



National Aeronautics and
Space Administration

NASA Shared Services Center
Stennis Space Center, MS

39529-6000

www.nssc.nasa.gov

NASA Shared Services Center Process Work Instruction

NSPWI-3000-0026 Revision 0001

Effective Date: **October 18, 2021**
Expiration Date: **October 18, 2022**

PRESIDENTIAL RANK AWARDS

DOCUMENTATION

- FOR NSSC INTERNAL USE ONLY -

Responsible Office: Human Resources Services Division

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Approved by

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(affiliate)

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Date

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DOCUMENT HISTORY LOG

Status	Document Version	Effective Date	Description of Change
Basic	Basic	November 20, 2020	<ul style="list-style-type: none"> Basic Release
Revision	0001	October 18, 2021	<ul style="list-style-type: none"> Updated procedure steps, including elimination of Center/ESBP review.

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1.0 Purpose:

- 1.1 The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) is responsible for preparing Presidential Rank Award (PRA) nomination narratives for the Agency's annual nominees.
- 1.2 The PRA is one of the highest awards bestowed to the Career Senior Executive Service (SES) and Senior Professional employees (i.e., Senior-Level (SL) and Scientific-Professional (ST)), by the President of the United States. The Office of Personnel Management (OPM) requests nominations and administers the program; the agency heads nominate senior executives and senior professionals for their respective agencies. Each year, OPM issues a call to Federal agencies for PRA nominations.

2.0 Authority:

- 2.1 None

3.0 Applicable Documents and References:

- 3.1 NASA Policy Directive (NPD) 3000.1, Management of Human Resources (HR)
- 3.2 NASA Procedural Requirements (NPR) 3100.1, Management of the Senior Executive Service
- 3.3 NSSC SES Appointments, Candidate Development Program and Presidential Rank Awards Case Documentation Service Delivery Guide
- 3.4 OPM Presidential Rank Awards Program Guidance and Templates for Executive Departments and Agencies
- 3.5 Title 5, United States Code (U.S.C.), 4507(d) (1) and (2)

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4.0 Procedure:

4.1 Step 1 – Agency determines nominees and compiles supporting documentation:

4.1.1 In advance of OPM's release of the official call for PRA nominations, the Agency conducts a panel to determine the nominees for that year by reviewing names and one page career summaries submitted by each NASA Center. Once the panel determines the final list of nominees, Office of the Chief Human Capital Officer (OCHCO) Executive Services point of contact forwards the list and summaries to the NSSC Service Provider (SP) Service Owner in anticipation of that year's OPM call for nominations, guidance, and deadline.

The nomination list and summaries are sent to NSSC via e-mail to nssc@nasa.gov using the subject line "SES – PRA – Nominations" and Carrie Pohto (SP Service Owner) is copied.

4.1.2 When OPM releases the call, guidance and deadline, in the past, it has been posted on the Chief Human Capital Officers (CHCO) Council's transmittal Web site at: <https://www.chcoc.gov/transmittals>. NASA's OCHCO representative or the NSSC L3 civil servant oversight will also inform the SP Service Owner of the OPM official call.

4.2 Step 2 – SP Service Owner receives nomination list and assigns writers:

4.2.1 The SP Service Owner or PRA Team Lead performs the following steps:

- a. Reviews and nominee list and summaries and notes if any one-pagers are missing. Requests clarification or missing summaries from OCHCO. Also, SES performance summaries from at least the previous 3 years for each nominee is pulled from ePAS or requested from OCHCO POC.
- b. Creates a folder for each nominee in the PRA folder on the N Drive and transfers the nominee's background documentation (one pager, past performance summaries or awards information) from OCHCO emails to the folder so that the assigned writer can retrieve it later.
- c. Confirms that all nominees have been notified and obtains permission from OCHCO for the NSSC SP writers to contact the nominees.
- d. Opens ServiceNow case that was auto-created (through Document Imaging or the CCC) when the list was e-mailed in and assigns the case to self or Lead. This will be the main case, and an individual case

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will be created for each nominee once writer assignments are determined.

- e. Notifies writing team and determines assignments.
- f. Creates a ServiceNow case for each nominee and assigns the applicable writer. Fill in as many of the Function Detail date fields as possible at this time. (The date due to OCHCO will be determined by the OPM deadline. Count 5 business days BEFORE the OPM due date not including the day of the OPM due date. (For example, if the OPM due date is a Monday, the date due to OCHCO is the preceding Friday with one business week in between.)

Note: The PRA metric states “100% of PRA Nominations that are received by the established timeline will be forwarded to OCHCO prior to 5 business days before the OPM deadline.”

- g. Notifies the ESBPs who the writer(s) is for their Center’s nominees and provide a process overview with tentative timeline via e-mail and cc’s the writer(s). (**Note:** Since the ESBP review of the final content was eliminated in 2021, check with OCHCO prior to executing this step going forward to determine if it is still needed. In March of 2021, OCHCO notified each nominee individually and cc’d the ESBPs and NSSC Service Owner and Lead but it was an unusual year due to the prior year’s PRA program cancellation by OPM).

Sample e-mail:

Dear Linda,

The NASA Shared Services Center (NSSC) is pleased to support the nominees and Centers again this year in developing the Presidential Rank Award (PRA) Justification Statements.

The NSSC technical writer assignments for your Center’s nominees are:

Nominee	NSSC Writer
Gregory, Jack	Sharon McCormick

A summary of our process is as follows:

1. NSSC receives list of final nominees. (Complete)
2. NSSC makes Primary writer assignments for each nominee. (Complete)
3. NSSC receives all one-pagers, past performance narratives, and past PRA nominations from OCHCO. (In progress)
4. NSSC writers begin sending introductory e-mails to the nominees and in preparation of first teleconference. (**Working to have initial communication complete by January 4, 2019**)

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5. NSSC writer and the nominee refine the Biographical Summary and draft the 3-page Justification Statement (copying the Center POC when new iterations are e-mailed) until complete.
6. A different NSSC writer performs a peer-content review to evaluate any missing content or suggested changes. Revisions are made by primary writer if needed.
7. NSSC gets approval from Nominee on final content.
8. NSSC editor/supervisor performs a complete technical edit of Biographical Summary and Justification Statement.
9. NSSC sends finalized Biographical Summary and Justification Statement to the Center POC for review and concurrence.
10. NSSC delivers final Biographical Summary and Justification Statement to OCHCO for inclusion in the nomination package. (NSSC deadline is at least 5 days prior to the OPM deadline).
Note: The official OPM deadline is unknown until OPM releases the call letter and guidance for this PRA season but the deadline is expected to be the end of March or early April.)

The NSSC will deliver the final nomination to OCHCO as soon as all the steps listed above are complete.

Please contact me if you have any questions. Our team is looking forward to working with your Center and with these Great Nominees.

4.3 Step 3 – NSSC SP Writers Develop Nomination Package:

The NSSC SP Writer follows OPM's detailed guidance for preparing and submitting nominations. To be prepared to meet the OPM deadline, the writer begins working with the nominee prior to OPM's issuance of that year's guidance; therefore, the previous year's guidance is followed until the new guidance is released. Before the nomination package is finalized, adjustments can be made to the package as needed to meet any requirements changes in regard to content or format.

- a. Writer receives nomination assignment in ServiceNow and updates the case status to Work in Progress. Throughout the development process, the writer updates the case work notes to reflect all information and e-mail correspondence related to working with the nominee on their nomination package.
- b. The Writer retrieves the nominee's background documentation (one-pager bullets, past performance information, etc.) from the nominee folder in the PRA folder on the shared N drive.
- c. Based on the past few years' OPM guidance, the elements of the nomination package that the writer develops with the nominee's input are:
 1. One-page Biographical and Career Summary – the summary provided by OCHCO or the Center is used as the basis for this document. This document is to be completed first as it contains accomplishment bullets that are expanded into a narrative format

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for the Justification Statement as described below in #2. OPM instructions for the summary document are “Summarize in bullet format the nominee’s accomplishments, which serve as the basis for nomination for a Rank Award. Briefly list each nominee’s career highlights, and other biographical information, including significant honors, awards, etc. No more than one page of text.”

2. Three-page Justification Statement – the OPM guidance states “Agencies must concisely describe each nominee’s career achievements for each of the Presidential Rank Award criteria, in the same order as the order in which the criteria are listed. Agencies may use no more than three pages of text, and information may be presented using only a font no smaller than an 11-point and at least 0.8-inch margins.”

Refer to Word templates for Summary and Justification Statements located at N:\SP Human Resources\SES\Pres Rank Awards - PRA\2019\Templates.

The template and criteria for Senior Career Employees (designated as Scientific-Professional (ST) or Senior-Level (SL)) nominees are slightly different than SES nominees based upon previous years’ OPM Guidance. Check the guidance if you are assigned an ST/SL nominee.

- d. The NSSC writer contacts nominee via e-mail to set up a phone/video meeting to discuss the requirements and establish a timeline for completion. If the writer chooses, the One Page Summary can be discussed and worked on in this meeting or at a later date.

Note: The writer uses own discretion in managing the workflow with each nominee based upon the original content received, the nominee’s availability, information available to the writer via research, and the anticipated timeline.

- e. Writer copies NSSC SP Service Owner and the Center ESBP on e-mails to the nominee to keep them abreast of the progress and to enable review of new iterations of the documents, if desired.
- f. Writer provides weekly status reports on each case during the scheduled PRA Team meeting and, if possible, prior to the meeting, updates the “Working Status” spreadsheet on the N drive. (Note: the status reflects what is in progress at the moment, e.g., “Iteration 2” means that the Writer is working Iteration 2, or “Rewrite 2” means the nominee is currently working Rewrite 2.)

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- g. The Writer works with each nominee to draft the Summary and Justification document using an iterative process and the “Track Changes” feature in Word to capture all edits. The Writer sends iterations to the nominee with proposed edits, suggestions, and questions and receives rewrites from the nominee until all content is solidified. (There is no minimum or maximum number of iterations/rewrites.)

File naming convention used:

NomineeLastName – PRA – Iteration 1 (new iterations sent by the writer, change number for each new iteration, 1, 2, 3, etc.)

NomineeLastName – PRA – Rewrite 1 (files received back from nominee, change number for each new rewrite, 1, 2, 3, etc.)

- h. Writer uploads iterations and drafts in [TechDoc](#) in a separate folder for each nominee for that fiscal year.

Folder name format: LastName_FirstName, folder Description/Title is CenterAcronym-Meritorious/Distinguished.

[Refer to Appendix B, for links to TechDoc job aids that include instructions for creating folders and uploading documents.]

- i. Once the Summary and Justification Statement content is solidified, if time allows, the writer sends the file to the NSSC SP Service Owner for assignment to another writer on the team for a peer-content review. The reviewing writer will mark any suggested edits, comments regarding content meeting the nomination criteria, or questions concerning clarity, etc. and return the files back to the Service Owner. The Service Owner returns the files to the original writer for review, who determines what, if any, changes to make and confers with the nominee as needed.
- j. Writer obtains the nominee’s written approval on the final content in time for technical edit prior to deadline for submission to OCHCO. (Note: It is important for the writer to keep each nomination development progressing and working to completion as soon as possible so that all nominations are not in development right up until the NSSC deadline.)
- k. Writer forwards final approved document to Service Owner for technical edit.

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4.4 Step 4 – Final Tech Edit and Package Preparation

4.4.1 Service Owner receives final content file from writer and assigns to team editor for technical edit.

- a. Service Owner updates the case status spreadsheet located in the PRA folder on the N drive.
- b. Once edit is complete, Service Owner forwards the file back to the original writer for review and acceptance of the edits.
- c. Writer reviews edits, finalizes the Word file and returns to Service Owner.

4.4.2 Once all content is edited, Service Owner transfers Biographical Summary content into the OPM Biographical and Career Summary Template (pdf) provided in the annual OPM PRA Guidance.

4.4.3 The Writer updates the ServiceNow case work notes with all copies of e-mail correspondence regarding reviews and final edits.

4.5 Step 5 – Submit to OCHCO

4.5.1 Prior to submitting the nominee's files to OCHCO, the Service Owner verifies that the nominee's name matches their individual record in the OPM Executive and Schedule C System (ESCS) at <https://escs.opm.gov>. If there is any discrepancy, the Service Owner will correspond with the ESBP or OCHCO POC to confirm spelling, initial, title, etc. and/or update ESCS if necessary.

4.5.2 As each nomination is completed, the files are sent to OCHCO via individual e-mail. The Service Owner submits the following files to the OCHCO point(s) of contact via e-mail at least 5 days prior to the OPM deadline:

- a. FY 20## Bio and Career Summary and Justification Statement (pdf file in OPM template)
- b. FY 20## Bio and Career Summary and Justification Statement (Word file)

Sample e-mail to OCHCO with writer copied:

From: Pohto, Carrie B. (NSSC-NSSC)[Service Provider] <carrie.b.pohto@nasa.gov>
Sent: Friday, March 19, 2021 3:28 PM
To: Brockhoeft, Paige (HQ-LE030) <paige.brockhoeft@nasa.gov>; Lyons, Allison B. (HQ-LE030) <allison.b.lyons@nasa.gov>; Beatty, Hope C. (HQ-LE050)[Total Solutions Inc]

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<hope.c.beatty@nasa.gov>

Cc: Edwards, Elizabeth T. (NSSC-NSSC)[Service Provider] <elizabeth.t.edwards@nasa.gov>

Subject: 2021 PRA Nomination Documents – Distinguished - ST – McKay – Final to OCHCO – 3/19/21

The subject 2021 **Distinguished** – Presidential Rank Award Nomination for **Christopher McKay, ARC** is forwarded for submission into the 2021 PRA Program Nomination Template. I have attached both the .pdf file for you to add your documents into, and I have attached the Microsoft Word version in case you need the native files.

I have confirmed the spelling of the Name in ESCS to be Christopher P. McKay (preferred name: Christopher P. McKay) from ESCS.

This PRA nomination document, including the 1-Page Biographical and Career Summary (in the OPM template .pdf) and the 3-Page Justification Statement (Microsoft Word template), has been worked on and approved by the NASA Shared Services Center (NSSC), the Center Executive Resources (ER) POC, and the nominee.

Please let me know if there are any problems. According to the FY 2021 guidance, the nomination deadline to OPM is Friday, April 19, 2021.

- 4.5.3 Service Owner updates the ServiceNow case for the nominee with a copy of the final e-mail to OCHCO and fills in the Functional Detail with date submitted to OCHCO.
- 4.5.4 The Writer notifies the nominee that the nomination was submitted to OCHCO and provides final Word file and copy of pdf.

Sample notification e-mail:

From: Edwards, Elizabeth T. (NSSC-NSSC)[Service Provider]

Sent: Thursday, April 1, 2021 11:39 AM

To: Chris McKay (ARC-SS) <chris.mckay@nasa.gov>

Subject: Final 2021 PRA Nomination narrative for your records

The attached files were submitted to OCHCO. The Executive Services group will combine the pdf file with the other applicable forms for your nomination and deliver it to OPM by the deadline. (I provided the native Word file as well in case you need it.)

Best regards,
Liz

Liz Edwards

NASA Shared Services Center (NSSC)

Human Resources (HR) Support Services

Senior HR Generalist – General Dynamics Information Technology

Phone: 985.788.7341

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4.5.4 The writer uploads the final files to the nominee's TechDoc folder. Once all files are uploaded and the ServiceNow work notes are updated, the writer verifies that all Functional Details dates are completed and confirms with Service Owner or Team Lead prior to closing the ServiceNow case complete.

4.5 Step 6 – Weekly Status Reporting:

4.5.1 A weekly status report is provided to OCHCO. The Service Owner updates the status for each case on the report spreadsheet (located in the PRA folder at N:\SP Human Resources\SES\Pres Rank Awards - PRA\20##\Weekly Status Reports to OCHCO) and the Team LEAD e-mails the report to OCHCO every Monday. (Note: the status reflects what is in progress at the moment; e.g. "Iteration 2" means that the Writer is working Iteration 2, or "Rewrite 2" means the nominee is currently working Rewrite 2).

Sample e-mail showing OCHCO POC recipients and NSSC personnel who are copied {Confirm distribution list each year with the OCHCO ES Lead (Paige Brockhoeft) prior to sending first weekly report}:

From: Edwards, Elizabeth T. (NSSC-NSSC)[Service Provider]
Sent: Monday, March 29, 2021 10:32 AM
To: Brockhoeft, Paige (HQ-LE030) <paige.brockhoeft@nasa.gov>; Lyons, Allison B. (HQ-LE030) <allison.b.lyons@nasa.gov>; Beatty, Hope C. (HQ-LE050)[Total Solutions Inc] <hope.c.beatty@nasa.gov>
Cc: Pohto, Carrie B. (NSSC-NSSC)[Service Provider] <carrie.b.pohto@nasa.gov>; Wolverton, Deirdre C. (NSSC-XD022) <deirdre.c.wolverton@nasa.gov>; Noel, Kellie M. (NSSC-NSSC)[Service Provider] <kellie.m.noel@nasa.gov>; Wagner, Brian L. (NSSC-XD022) <brian.l.wagner@nasa.gov>; Alexander, Amy M. (NSSC-XD020) <amy.m.alexander@nasa.gov>; 'Schmidt, Jean C. (NSSC-NSSC)[Service Provider]' <jean.c.schmidt@nasa.gov>; Thomas, Courtney C (NSSC-NSSC)[Service Provider] <courtney.c.thomas@nasa.gov>; Schlinger, Robin (NSSC-NSSC)[Service Provider] <robin.schlinger@nasa.gov>; Redd, Amy N. (NSSC-NSSC)[Service Provider] <amy.n.redd@nasa.gov>; Brown, Christine M. (NSSC-XA000)[Service Provider] <christine.m.brown@nasa.gov>; Stafford, Tammy (NSSC-NSSC)[Service Provider] <tammy.stafford@nasa.gov>; Norton, Carole JoAnne (NSSC-NSSC)[Service Provider] <carole.j.norton@nasa.gov>; Hudson, Diane L. (NSSC-XA000)[Service Provider] <diane.l.hudson@nasa.gov>
Subject: PRA Weekly Status Report - Status as of 3-26-21

Good Monday morning,

Our status report for the PRA nominations is attached. If you have any questions, please let us know.

5.0 Objective:

5.1 To assist NSSC SP HR employees through the development of PRA nomination documents.

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6.0 Roles and Responsibilities:

6.1 OCHCO Executive Services is responsible for the following:

- a. Facilitating Agency selection of PRA nominees.
- b. Submitting the PRA nominees list to the NSSC, including names, an accomplishment summary for each, past performance evaluations (3 years), and previous PRA nominations (if needed).
- c. Receiving OPM's annual call for PRA nominations and forwarding call information and guidance to the NSSC.
- d. Compiling and submitting complete final PRA nomination packages to OPM prior to deadline.

6.2 The Center/ESBP are responsible for the following:

- a. Preparing a summary of accomplishments or draft of One Page Biographical and Career Summary for their Center's nominees.
- b. Submitting summaries to OCHCO Executive Services.
- c. Arranging completion and nominee signatures of PRA nomination information forms and submitting to OCHCO Executive Services.
- d. Assisting with facilitating access to or communication with nominees if needed.
- e. Responding to nominee questions about general PRA policies or requirements.

6.3 The DI Team is responsible for the following:

- a. Receiving the initial PRA nomination package.
- b. Creating a ServiceNow case.
- c. Placing initial package documents in TechDoc.

6.4 The NSSC SP SES Service Owner or Team Lead is responsible for the following:

- a. Receiving PRA nominee list and supporting documentation from OCHCO and initial service request in ServiceNow.
- b. Creating individual ServiceNow cases for each nominee and assigning a writer.
- c. Notifying ESBPs and OCHCO representative(s) of writer assignments.
- d. Receiving official OPM guidance when issued.

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- e. Communicating OPM due date and guidance to writers once official OPM guidance is issued.
- f. Updating ServiceNow functional detail.
- g. Facilitating or performing the technical edit of the PRA documents.
- h. Updating PRA status spreadsheet and reporting weekly status to OCHCO and NSSC management.
- i. Packaging and forwarding final PRA nomination documentation to OCHCO PRA representative.

6.5 The NSSC SP Writer is responsible for following:

- a. Receiving the notification of PRA assignment.
- b. Reviewing all supporting documentation for the nominee's nomination.
- c. Setting up an electronic case file folder in TechDoc.
- d. Updating ServiceNow.
- e. Contacting the nominee and communicating OPM requirements and deadline information.
- f. Working on iterations and receiving nominee rewrites until the content is complete.
- g. Finalizing the Biographical and Career Summary and Justification Statement.
- h. Providing Biographical and Career Summary and Justification Statement ECQs to SP Service Owner for review by another Team Writer.
- i. Obtaining concurrence/approval from nominee in time for technical edit and submission to OCHCO prior to deadline.
- j. Uploading iterations, rewrites, and final files to TechDoc folder.
- k. Forwarding nominee-approved PRA documents to SP Service Owner.
- l. Receiving e-mail for the SP Service Owner regarding delivery of nomination documents to ESBP and OCHCO.

7.0 Records:

- 7.1 The documents produced/delivered by the NSSC SP Team and submitted to the Executive Services POC are done in support of NASA's final deliverable to OCHCO for eventual submission to OPM. The official NASA PRA nomination is held by OCHCO. As defined in NPR 1441.1, the record retention schedules and definition of the records are included on the NSSC HR Master Records Index.

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8.0 Cancellation/Supersession of Previous Documents

This document replaces NSPWI-3000-0026 NSSC Process Work Instruction Presidential Rank Awards Documentation, Basic Version.

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Appendix A – Acronym List

CFR	Code of Federal Regulations
DI	Document Imaging
ESBP	Executive Services Business Partner
ESCS	Executive and Schedule C System
HQ	Headquarters
HR	Human Resources
L3	Level 3
NASA	National Aeronautics and Space Administration
NPD	NASA Policy Directive
NPR	NASA Procedural Requirements
NSSC	NASA Shared Services Center
OCHCO	Office of Chief Human Capital Officer
OPM	Office of Personnel Management
PRA	Presidential Rank Award
POC	Point of Contact
QRB	Qualification Review Board
SES	Senior Executive Service
SL	Senior Level
SP	Service Provider
ST	Scientific Professional
SME	Subject Matter Expert
U. S. C.	United States Code

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Appendix B – Links to TechDoc Job Aids

Title and Description	Location and Link (Note: If a document does not open, try another Web browser ,or copy and paste the URL into your browser.)
TechDoc Job Aids – three methods for uploading files to TechDoc:	
SES TechDoc Job Aid (NSREF-3100-0028)	https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=6309483&gen=\$latest
SES TechDoc Client Job Aid (NSREF-3100-0029)	https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=6309484&gen=\$latest
SES Auto TechDoc Job Aid (NSREF-3100-0030)	https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=6309485&gen=\$latest

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Appendix C – Executive Services Division, Office of Chief Human Capital Officer Organization Chart Link

The Executive Services organization assignments and point of contact information is found on the NASA Human Resources Portal at:
https://hr.nasa.gov/executive_services_pocs.