

National Aeronautics and
Space Administration
NASA Shared Services Center

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NASA Shared Services Center Service Delivery Guide

NSSDG-3200-0002 Revision 6.0

Effective Date: January 6, 2021

Expiration Date: January 6, 2024

Development of Information Materials

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			Basic Release
Revision	A		
Revision	3.0	December 1, 2012	Document originated under NSSC-HR-SDG-0010 and renumbered on 10-24-12 to NSSDG-3200-0002 to align with SDNS numbering system. Removed references to sub-team. Process flow revised from four to five steps and process descriptions updated.
Revision	4.0	January 8, 2016	Applied the new template and updated information contained in sections 2.0 through 6.0.
Revision	5.0	July 6, 2018	<ul style="list-style-type: none"> Updated to new template. Updated Document History Log format, including the date style in the Effective Date column. Added Alt Text to all tables and graphics. Completed minor grammar, punctuation, style, and consistency edits throughout. Added Overview heading. 3.0, Applicability/Scope: updated content development types. 6.0, Cancellation/Supersession of Previous Documents: updated. Process 1, Development of Information Materials: <ul style="list-style-type: none"> Added basic flowchart. Updated process table information location and

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Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
			<p>added elements per new template.</p> <ul style="list-style-type: none"> • Updated System Components. • Updated Customer Contact Center Strategy. • Updated Appendix B, Development of Information Materials Process Workflow.
Revision	6.0	January 6, 2021	<ul style="list-style-type: none"> • Updated process steps and flowchart to reflect final approval obtained directly from requester unless printing costs involved. • Changed Office of Human Capital Management (OHCM) to Office of the Chief Human Capital Officer (OCHCO). • Completed other minor changes.

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Overview

1.0 Background

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) Human Resources (HR) Development of Information Materials Team develops informational materials relating to a variety of Agency HR programs. Subject matter areas include, but are not limited to: Benefits, Pay, Leave, Awards and Recognition, Senior Executive Service, Drug Testing, Staffing and Recruitment, Personnel Action Processing, and Employee Development.

2.0 Purpose

Services described in this guide are performed by NSSC Civil Servant (CS) and NSSC Service Provider (SP) personnel. This guide covers services that are more common and provides a basic description of our administrative approach to support the development of HR informational materials. The guide does not cover the entire process and is only intended to provide an overview. The NSSC work instructions and job aids provide the NSSC staff with detailed processes to accomplish the functions.

3.0 Applicability/Scope

This document is applicable to the NSSC. This document is for use by the NSSC (CS) and NSSC (SP) HR Development of Information Materials Team.

The NSSC (SP) shall design, produce, develop, and deliver information materials, within the agreed upon timeline, for a variety of Agency HR programs and for NSSC internal requests. The NSSC (SP) shall do the following:

- Receive NSSC (CS) HR Specialist approved requests for the development of information materials.
- Obtain bids and develop an initial cost estimate for NSSC (CS) and Customer approval.
- Create requested products to meet the needs of the targeted audiences, NASA employees, and/or the general public.
- Develop materials within the guidelines of the NASA and NSSC approved style formats and branding standards.
- Obtain approval for all informational material content from the requester prior to release to any NASA and/or customer parties.

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Content development includes the following:

- User instruction manuals.
- Employee informational materials.
- Troubleshooting documents.
- Web site content.
- Desk guides.
- Training manuals.
- Brochures.
- Recruitment tools.
- Letter and e-mail templates.
- Presentations.
- Newsletters.

Information material support may be requested for other NSSC service areas when it would not interfere with the timely completion of HR actions.

4.0 Privacy Information

The NSSC shall maintain the confidentiality of proprietary, personal, and sensitive information in accordance with NASA policy, the Privacy Act, and all relevant laws and regulations.

5.0 Records

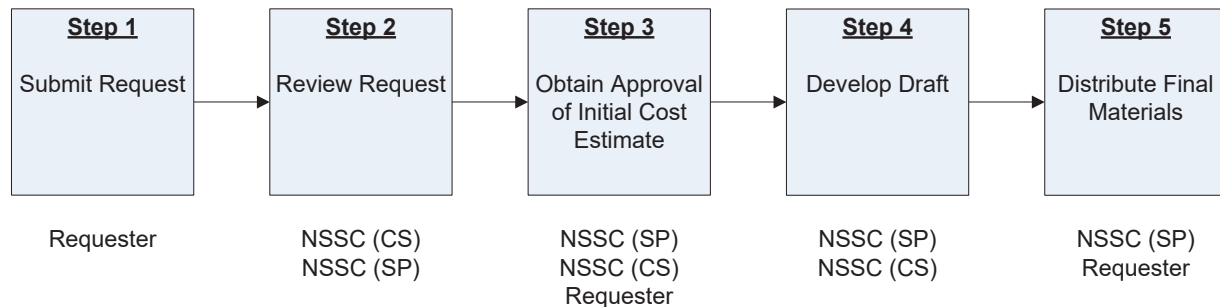
All records will be maintained in accordance with NASA Procedural Requirements (NPR) 1441.1E, NASA Records Management Program Requirements, and NASA Policy Directive (NPD) 1440.6I, NASA Records Management. Records for development of information materials are listed on the NSSC Master Records Index (MRI) under NASA Records Retention Schedule (NRRS) Sch. 1 (86) (B) (2).

6.0 Cancellation/Supersession of Previous Documents

This document supersedes NSSDG-3200-0002, NSSC Development of Information Materials Service Delivery Guide, Revision 5.0.

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Process 1 – Development of Information Materials



Step Roles and Responsibilities	Development of Information Materials Action	Tips/Notes
<u>Step 1</u> Requester Submit Request	The Office of the Chief Human Capital Officer (OCHCO), Center/Headquarters (HQ) office, or NSSC staff submits a request for development of informational materials to NSSC (CS). The request must include a scope definition, requirements, and any time parameters for completion of the request. Output: Request submitted	Requests may be initiated by NSSC (CS) or NSSC (SP) as well. For those activities where NSSC (SP) provides support and counseling, it is expected that NSSC (SP) would identify and develop associated informational materials.

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Step Roles and Responsibilities	Development of Information Materials Action	Tips/Notes
<u>Step 2</u> NSSC (CS) NSSC (SP) Review Request	<p>NSSC (CS) reviews the request to determine if it is reasonable and is not redundant with other available materials. The approved request is forwarded to NSSC (SP).</p> <p>NSSC (SP) performs general analysis for scope, resources required, and determination if an initial cost estimate is needed. NSSC (SP) assesses the requirements and ensures that they are clear, complete, and understood.</p> <p>Requirements should include:</p> <ul style="list-style-type: none"> • Distribution audience. • Content. • Branding. • Delivery method (e.g., Web site, brochure, e-mail). <p>Output: Request reviewed</p>	<p>Center-specific requests, received from the Center level, should be reviewed to determine if Agency-wide distribution would be more beneficial to the Agency.</p>

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Step Roles and Responsibilities	Development of Information Materials Action	Tips/Notes
<u>Step 3</u> NSSC (SP) NSSC (CS) Requester Obtain Approval of Initial Cost Estimate	<p>If needed, NSSC (SP) obtains bids and develops an initial cost estimate. The cost estimate is forwarded to NSSC (CS).</p> <p>NSSC (CS) reviews the initial cost estimate. Initial cost estimate is reviewed to determine if it is within the team budget. NSSC (CS) may need to answer requester questions with information on where funding resides for these materials. NSSC (CS) forwards to the requester for approval to proceed.</p> <p>Requester reviews the initial cost estimate and replies to all indicating approval to proceed.</p> <p>Output: Initial Cost Estimate approved</p>	

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Step Roles and Responsibilities	Development of Information Materials Action	Tips/Notes
<u>Step 4</u> NSSC (SP) NSSC (CS) Requester Develop Draft	<p>NSSC (SP) drafts the content and designs the layout with graphics, in accordance with the established requirements and NASA styles. NSSC (SP) provides the draft content and layout to the requester for comments and edits before finalizing the product.</p> <p>Requester reviews the draft and either approves the product or provides comments/edits to NSSC (SP) for additional revisions.</p> <p>Once final edits are complete, NSSC (SP) gains final content and design approval from requester. If product will incur printing costs, NSSC (SP) gains final product and cost approval from NSSC (CS) and requester.</p> <p>Output: Draft developed and approved</p>	
<u>Step 5</u> NSSC (SP) Requester Distribute Final Materials	<p>NSSC (SP) produces and distributes the materials as requested.</p> <p>Output: Final materials delivered</p>	

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Metrics

Initiating Entity	Deliverable	Receiving Entity	Performance Standard
NSSC (SP)	Informational Materials Produced and Distributed	Requester/Target Audience	95% of materials developed are finalized and distributed by the due date negotiated with the requester.
NSSC (SP)	Informational Materials Produced and Distributed	Requester/Target Audience	95% of materials developed are accurately produced in accordance with the customer requirements and NASA styles.

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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
Standardized Document Numbering System (SDNS)	Document Number Generator	User and User Support	Web Browser
TechDoc	Document Repository	User and User Support	Web Browser

New Systems

New IT System Title	IT System Description	Access Requirements	IT System Interfaces
N/A			

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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
CS	Civil Servant
HQ	Headquarters
HR	Human Resources
IT	Information Technology
MRI	Master Records Index
NASA	National Aeronautics and Space Administration
NPD	NASA Policy Directive
NPR	NASA Procedural Requirements
NRRS	NASA Records Retention Schedule
NSSC	NASA Shared Services Center
OCHCO	Office of the Chief Human Capital Officer
OHCM	Office Of Human Capital Management
SDNS	Standardized Document Numbering System
SP	Service Provider

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Appendix B – Development of Information Materials Process Workflow

