staffing Services Branch for consultation. Output: Request received and validated	Collaboration with Center Workforce Planning should occur prior to submitting the request to the NSSC to fill a vacant position.
<u>Step #3</u> NSSC HR Intake Specialist (HRIS) Receive, Review and Assign Request	Receives and reviews the request to fill a vacant position. Assigns the HRSD case to a NSSC HR Specialist (HRS). Output: Request received, and case assigned	

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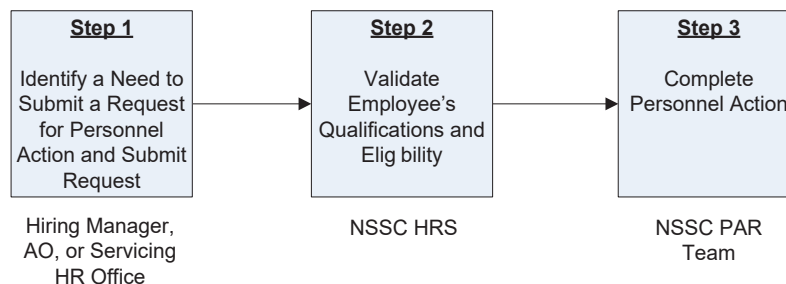
Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step #4</u> NSSC HRS Send Tentative Job Offer and Notify Hiring Manager and Servicing HR Office of Acceptance	Sends tentative job offer. Notifies Hiring Manager and Servicing HR Office of acceptance. Output: Tentative job offer sent and Hiring Manager and Servicing HR Office notified of acceptance	The NSSC HRS will request all required documentation from selectee and/or servicing HR Office. If the candidate is not eligible and/or qualified for the position, the NSSC HRIS will recommend other staffing options in the consultation during intake. If hiring incentives are required, the NSSC HRS will coordinate with the Hiring Manager and Servicing HR Office who will prepare any necessary incentive package. Once an approved incentive package is received the NSSC HRS will issue a revised offer to selectee.
<u>Step #5</u> NSSC HRS Initiate Pre-Employment Requirements	Initiates pre-employment requirements. Output: Pre-employment requirements initiated	Please reference the following NSSC Service Delivery Guides (SDG) for pre-employment processes: <ul style="list-style-type: none"> NSSC Suitability Adjudication NSSDG-3700-0001 NSSC Drug Testing Administration NSSDG-3000-0002

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Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step #6</u> NSSC HRS Validate Pre-Employment Requirements are Met and Send Final Job Offer	Validates pre-employment requirements are met and sends final job offer. Output: Pre-employment requirements met, and final job offer sent	Once pre-employment requirements are met, the NSSC HRS will set an Entrance on Duty (EOD) date and notify the Hiring Manager and Servicing HR Office. NSSC In-Processing begins onboarding selectee after final job offer is issued. Please reference the NSSC In-Processing SDG NSSDG-3000-0001. If financial disclosure is required, the selectee will be notified. Please reference the NSSC Financial Disclosure SDG NSSDG-1910-0001.
<u>Step #7</u> NSSC PAR Team Complete Personnel Action	Complete the personnel action Output: Personnel action completed	
<u>Step #8</u> NSSC HRS Review and Close Case	Reviews and closes case. Output: Case closed	

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Process 3 – Request for Personnel Action (RPA) Requiring Qualification and Eligibility Review



Note: RPAs requiring a qualification and eligibility review route to the NSSC Staffing Services Branch prior to assignment to the NSSC PAR Team for processing. This personnel actions include Non-Pathways Conversion, Pathways Conversion, Promotion, Reassignment, Change to Lower Grade, Temporary Promotion and Position Change.

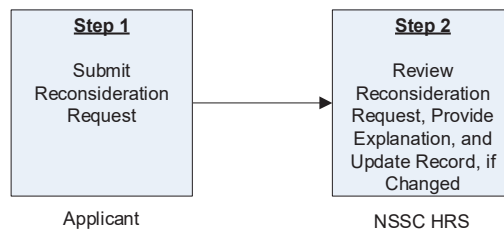
Step Roles and Responsibilities	Name of Process Action	Tips/Notes
Step #1 Hiring Manager, Administrative Officer (AO) and/or Servicing HR Office Identify a Need to Request a Personnel Action and Submit Request	Identifies a need to request a personnel action. Submits Request for Personnel Action (RPA) to the NSSC. If the RPA is submitted by a non-HRPOC then the request will be routed through the Servicing HR Office for approval before submission to NSSC. Output: RPA submitted	Submit a Request for Personnel Action in the HRSD HR Employee Services portal.

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Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step #2</u> NSSC HRS Validate Employee's Qualifications and Eligibility	Validate employee's qualifications and eligibility. Output: Qualifications and eligibility validated	For some conversion types, a confirmation letter may be required. For some actions an incentive package may be submitted by the Hiring Manager/Servicing HR Office to accompany the action.
<u>Step #3</u> NSSC PAR Team Complete Personnel Action	Initiates, codes, legally approves, and releases the personnel action. Output: Personnel action released	

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Process 4 – Reconsideration



Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step #1</u> Applicant Submit Reconsideration Request	Applicant submits request to the NSSC. Output: Reconsideration request submitted	A written request is required for reconsideration and should be e- mailed, faxed, or mailed to: NSSC Attn: HR Staffing Services Building 1111 Jerry Hlass Road Stennis Space Center, MS 39529 E-mail: nssc- contactcenter@nasa.gov Fax: 866-779-6772

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Step Roles and Responsibilities	Name of Process Action	Tips/Notes
<u>Step #2</u> NSSC HRS Review Reconsideration Request, Provide Explanation, and Update Record, if Changed	Reviews reconsideration request and provides decision explanation to applicant. If reconsideration results in a change, the applicant record is updated, and Servicing HR Office is notified. Output: Reconsideration request reviewed, and decision explanation provided	Applicant may request a second-level appeal directly to a NSSC Lead Staffing Services Specialist. If applicant was improperly excluded and selection has not been made, certificate is amended to add applicant. If applicant was improperly excluded and selection has been made, applicant will be entitled to priority consideration for the next available similar vacancy.

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Metrics

Initiating Entity	Deliverable	Receiving Entity	Performance Standard
NSSC HRS	Vacancy Announcement (excluding Pathways) Close to Certificate Issued	USA Staffing®	85% of cases have a posted vacancy announcement (excluding Pathways) close to certificate issued within 15 business days.
NSSC HRS	Audit of Selection (excluding Pathways) to Tentative Offer	USA Staffing®	85% of audited selections (excluding Pathways) to tentative offer sent is within 5 business days.

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System Components

Existing Systems

Existing IT System Title	IT System Description	Access Requirements	IT System Interfaces
ServiceNow	Workload Management System	User and User Support	ServiceNow
FPPS	Federal Personnel and Payroll System	User role	
ePDS	Electronic Position Description System	User role	FPPS
eOPF	OPM's electronic Official Personnel Folder	User role	FPPS
TechDoc	NSSC Document Imaging System	User role	ServiceNow

New Systems

New IT System Title	IT System Description	Access Requirements	IT System Interfaces
Human Resources Service Delivery (HRSD)	Workload Management System	User and User Support	Agency Applications Office (AAO) to USA Staffing and USA Onboarding
USA Staffing®	OPM Staffing and Recruiting System	User role	AAO to HRSD

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New IT System Title	IT System Description	Access Requirements	IT System Interfaces
USA Onboarding®	OPM Onboarding System	User role	AAO to HRSD

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Customer Contact Center Strategy

The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu position, routing, and escalation of inquiries for this activity. NSSDG-1200-0001, NSSC Customer Contact Center Service Delivery Guide, is located at:
[https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=1926925&rev=\\$latest](https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=1926925&rev=$latest).

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Appendix A – Acronym List

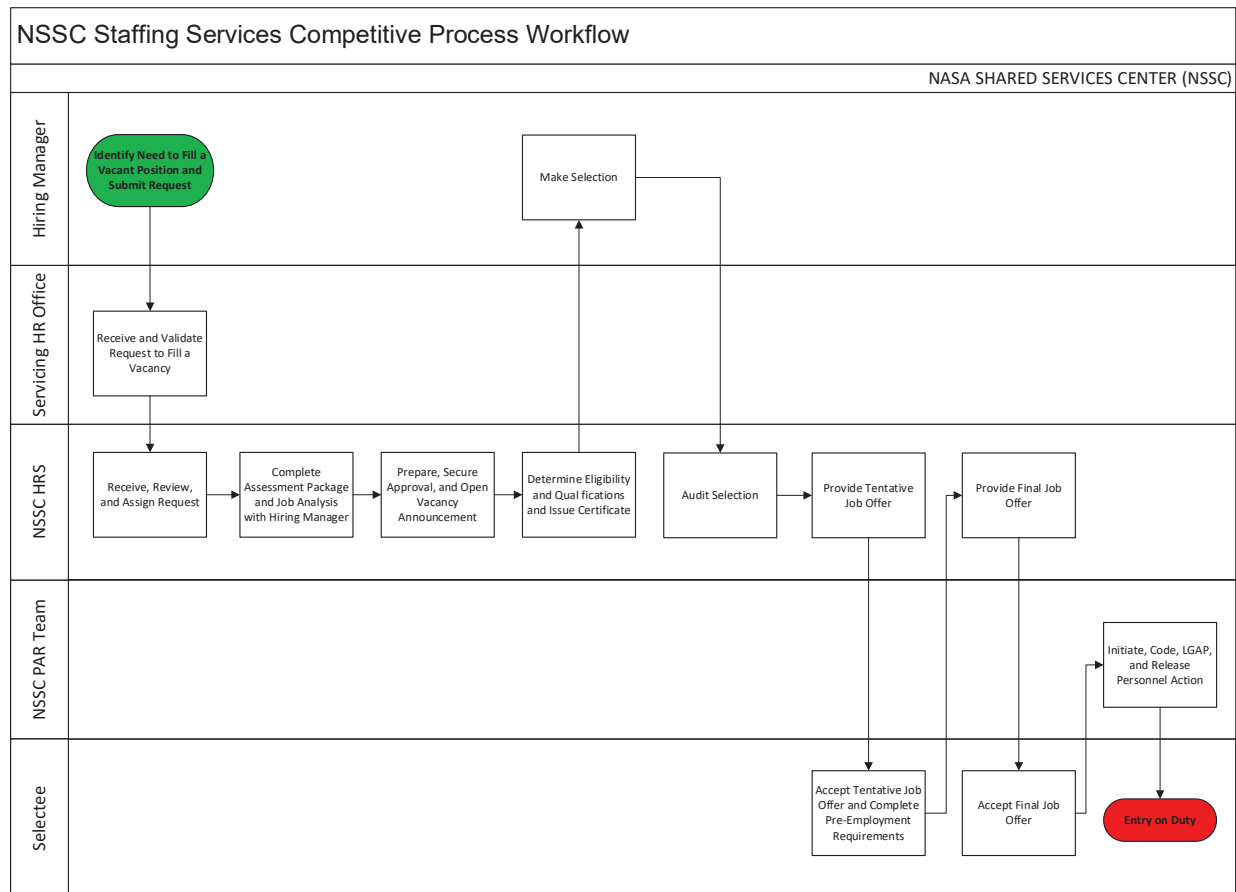
Acronym	Meaning
AAO	Agency Applications Office
CS	Civil Servant
EOD	Entrance on Duty
ePDS	Electronic Position Description System
FPPS	Federal Personnel/Payroll System
HR	Human Resources
HRS	Human Resources Specialist
LGAP	Legal Approval
NARA	National Archives and Records Administration
NASA	National Aeronautics and Space Administration
NEL	NSSC Electronic Library
NID	NASA Interim Directive
NOAC	Nature of Action Code
NPD	NASA Policy Directive
NPR	NASA Procedural Requirements
NRRS	NASA Records Retention Schedules
NSSC	NASA Shared Services Center
OCHCO	Office of the Chief Human Capital Officer
OPM	Office of Personnel Management

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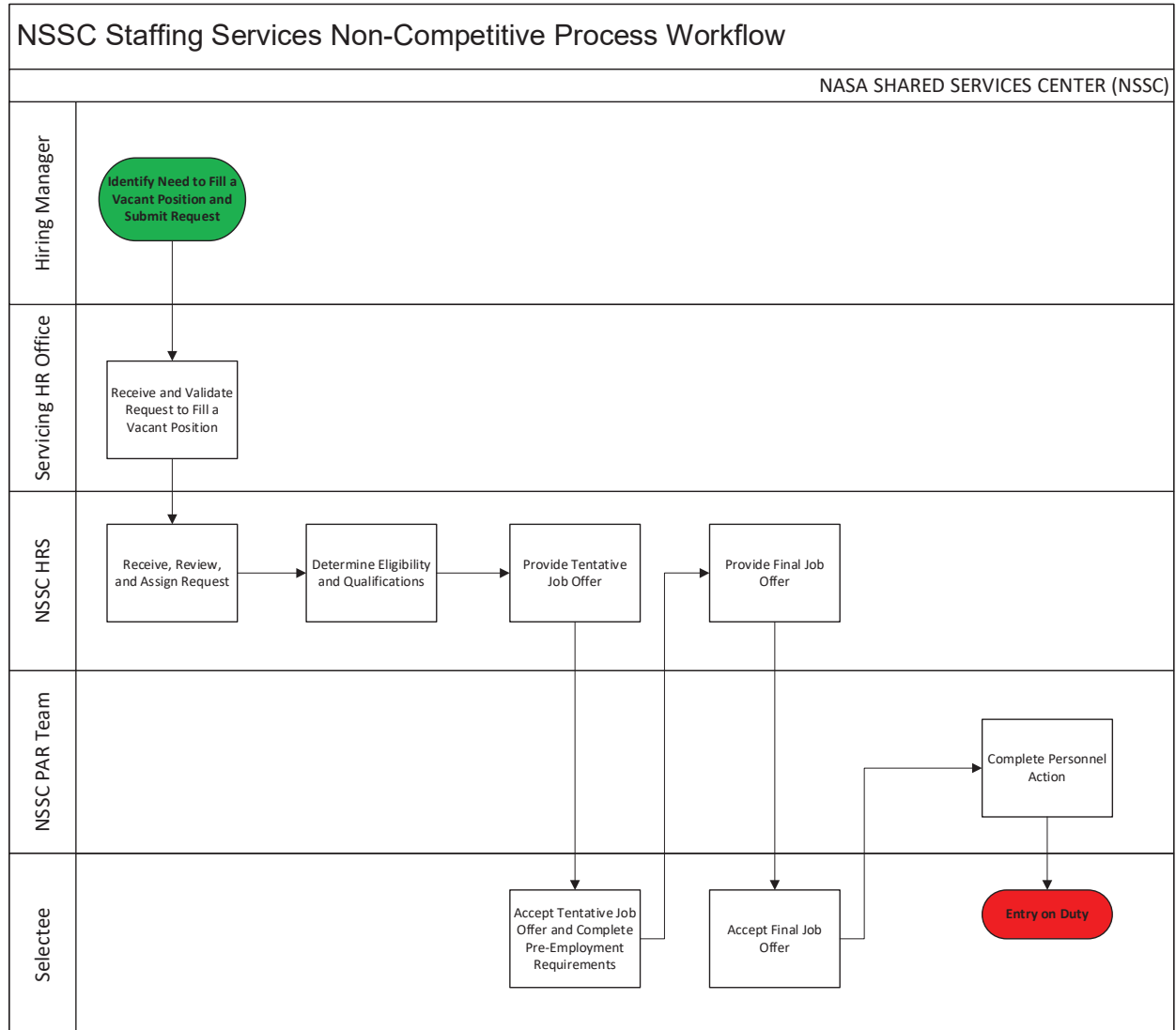
Acronym	Meaning
PAR	Personnel Action Request
PD	Position Description
POC	Point of Contact
RPA	Request for Personnel Action
SBU	Sensitive But Unclassified
SP	Service Provider
VA	Vacancy Announcement

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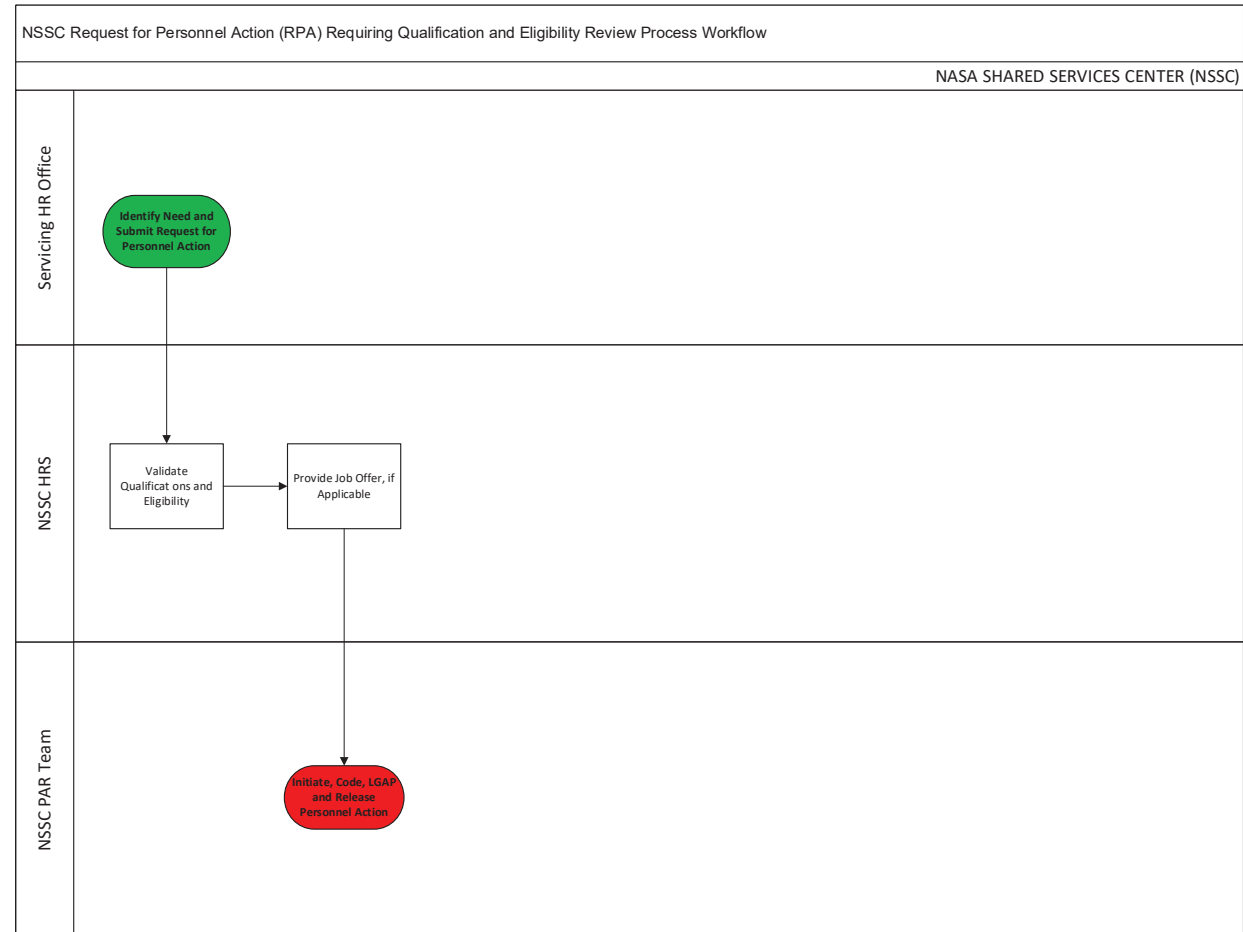
Appendix B – NSSC Staffing Services Work Process Flow Diagram



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