



National Aeronautics and  
Space Administration  
**NASA Shared Services Center**

*Stennis Space Center, MS*  
*39529-6000*  
[www.nssc.nasa.gov](http://www.nssc.nasa.gov)

## **NASA Shared Services Center Process Work Instruction**

**NSPWI-3000-0005      Version 9.0**

**Effective Date:      September 22, 2021**  
**Expiration Date:    September 22, 2022**

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### **General Employment Inquiries**

**- FOR NSSC INTERNAL USE ONLY -**

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**Responsible Office: Human Resources Services Division**

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## Approved by

Kellie Noel  
(affiliate)

Digitally signed by Kellie Noel  
(affiliate)  
Date: 2021.09.22 15:02:44 -05'00'

Kellie M. Noel  
HR Service Office Manager

Date

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## 1.0 Purpose

The National Aeronautics and Space Administration (NASA) Centers receive numerous general inquiries about employment. The inquiries include requests for information on subjects such as: where to apply for a NASA position, NASA's ability to hire non-citizens or volunteers, rights for veterans, and a host of other topics. The NASA Shared Services Center (NSSC) is responsible for directing prospective applicants to submit inquiries to the NSSC and responding to the general inquiries about employment.

The NSSC utilizes the NSSC Web site and other places to publicize General Employment Inquiries submitted to NSSC via the Customer Contact Center (CCC). The NSSC enables receipt of the inquiries. The inquiries may be received in multiple formats including: United States (U.S.) mail, e-mail, facsimile (fax), and telephone.

## 2.0 Authority

None

## 3.0 Applicable Documents and References

The following references were used in the preparation of this Process Work Instruction (PWI):

- a. Electronic Code of Federal Regulations (eCFR) Index located at [www.ecfr.gov](http://www.ecfr.gov)
  1. 5 CFR Part 300, Employment (General)
  2. 5 CFR Part 302, Employment in the Excepted Service
  3. 5 CFR Part 304, Expert and Consultant Appointments
  4. 5 CFR Part 307, Veterans Recruitment Appointments
  5. 5 CFR Part 308, Volunteer Service
  6. 5 CFR Part 310, Employment of Relatives
  7. 5 CFR Part 315, Career and Career Conditional Appointment
  8. 5 CFR Part 316, Temporary and Term Employment
  9. 5 CFR Part 317, Employment in the Senior Executive Service

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10.5 CFR Part 319, Employment in Senior-Level and Scientific and Professional Positions

11.5 CFR Part 330, Recruitment Selection, and Placement (General)

12.5 CFR Part 332, Recruitment and Selection Through Competitive Examination

13.5 CFR Part 335, Promotion and Internal Placement

14.5 CFR Part 338, Qualification Requirements (General)

15.5 CFR Part 362, Presidential Management Fellows Program

b. NASA Procedural Requirements (NPRs)

1. 3300.1: Appointment of Personnel to/from NASA
2. 3317.1: Senior Executive Service Career Appointee Merit
3. 3319.1: Management of Senior Scientific and Technical and Other Senior Level Positions with Change 1
4. 3330.1: NASA Career Transition Assistance Program (CTAP)
5. 3.435.1: NASA Performance Management Plan for the Senior Executive Service with Change 1
6. 3451.1: NASA Awards and Recognition Program
7. 3713.1: Procedures for Providing Reasonable Accommodations for Individuals with Disabilities with Change 1

c. NASA Shared Services Center General Employment Inquiries Service Delivery Guide

d. National Aeronautics and Space Administration careers Web site located at <https://www.nasa.gov/careers>

e. Office of Personnel Management Veterans Information Guide located at <http://www.fedshirevets.gov/index.aspx>

f. NASA Human Resources Portal Recruitment page located at <https://hr.nasa.gov/recruitment> (copy and paste link in browser)

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- g. NASA Human Resources Portal Staffing page located at  
<https://hr.nasa.gov/hiring-staffing> (copy and paste link in browser)
- h. United States Office of Personnel Management USAJOBS Web site located at  
[www.usajobs.gov](http://www.usajobs.gov)



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## 4.0 Process Overview and Roles

### 4.1 Prospective Applicant Submits Inquiry:

- 4.1.1 The prospective applicant or customer submits an inquiry about employment directly to NSSC via telephone, e-mail, fax, or U.S. Postal Service.

*The following contact information is used for applicants submitting employment inquiries to the NSSC:*

- Phone: 1-877-677-2123 (1-877-NSSC123)
- Fax: 1-866-779-6772
- E-mail: [nssc-contactcenter@nasa.gov](mailto:nssc-contactcenter@nasa.gov)
- Postal mailing address:

NASA Shared Services Center  
 Building 1111, Jerry Hlass Road  
 Stennis Space Center, MS 39529  
 Attn: General Employment Inquiries

### 4.2 NSSC – Evaluate Inquiry:

#### 4.2.1 The NSSC receives the request:

- a. If an inquiry is submitted via U.S. Postal Service, fax, or e-mailed to [nssc@nasa.gov](mailto:nssc@nasa.gov), it is received by the NSSC Document Imaging (DI) group.
- b. If an inquiry is submitted via e-mail to [nssc-contactcenter@nasa.gov](mailto:nssc-contactcenter@nasa.gov) or by telephone, it is received by the NSSC CCC.
- c. If an inquiry is submitted via e-mail to [nssc-contactcenter@nasa.gov](mailto:nssc-contactcenter@nasa.gov) or telephone to the NSSC CCC and is already in a *nuisance* status, follow the directions located in Appendix D.

#### 4.2.2 The DI group performs the following steps:

- a. Receives inquiries via U.S. Postal Service or fax.
- b. Scans inquiry and uploads to TechDoc folder (located at <https://dm.nssc.nasa.gov/servlet/dm.web.LogIn>) library / HR / General\_Employment\_Inquiries/folder.
- c. Opens ServiceNow (located at <https://esd.nasa.gov/>) case and task.

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- d. Elevates or submits the ServiceNow case and task to the NSSC SP General Employment Inquiries Group.

#### 4.2.3 The NSSC CCC performs the following steps:

- a. Receives inquiries via telephone or e-mail.
- b. Opens a ServiceNow case and task (If an e-mail is not from a foreign national and contains attachments, the e-mail is forwarded to DI. If the e-mail has attachments and is from a foreign national, it is not sent to DI).
- c. Reviews the request and researches the question. Uses the Knowledge Base templates or other information provided by the HR General Employment Inquiries Group (Level 2) to respond to the inquiry.
- d. Resolves the ServiceNow case and task, if CCC (Level 1) can respond to inquiry, by following their designated process.
- e. Elevates the ServiceNow case and task to the NSSS SP General Employment Inquiries personnel (Level 2), if the CCC cannot respond to the inquiry using the Knowledge Base and templates.

#### 4.2.4 The NSSC Level 2 team member performs the following steps:

- a. Receives the ServiceNow case and task from DI or CCC, assigns case and task to self, changes the *Status* to **Work in Progress (WIP)**, proceeds to Step 4.5, and updates SN. L2 also makes certain the *Subcategory* in the SN case accurately reflects the type of inquiry:
  - If an active duty or discharged military veteran inquires, the Subcategory will be Veteran Status Inquiry, even if the customer is also a student.
  - If the customer notes he or she is a student, from elementary to college, and is not a Foreign National, the Subcategory will be Student Employment Inquiry.
  - If a Foreign National writes in, no matter what age or education level, to ask about employment at NASA, the Subcategory will be Foreign National Inquiry or, if customer asks about becoming an astronaut, Foreign National Astronaut Inquiry.
  - If the customer asks only about astronaut requirements and is not a student or a Foreign National, the Subcategory will be Astronaut Inquiry.

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- If the customer is not a student, Foreign National, or retired or active-duty military, and asks about non-astronaut employment at NASA, the Subcategory will be General Inquiry.

Handling Misrouted Inquiries: If inquiry is misrouted to GEI L2 and/or could be answered with a CCC template, forward SN case number and information to GEI SP Team Lead for review and possible return to CCC.

- b. AutoNSR Customer cases: If the case comes to Level 2 from DI and has the Customer listed as AutoNSR, this will require the Level 2 General Employment Inquiries Team member to locate the customer's information, or input the information from the customer's submitted documentation into the Customer Record. Use the following steps:
  - Assign the case to yourself by selecting your name from the Assigned To drop down list, change Status field to **Work in Progress** status, close it, and reopen it.
  - Scroll down to the bottom of the SN HR Case screen and click on **Links** tab. This will bring up a URL. Click on the URL, which will open a PDF in another window.
  - After determining the customer's identity from the PDF, on the SN HR Case window, go to the *Customer* field and click on the magnifying glass to the immediate right of the field. The *Search* box will allow you to search for full name (e.g., Thomas Smith), by first or last name, or by e-mail address. If a match pops up (generally toward the top of the results, click on that name, and other fields will populate in the SN HR Case.
  - If this does not produce a match, you will have to input the customer's information yourself. On the SN HR Case window in the *Customer* field, click on the rightmost icon (an "i" within a circle). This will bring up a User window. Click on the **Open Record** button in the top right of this window. Input the customer's First Name, Last Name, and e-mail address at minimum. Scroll down and type in the Work Notes that you have updated customer information per submitted documentation, and hit the Update button at the top of User window.
  - In the HR Case form, update Subcategory and Short Description to reflect information and proceed with working the case.

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f. Completes the following steps to respond:

1. Inquiries received by telephone: Speaks with the customer on the phone when the call is received, or if a message was taken by the CCC, responds with a telephone call. (Note: In the rare event that the customer is a Foreign National calling from outside the U.S., response must be made by e-mail.) The phone conversation is followed up with an e-mail response using a tailored email (based upon the applicable template located at N: > SP Human Resources > GEI > NEW TEMPLATES – Feb 2021.
2. Conducts research as needed, reference available resources, answers questions from the customer, and updates SN.
3. Reviews current available standard response template to determine if one or more of the standard responses is proper, if inquiry is received via fax, e-mail, or U.S. Postal Service:
  - If a standard response is relevant, the letter template is retrieved from the document template folder located in the shared GEI folders on the N: Drive at N: > SP Human Resources > GEI > NEW TEMPLATES – Feb 2021, and specifics are tailored within the template to accurately respond to the inquiry. For a list of available templates, see Appendix C in this work instruction.
  - If a standard response is not relevant, a response is developed following thorough review of pertinent regulations and by conducting research using OPM or NASA online resources.
  - If Level 2 is unable to answer the inquiry and resources have been exhausted, the inquiry is referred to the NSSC SP Technical Lead or Service Owner via e-mail providing direction or authorizing the elevation of the inquiry to NSSC Civil Servant (CS) HR General Employment Inquiries personnel (Level 3). The NSSC CS determines if and when NASA OCHCO, Public Affairs, or other Headquarters (HQ) component should be contacted for assistance with answering unusual questions.
4. Prepares the standard or customized response by applying the following guidelines:
  - Responds to general employment inquiries within 3 business days of receipt of the inquiry. This 3-day metric is a deliverable requirement, rather than a goal. (Performance standard in Service Delivery Guide states: 95% of inquiries shall be responded to within 3 business days.)

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- The response delivery method mirrors the method the inquiry was submitted (e.g., if an applicant submits an inquiry by e-mail, the response is provided to the applicant via e-mail) unless requested by the customer, or if the customer is a Foreign National.
  - The response addresses all issues/questions raised by the customer.
  - The response meets NASA correspondence requirements, as well as official format and template requirements.
  - Responses have a positive tone reflecting NASA's sincere interest in providing the requested information.
  - If an inquiry is referred externally for response, the inquirer is so informed.
5. Quality reviews: The team conducts a random internal quality review of responses. For the first inquiries received on Tuesdays and Thursdays, the assignee forwards the draft response to a Level 2 teammate for content and style review. If needed, the colleague will recommend changes/additions and send the revised draft back to the author for finalization. Once the response is finalized, the response is sent to the customer, and the SN case is closed complete. For all other inquiries, no review is required, although the assignee may seek additional input on any response at any time by sending it to a team member or the Technical Lead for a review/feedback. For highly unusual requests that can be answered at L2, the assignee should send the draft response to the Technical Lead or Service Owner for review prior to sending to the customer.
  6. Responds to customer. (See Section 4.5.3 for how to document/archive the response.)
  7. Updates SN with copies notes regarding the case and with a final copy of the response that was sent to the customer.
    - a. Open the e-mail file, hit **Forward**, copy the text to include the header showing time and date of response, and paste the response into the work notes of the ServiceNow case.
    - b. Change **Status** of the request to "Closed Complete," and update the case to close it. Note: If the SN Case includes a task, you must change the Task status to "Resolved" and enter a Work Note. A SN Case will not close with an unresolved Task. (At this time, the Task functionality is not used but a Task is autogenerated.)

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Note: The ServiceNow case should be updated with the steps taken and issues encountered, as well as information not received. Updates may be entered as often as needed. It is important the ServiceNow case contain as much detail as possible to properly document appeal status and progress. Since many people in the organization have access to ServiceNow, it is important to assure the high quality of entries, maintaining professionalism and ensuring the case and task are free of errors. If answering the customer's question requires extensive research or external or internal information, the case should be placed in Pending status while research is conducted or while obtaining information from another source.

4.3 The NSSC SP General Employment Inquiries Service Owner or Technical Lead performs the following steps:

- a. Approves the response for unusual requests and nuisance inquiries via e-mail.
- b. Returns the response to the NSSC SP General Employment Inquiries group member for finalizing.

4.4 Level 2 performs the following steps:

- a. Forwards the response to the applicant via phone, e-mail, or mail.
- b. Documents a response by one of the following methods:
  1. Hardcopy of the letters: Uploads to TechDoc library, files by nature of inquiry, and updates SN:
    - Navigate to <https://dm.nssc.nasa.gov/servlet/dm.web.HomePage> (Log in using User name and Password if needed).
    - When the screen is displayed, click on Explorer tab and locate the **HR folder**.
    - Click **General\_Employment\_Inquiries folder**.
    - Choose the **folder** that coincides with the type of inquiry and open it.
    - Open the **Responses folder** and add the document.
  2. E-mail responses: In the [NSSC-HR-Services@nasa.gov](mailto:NSSC-HR-Services@nasa.gov) shared e-mail box in Outlook, drag the e-mail sent to customer from the **Sent Mail** folder to the **Employee Inquiry Responses** folder.

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#### 4.5 Duplicate Inquiries

When a customer sends in more than one inquiry within one or two days with the same information requested, subsequent inquiries should be related to the original and handled as follows:

1. In the duplicate inquiry, add case number(s) of duplicate inquiry (if the CCC has not already done so).
  - a. Locate the case number for the original inquiry.
  - b. In the SN Case of the duplicate inquiry, click the **Related To** tab, then click the **Edit** button.
  - c. In the **Collection** field, type the Case number for the original inquiry, then click the **Right Arrow** button. The original inquiry Case number is displayed in the **Related To List** field.
  - d. Click the **Save** button.
  - e. Verify that the original Case number is listed in the **Related To** tab.
2. In the duplicate inquiry, open the Task, then complete the following:
  - a. Assign to yourself.
  - b. In the **Short Description** field, type: "Duplicate of Case #."
  - c. In the **Work notes** field, type: "Duplicate of Case #. Response to customer will be worked through original inquiry."
  - d. From the **Status** drop-down menu, select the **Cancelled** option.
3. In the duplicate inquiry, open the Case, then complete the following:
  - a. Assign to yourself.
  - b. In the **Short Description** field, type: "Duplicate of Case #."
  - c. In the **Work notes** field, type: "Duplicate of Case #. Response to customer will be worked through original inquiry."
  - d. From the **Status** drop-down menu, select the **Closed-Incomplete** option.



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#### 4.6 Audit Response:

Level 3 may randomly samples responses submitted by NSSC SP to determine suitability of response, accuracy, and responsiveness to the question posed.

### 5.0 Objective

To respond to inquiries regarding employment with NASA

### 6.0 Roles and Responsibilities

6.1 The Prospective Applicant/Customer is responsible for submitting or forwarding inquiry about employment.

6.2 If a Center receives an inquiry, it is responsible for the following:

- a. Reviewing and evaluating the inquiry.
- b. Following the procedures for the inquiry.
- c. Responding and retaining a copy of the response to the inquiry.
- d. Forwarding inquiries to NSSC.

6.3 The NSSC SP is responsible for the following:

- a. Reviewing and following the guidelines for the inquiry.
- b. Receiving the request.

6.4 The DI Group is responsible for the following:

- a. Receiving inquiries (via U.S. Postal Service or fax), scanning, and saving inquiries.
- b. Opening ServiceNow case and task.
- c. Elevating ServiceNow case and task to the NSSC SP General Employment Inquiries Group.

6.5 The NSSC CCC is responsible for the following:

- a. Receiving inquiries via telephone or e-mail.
- b. Opening ServiceNow case and task.



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- c. Reviewing and researching the request.
- d. Resolving the ServiceNow case and task.
- e. Elevating the ServiceNow case and task.

6.6 Level 2 is responsible for the following:

- a. Receiving the ServiceNow case and task from DI/CCC.
- b. Determining the type of inquiry and level of response needed.
- c. Preparing the standard or customized response.
- d. Forwarding response to a GEI team reviewer or, if fielding an unusual request, forward to the NSSC SP General Employment Inquiries Lead.
- e. Responding to the customer.
- f. Forwarding nuisance cases to L3 for review.

6.7 The NSSC SP General Employment Inquiries Lead or Service Owner is responsible for approving and returning the response to the NSC SP General Employment Inquiries Group.

6.8 Level 3 is responsible for the following:

- a. Randomly sampling responses.
- b. Reviewing unusual requests that cannot be answered by L2 and determining course of action.
- c. Reviewing nuisance cases elevated by L2 and forwarding to IT Security Point of Contact.

## 7.0 Records

All records will be maintained in accordance with NASA Procedural Requirements (NPR) 1441.1, NASA Records Management Program Requirements; and NASA Policy Directive (NPD) 1440.6I, NASA Records Management. Records for General Employment Inquiries are listed on the NSSC Master Records Index under NASA Records Retention Schedule (NRRS).

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## 8.0 Cancellation/Supersession of Previous Documents

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## Appendix A – Acronym List

Acronym	Meaning
AST	Aerospace Technology/Technologist
CCC	Customer Contact Center
C.F.R.	Code of Federal Regulations
CTAP	Career Transition Assistance Program
CS	Civil Servant
DI	Document Imaging
eCFR	Electronic Code of Federal Regulations
HQ	Headquarters
HR	Human Resources
IPA	Intergovernmental Personnel Act
L1	Level 1 (CCC)
L2	Level 2 (HR SP)
L3	Level 3 (HR CS)
N/A	Not Applicable
NASA	National Aeronautics and Space Administration
NPR	NASA Procedural Requirement
NSR	NSSC Service Request
NSSC	NASA Shared Services Center
OCHCO	Office of the Chief Human Capital Officer

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Acronym	Meaning
OPM	Office of Personnel Management
PID	Public Inquiries Division
POC	Point of Contact
PWI	Process Work Instructions
SME	Subject Matter Expert
SN	ServiceNow
SP	Service Provider
STEM	Science, Technology, Engineering, and Mathematics
TDP	Testing Designated Position
U.S.	United States
U.S.C.	United States Code
WIP	Work In Progress

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## Appendix B – How to Locate Human Resources Points of Contact

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Occasionally, to answer a response posed by a customer or to do research it may be necessary to contact a Human Resources Business Partner (HRBP) or other POC at a NASA Center HR office within OCHCO for information. Due to the frequent turnover within OCHCO, it is not feasible to maintain a list of points of contact; however, points of contact may be located on the HR Portal using the following steps:

1. Navigate to HR Portal at: <https://hr.nasa.gov/>.
2. Click on the light blue box at top right of page titled **Who to Contact**.
3. Under **Center Contacts**, select the applicable Center name from the drop down list. Names will appear underneath.
  - a. For some of the larger Centers, an optional **More Info** link is provided. Click on the More Info link to be redirected to more in-depth HR websites and POC lists or organizational charts.
4. Link to [OCHCO organization charts](#), including Center charts.

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## **Appendix C – Location of Response Templates and Other Resources**

Current response templates are located on the N: drive by following this path:

[N: > SP Human Resources > GEI > NEW TEMPLATES – Feb 2021](#)

The applicable file names are:

2021 – Foreign National Adult.docx

2021 – Foreign National Student.docx

2021 – General Inquiry Citizenship Unknown.docx

2021 – General Inquiry U.S. Adult.docx

2021 – International Adult Astronaut Inquiry.docx

2021 – International Student Astronaut Inquiry.docx

2021 – Manual Application Process.docx

2021 – Open Continuous Announcement.docx

2021 – Schedule A template.docx

2021 – U.S. Adult Astronaut Inquiry.docx

2021 – U.S. Student Astronaut Inquiry.docx

2021 – U.S. Student General – above Grade School.docx

2021 – Veteran Inquiry.docx

(These response templates are used as is by the CCC and used as a basis for custom responses by L2. The templates are updated as needed, but at a minimum, reviewed annually for accuracy and improvement.)

### **Applicable Knowledge Articles in Service Now Knowledge Base:**

NSSC Contact Center Guidelines for Processing General Employment Inquiries:

[https://esd.nasa.gov/nav\\_to.do?uri=kb\\_knowledge.do?sys\\_id=195d969d1bb8bc108f9085dae54bcb6e%26sysparm\\_view=esc](https://esd.nasa.gov/nav_to.do?uri=kb_knowledge.do?sys_id=195d969d1bb8bc108f9085dae54bcb6e%26sysparm_view=esc)

KB0011646 Repeat or Nuisance Inquiries:

[https://esd.nasa.gov/kb\\_view.do?sys\\_kb\\_id=3b5e6d940f78ae00ba665858a1050eb0&sysparm\\_rank=3&sysparm\\_tsqueryId=c35e8c6b1b48b0106a2ded7bbc4bcb0e](https://esd.nasa.gov/kb_view.do?sys_kb_id=3b5e6d940f78ae00ba665858a1050eb0&sysparm_rank=3&sysparm_tsqueryId=c35e8c6b1b48b0106a2ded7bbc4bcb0e)

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## **Appendix D – Responding to Repeat Inquiries (Nuisance)**

When a customer sends repeated inquiries and NSSC Level 1 or Level 2 has responded at least two times to the inquirer, and no additional, valid questions are being asked, by the third response, Level 2 will contact Level 3 to get direction. If Level 3 instructs or approves Level 2 to put closure to the case, Level 2 will send out an approved, tailored “Closing blurb” response.

### **When to Use Closing Blurb**

When directed or approved by Level 3 to submit a final response to an inquirer, the Closing blurb is intended to be used as is by Level 2 with the addition of the specifics for that particular customer’s response. It is possible that this will be the entirety of the response (filling in blanks as needed); however, it is more likely that there will be other comments added that are related to the customer’s question.

Dear **First Name/Last Name**,

Thank you for your inquiry regarding \_\_\_\_\_. It is the goal of the NASA Shared Services Center (NSSC) to provide each customer with as much information as possible about employment with NASA. However, there is no additional information that we can provide to you regarding **this topic/these topics**. Please refer to our **e-mail(s)** to you on \_\_\_\_\_ (and \_\_\_\_\_).

Thank you for contacting the NSSC. **Please do not reply to this e-mail, as this e-mail box is not monitored for replies.**

Thank you,

NSSC  
General Employment Inquiries  
Web: <https://www.nssc.nasa.gov/customerservice>  
Fax: 1-866-779-6772

Level 2 will send the drafted closing blurb, along with documentation of the previous correspondence, to Level 3 for approval before sending the approved response to the inquirer. The case should be placed in “Pending” Status for “Internal Information” while the case is being adjudicated.

If Level 3 approves the closing blurb response, 2 will implement the response. Level 3 will also send an e-mail notification to IT security and copy the Contact Center POCs with details of the inquiry and to request that the customer be flagged as a “Nuisance e-mailer.”

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1) **Nuisance Inquiry** – Customers sends numerous inquiries and no new or additional valid questions asked.

Level 3 (currently Deirdre Wolverton) will send an e-mail message to IT Security (currently Kevin Herrington) with a copy to the Contact Center POCs to “flag” the customer for reaching his limit of responses from the NSSC. Once the customer is “flagged,” the CCC will update the customer’s profile with a message stating that this customer has been flagged as a nuisance because of repeated inquiries on the same issues.

If the inquirer sends another request to the NSSC, a NASA People Message will pop up saying:

“If name of inquirer submits a general employment inquiry, please open the Incident, mark in the ticket that “This customer had previously been marked as nuisance on previous issues” and elevate to General Employment Inquiry Level 2 for action.

When Level 2 gets notified of any other inquiries from this requestor, the SP will review the current inquiry to ensure that nothing new is being asked. If nothing new is being asked, then Level 2 will close the ticket, stating in the Work notes:

“Because this inquirer has previously been sent final closing blurb information on this issue and has been flagged as a “Nuisance” and no new or additional information has been requested, this ticket is being closed with no response necessary.”

**Note:** This no response blurb can only be determined by Level 2 or Level 3. Contact Center personnel should not be making that determination.

## **E-mail to L3 When Sending the Response for Review**

Subject of E-mail: Review/Approval of Closing Blurb Reponse Intended for Ticket #

Level 3 GEI POC name,

Customer name and other information has written to the NSSC number of times to ask NASA general details of repeated inquiries. This customer has been given specific information about requirements and restrictions on hiring of foreign nationals in two responses. I would like to send him the closing blurb as follows:



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His current inquiry is HRC0508614. He submitted an identical inquiry to the shared NSSC box.

His previous inquiries are:

**SN CASE#s**

The full text of the available correspondence is attached.

This is our proposed response to **CASE#**:

Include the closing blurb.

Thank you,

**Level 2 GEI POC name**

### **If the Inquirer Sends Another Request**

If the inquirer sends another request to the NSSC, a NASA People Message will popup saying:

“If name of inquirer submits a general employment inquiry, please open the Incident, mark in the ticket that “This customer had previously been marked as nuisance on previous issues” and elevate to General Employment Inquiry Level 2 for Action.”

When Level 2 gets notified of any other inquiries form this requestor, they will review the incidents tab to ensure that nother new is being asked. If nothing new is being asked, then Level 2 will close the ticket complete and put in the case notes:

“Because this inquirer has previously been sent final closing blurb information on this issues and has been flagged as a “Nuisance” and no new or additional information has been requested, this ticket is being closed with no response necessary.”

**Note:** This no-response blurb can only be determined by Level 2 or Level 3. Contact Center personnel should no be making that determination.