



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-3000-0014 Revision 0009

Effective Date: November 15, 2021
Expiration Date: November 15, 2022

SENIOR EXECUTIVE SERVICE CASE DOCUMENTATION APPOINTMENTS

- FOR NSSC INTERNAL USE ONLY -

Responsible Office: Human Resources Services Division

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Approved by

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DOCUMENT HISTORY LOG

Status	Document Version	Effective Date	Description of Change
Basic	Basic	04/01/2006	<ul style="list-style-type: none"> Basic Release
Revision	0001	01/29/2007	<ul style="list-style-type: none"> Revisions due to new SLA Metric requirements Addition of Appendix B, NSSC SP SES Case Documentation – Appointments TechDoc Job Aid Addition of Appendix C, SES Package Checklist Minor grammatical and format corrections Reworked Section 3.0, Processes and Procedures
Revision	0002	10/30/2009	<ul style="list-style-type: none"> Update and format text
Revision	0003	05/12/2011	<ul style="list-style-type: none"> Reworked Section 5, Procedures for Process Updated Acronyms Updated Appendix B Point of Contact List of Center SES Coordinators Deleted obsolete Appendices including: NSSC SP SES Case Documentation – Appointments TechDoc Job Aid, SES Selectee

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Status	Document Version	Effective Date	Description of Change
			Interview Sheet for ECQ, and Tips to Writing Executive Core Qualifications Statements <ul style="list-style-type: none"> • Renumbered remaining Appendices
Revision	0004	5/17/2012	<ul style="list-style-type: none"> • Updated content • Changed Section 8
Revision	0005	4/17/2013	<ul style="list-style-type: none"> • Updated content
Revision	0006	3/26/2014	<ul style="list-style-type: none"> • Removed Proprietary information from footer • Updated content
Revision	0007	3/26/2015	<ul style="list-style-type: none"> • Updated content to new template • Added Appendix G and Appendix H
Revision	0008	11/6/20	<ul style="list-style-type: none"> • Converted to new template • Updated to reflect SDG changes, new contract language, and steps and information throughout • Removed SES Checklist appendix • Updated to reflect changes on Functional Detail fields • Updated Appendix that includes Executive Services Point of Contact information

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Status	Document Version	Effective Date	Description of Change
Revision	009	11/15/21	<ul style="list-style-type: none"> Added new process steps related to integration with USA Staffing/Executive Services workflow and tasks assigned to NSSC SES team Updated Service Now case creation verbiage and how the team receives new work requests to reflect integration with Executive Services' USA Staffing workflow Added information about exception for cases for the NASA Office of Inspector General

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1.0 Purpose:

- 1.1 The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) is responsible for preparing the Executive Core Qualifications (ECQ) to be submitted for approval to the Office of Personnel Management (OPM) into the Executive Schedule C System (ESCS).
- 1.2 OPM administers the interagency Qualification Review Board (QRB) certifying the executive qualifications of agency selectees before initial Senior Executive Service (SES) career appointment.

2.0 Authority:

- 2.1 None

3.0 Applicable Documents and References:

- 3.1 5 Code of Federal Regulations (CFR), Part 317
- 3.2 5 CFR, Part 214, Subpart D
- 3.3 NASA Policy Directive (NPD) 3000.1, Management of Human Resources (HR)
- 3.4 NASA Procedural Requirements (NPR) 3100.1, Management of the Senior Executive Service
- 3.5 NSSC SES Case Documentation – Appointments Service Delivery Guide
- 3.6 OPM Guide to SES Qualifications
- 3.7 Title 5, United States Code (U.S.C.), 3392(a)
- 3.8 Title 5, U.S.C., 3393(a)(b)(c)(d)(e)
- 3.9 Title 5, U.S.C., 3132(b)

4.0 Procedure:

- 4.1 Step 1 – NSSC Receives Request for SES Appointment Documentation Support
 1. A NASA Executive Services Business Partner (ESBP) or Executive Services Operations team member triggers the “ECQs Package to NSSC” task within USA Staffing which automatically triggers the creation of a case for the NSSC SES team in ServiceNow.

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- The NSSC SES team Service Owner receives an automated email from USA Staffing with notification of the new task. This informs the Service Owner that a new case requiring work will soon be created in ServiceNow.

Exception: If NSSC support is requested for a NASA Office of Inspector General (OIG) SES position, an OIG Human Resources representative will e-mail the case directly to the NSSC Service Owner. OIG positions are separate and not under the purview of OCHCO Executive Services; therefore, USA Staffing is not used.

- The Service Owner logs into USA Staffing and navigates to the assigned task. The task is marked complete by filling in the Date Completed field.
- An automatic Service Now Case is created under the Category SES CASE DOC, and the case is assigned to the HR-SES CASE DOC L2 group.
- Upon creation of the Service Now Case, an e-mail notification is automatically sent to all members of the NSSC SP SES team.

4.2 Step 2 – Case Assignment

The NSSC SP SES Service Owner opens the Service Now case and the original package submission e-mail and verifies all documents are present. The SES Service Owner also determines the SES writer assignment based on current workload and resource availability (The writing team includes full time employees and casual employees).

- Retrieve required documents (ECQs, résumé, Mandatory Technical Qualifications, vacancy announcement, and PD number from [USA Staffing](#)).
- Verify that all necessary documentation is available for download in USA Staffing to determine if the package is complete. The package must contain HQ e-mail concurrence which has replaced the NASA Form 1669.
- An SES package consists of the following elements:
 - Position Description (PD) with PD Number (this number begins with “NNES”) – this may be obtained from USA/Staffing system.
 - Organizational Chart (if available)
 - USAJOBS Vacancy Announcement
 - Panel Recommendation Memo
 - Copy of Selection Concurrence e-mail from NASA Headquarters
 - Résumé
 - Original ECQs
 - Mandatory Technical Qualifications answers

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Note: If at any time after the NSSC receives the case the candidate declines the job offer or is otherwise removed as the candidate for the position, the NSSC will get written notification from the ESBP and or OCHCO Executive Services representatives. Once the candidate has officially declined, the SES Writer will update the ServiceNow case with notes and copies of all pertinent e-mails and then close it (complete or incomplete to be determined by Service Owner and civil servant oversight). If a new candidate is selected for the position that requires SES certification, the ESBP will submit a new case to the NSSC.

4. Is the package complete?
 - a. If the package is complete, use the [SES Date Calculators](https://www.nssc.nasa.gov/ses) located on the NSSC Web site (<https://www.nssc.nasa.gov/ses>) to determine the OPM deadline (90 business days from the vacancy announcement closing date), the expected date of completion (normally 35 days from date of submission), and the verification of whether or not the package meets the NSSC metric (received with at least 35 days to work). (Note: Holidays must be updated/added to the calculator formulas each year to ensure that due date calculations are correct.) The SES Service Owner determines which writer to assign the new case.
 - b. If the package is complete, mark the applicable task (ECQs Package to NSSC) in USA Staffing as complete entering the current date. (Tasks that are due will appear on the USA Staffing dashboard as long as there are within 14 days of the scheduled due date; otherwise, the task doesn't show.)
 - c. If the package is incomplete, the Service Owner sends an e-mail to the ESBP to request missing information, concurrences, or documents. Once all is received, proceed as though the package was complete. (For e-mail templates or e-mail samples, refer to SES shared folder on N drive at N://SP Human Resources/SES/Job Aides and Templates.)
5. Update ServiceNow with the following:
 - a. On the **Case** screen, the **Short Description** and **Description** fields should be filled in with "**SES Appointment – Candidate Last Name – Goal completion date mm/dd/yy**" and change the **Assigned To** field to appropriate SES Writer's name. Also ensure that the **SubCategory** is ECQs. **Save** all changes by clicking on the Save button.

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Task HRT0046344 has been created for Case HRC0039343

Number: HRC0039343

Customer: Elizabeth Edwards

Contact:

Location: NASA Shared Services Center

Category: SES CASE DOC

SubCategory: ECGs

Assignment Group: HR - SES CASE DOC L2

Assigned to: Amy Rold

Case:

Short Description: SES Appointments - Smith

Description: SES Appointments - Smith

Additional comments:

Work notes:

FD Selection: -- None --

Status: Work in Progress

Priority: 4 - Low

Age of Case: 0

Days in WIP: 0

Days in Pending: 0

Opened by: Elizabeth Edwards

Opened: 2016-07-07 13:56:17

Watch list:

- b. Create **SES Functional Detail** by selecting **HR-SES** from the drop down menu next to the **FD Selection** field and then clicking **Create FD** button.

Task HRT0046344 has been created for Case HRC0039343

Number: HRC0039343

Customer: Elizabeth Edwards

Contact:

FD Selection: HR - SES

Status: HR - SES

Pending Reason: -- None --

- c. On the Functional Detail screen, fill in the open fields based on information obtained from the package documentation and the due date calculator:

On Information tab:

- Requester (Candidate name selected from embedded system database) First and last name (This field should be automatically filled in upon case creation – double check for accuracy.)
- Position Applied To (title of position) (This field should be automatically filled in upon case creation – double check for accuracy.)
- Vacancy Closing Date (This field should be automatically filled in upon case creation – double check for accuracy.)
- Date Complete Package Received
- Meets Metric Requirement (yes/no)
- Date Due to OPM

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On ESCS tab:

- USAJOBS announcement number (This field should be automatically filled in upon case creation – double check for accuracy.)
- USAJOBS announcement closing date (This field should be automatically filled in upon case creation – double check for accuracy.)
- No. of Tech Quals
- Area of Consideration
- NNES Number on PD

Save all changes and return to Main Case by clicking the Update button.

Information
ESCS
Notes

Requestor/SES CandidateTHEODORE RO
Date Submitted to OPM
Position Appointed ToChief Counsel, JSC
Date OPM Approved
Vacancy Closing Date2019-07-08
QRB Decision-- None --
Date Completed Pkg Rcvd2019-09-24
Meets Metric RequirementYes
Date Due to OPM2019-11-04
Date ESBP Contacted

Information
ESCS
Notes

USAJOBS Announcement NumberHQ19S0019
Area of ConsiderationAll Qualified
USAJOBS Announcement Closing Date2019-07-08
NNES Number on PDNNES0306
No. of Tech Quals3
QRB Case Number
ESCS Entry Comments

Characters left: 4000

- d. Update the **Work** notes. If the package was incomplete, note that you are sending an e-mail to the point of contact (POC) to request the missing documents. (Copy the e-mail sent to the POC into the Work notes.) If the package is complete, copy all e-mail notifying NSSC team into the Work Info Notes. (For all template examples, refer to N drive at N://SP Human Resources/SES/Job Aides and Templates.)
5. The SES Service Owner attaches to the case the vacancy announcement, concurrence email, original ECQs, résumé, Mandatory Technical Qualifications answers, and org chart (if available).
6. Service Owner updates Service Now case with the following:

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- a. Update the **Work Notes** copies of all e-mails sent and/or received. Makes note of ESBP for the case (found in USA Staffing) and the 35-day completion date goal.
- b. If the package was originally sent incomplete, any additional documents may be sent in by the Center to nssc@nasa.gov and a second Case is automatically created. Relate the secondary Case to the original and note the action in the **Work Notes**.

4.3 Step 3 – Other Administrative Tasks Regarding New Cases

1. SES Status Report - Weekly, the SES Team Subject Matter Expert (SME) runs the SES Weekly Status Report in Service Now and ensure all new cases and current case status are included. The SME e-mails the weekly report to the OCHCO Executive Services Department every Monday and NSSC (SP) and CS management. (Refer to [Instructions for SES Weekly Report](#).) Additionally, since the report is a contract deliverable, the report is retitled (yyyy-mm-dd DRD 3.2-7 SES ECQs and CDP Cases Metrics Reports - Weekly~DRD 3.2-7) and submitted via Auto TechDoc to Document Imaging for upload to DRD folder per the Instructions for SES Weekly Report.

Exception: If a case is being worked for a NASA Office of Inspector General (OIG) position, the case is NOT reported on the SES Weekly Status Report/DRD. OIG cases are separate and not under the purview of OCHCO. When the report is pulled, the OIG entry must be manually deleted until the case is completed and closed.

2. ESCS - The SES Technical Lead builds the SES candidate's Individual profile and a Qualifications Review Board (QRB) case request for the new case and records the resulting QRB Case Request number on the ESCS tab of the Service Now case FD. To complete these tasks, the following data is used:
 - The candidate's social security number and date of birth (obtained in FPPS or eOPF. If the candidate is an external hire, check with the ESBP to see if the SSN is available in other application documentation; if not, request that the ESBP obtain the SSN from the external candidate and forward it to NSSC Technical Lead.)
 - The position's ESCS position number from the PD. (NNES0####)
 - Vacancy announcement number and closing date
 (See detailed ESCS instructions for [How to Add Individual and Create New QRB Case Request](#).)

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4.4 Step 4 – SES Writer’s Initial Tasks

1. The SES Writer receives Service Now e-mail notification of assignment to a new SES Appointment Package.
 - a. Review the native documents in the package by retrieving them from the Service Now case.
 - b. Creates an Outlook folder using the candidate name to be able to organize all sent and received messages related to the case throughout the working period.
 - c. Create the electronic case file folder in TechDoc and upload the original case documents to this new folder. (Refer to TechDoc job aids in Appendix D, Links to Job Aids, References, and Resources.)
2. The SES Writer e-mails the ESBP, usually within 1 business day of receiving the complete package, to establish connection on the case.
3. The SES writer then sends the candidate an Introduction e-mail with the “OCHCO Candidate Selection Letter” attached (copy SES team Service Owner, Technical Lead and the ESBP). (Refer to Job Aids and e-mail templates on N drive.) The subject line of the e-mail is “Candidate Last Name – Introduction to NSSC Writer and ECQs Writing Process.” This e-mail also serves as an introduction to the process and a request for an appointment to review the 1st iteration markup (Our goal is to send the 1st iteration within 3 business days of case assignment.)
4. Update the Service Now case with the following:
 - a. On the Functional Detail tab, update the **Date ESBP Contacted** field.
 - b. Make a notation in the **Work Notes** field that you have updated the FD fields and then click on **Save**. In the **Case Work Notes**, make notation that you have contacted the ESBP to contact the candidate, made first contact with the candidate, and any other relevant information. Copy any relevant e-mails into the **Work Notes** and click **Save**. Continue to update the Work Notes throughout all process steps in real time, including meeting notes/summaries, and copies of emails.

4.5 Step 5 – Develop ECQs with SES Candidate

To assist with development of the ECQs, refer to the [ECQs template](#), [OPM Guide to SES Qualifications 2012](#), [OPM Proficiency Levels for Leadership Competencies](#), [ECQs development workbook](#).

Note: File system and terminology:

- Iteration – when NSSC writer sends a new draft to candidate

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- Rewrite – when candidate sends revisions back to writer

1. Develop the 1st iteration:
 - a. Work on the 1st iteration markup using Word Track Changes and Comments. Analyze the candidate's original content for CCAR model, example strength, age of examples (must be less than 10 years old), number of examples (two per ECQ), and what additional information is needed.
 - b. Send the 1st iteration markup to the candidate via e-mail (carbon copy the NSSC SP SES Service Owner and ESBP(s) to discuss during the interview. If the interview appointment is more than 3 days from receipt of the complete package at the NSSC, proceed with e-mailing the iteration to the candidate in anticipation of the interview.
2. Update Service Now case Work Notes with copies of e-mails and any notes regarding your work with the candidate. Change the **Status** field to **Pending** when you are waiting for the candidate to send you a rewrite or if the candidate is unavailable and no work is able to be completed. The status will remain in Pending until you receive the revisions from the candidate. Copy the e-mail that was sent to the candidate into the **Work Notes** and any other relevant information about the candidate or case.
3. Upload the 1st iteration document to TechDoc and save in the candidate's electronic folder. Name the file: ECQs - Candidate's Last Name - Iteration 1. (See links to TechDoc job aids in Appendix D, Links to Job Aids, References and Resources.)
4. Conduct a phone or Teams interview with the candidate at the appointment time arranged. Review process, the OPM deadline, and answer candidate questions. Interview the candidate for information needed to fully develop each ECQ example. (After the 1st iteration interview, contact the candidate by e-mail, Teams, and or phone as needed throughout the remainder of the ECQs development process. Additional meetings with the candidate will likely be needed to review information and guide the candidate in developing their ECQs examples and providing the correct content. If at any time in the process there is difficulty reaching the candidate or obtaining information from the candidate, notify the SES Service Owner and Technical Lead and request assistance from the ESBP.)
5. Receive candidate rewrites of ECQs from 1st iteration. After all five ECQs from 1st iteration are received, save the file and upload the rewrite to TechDoc. Name the file: ECQs - Candidate's Last Name - Rewrite 1.
6. Update Service Now case **Work notes** by entering the date and time of the e-mail in which you received the rewrite from the candidate, change the **Status** field to Work in Progress, and click **Save**. The status will remain in Work In Progress until you send a new iteration to the

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candidate. Copy the e-mail that was sent by the candidate into the **Work Notes** and any other relevant information about the case.

7. Continue to repeat steps 1 through 6, working with the candidate on additional iterations and rewrites until all ECQs content is complete. Remember to copy the NSSC SP SES Service Owner and the ESBP when sending new iterations to the candidate. This will keep them informed of the case progress.
8. Finalize format, font, correct pitch, margin adjustments, grammar, punctuation, etc. (Font is Times New Roman, minimum size is 12 point, all margins are 1 inch.)
9. In parallel with the ECQs development, the writer reviews and edits the candidate's résumé as well to ensure the content is complete and maps to the ECQs. This likely includes reformatting the résumé content from the USAJOBS format to a more traditional résumé style. Advise the candidate on format and how to present their job descriptions and accomplishments. NSSC writer and candidate work the résumé in an iterative process as necessary until both are satisfied with the content.
10. Peer Content Reviews: Before obtaining the candidate's final approval, the writer will send the ECQs to the NSSC SP SES Service Owner (File name: "ECQs – Candidate Last Name – Content Review Before Candidate Approval"). The Service Owner will send the ECQs to another SES Writer for a peer-content review and cc the original writer. The reviewing writer will read the ECQs and mark any questions or comments regarding example strength or information needed and will return the file back to the SES Service Owner usually within a goal of 1-2 days. The Service Owner will send the ECQs back to the original writer who will review the comments and make changes as needed. The original writer will also contact the candidate, if needed, for additional information or clarity. The original writer should document any related e-mails in the **Service Now case Work Notes** and note that the ECQs were sent for peer review and who reviewed the document (Example: Carrie Pohto sent ECQs to Sharon McCormick for content review.)
11. Obtain the candidate's final approval on the ECQs content and resume via e-mail. Attach the files to the e-mail. Name the file: ECQs - Candidate's Last Name – Final to Candidate, Résumé – LastName – Final to Candidate. If the candidate sends any changes back, save that file as: ECQs – Candidate's Last Name - Final from Candidate. (Note: This is not the final document; just agreement that content is approved. The document will still be edited for NASA style requirements, grammar, spelling, etc.) Copy the candidate's approval e-mail into the **Work Notes** and click Save.
12. Upload both documents (Final to Candidate and Final from Candidate) to the candidate's electronic folder in TechDoc.
13. Finalize any changes, and then forward the ECQs and résumé electronically to NSSC SP SES Service Owner for Technical Edit. Name the file: ECQs –

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Candidate Last Name – For Tech Edit. (Note: Be sure to include the Candidate’s last name and “ECQs Final for Tech Edit” in the subject line of the e-mail.) The goal is to send the final ECQs and résumé for technical edit at least 3 to 5 days prior to the OPM deadline to allow sufficient editing time. Update the Service Now case Work Notes with a copy of the e-mail. Case status remains in Work in Progress while the technical edit is performed.

4.6 Step 6 – ECQs Technical Edit

When the writer has completed the ECQs and résumé, the case is submitted to the NSSC SP SES Service Owner for assignment to a technical editor.

1. **NSSC SP SES Service Owner** receives the ECQs and résumé from the writer and forwards to the Team Editor for a technical edit of the ECQs and résumé for grammar, content, and proper format. The Team Editor returns both documents to the Service Owner for review.
 - a. If there are edits, the file(s) is returned to the SES Writer for review, acceptance and rework (if required).
 - b. Once all edits are accepted and complete, the writer sends the final documents back to the Service Owner with no track changes.
 - c. The writer documents these steps in the Case Work Notes.

4.7 Step 7 – Submit final ECQs package to OPM

Once the ECQs and resume are finalized, the package is uploaded to OPM’s ESCS for consideration by a QRB.

1. NSSC SP SES Service Owner converts the files to a pdf using the OPM template (one pdf including (in this order):
 - Title page “Vacancy Announcement”
 - Copy of USAJOBS announcement
 - Title page “Résumé”
 - Copy of résumé file
 - Title page “ECQs”
 - Copy of ECQs file
2. Uploads the file electronically to ESCS using the applicable QRB case number on the FD or by looking up the QRB case request form by candidate name in ESCS. (See detailed instructions “[Submitting SES Cases to OPM in ESCS](#).”)
3. The Service Owner sends an e-mail to the designated OCHCO Executive Services Division representatives and copies the ESBP(s), the SES Writer, and

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the SES SME. The Service Owner logs into USA Staffing and completes the task “Send ECQs to OPM QRB” by clicking in blank “Completed Date” field and selecting the date.

4. SES Service Owner updates Service Now case:
 - a. Changes the Case status to **Pending** with Status Reason “Approval.”
 - b. On the **Functional Detail**, update the **Date Submitted to OPM** field.
 - c. Update the **Work Notes** and include copies of all related e-mails. Click Save.
5. SES Writer forwards copies of the final Word files for the ECQs and resume to the candidate and cc’s the ESBP and SES Service Owner and updates Service Now case Work Notes with a copy of the e-mail.

4.8 Step 8 – QRB Decision: Approval, Rewrite, or Disapproval

OCHCO Executive Services representative receives the QRB decision e-mail from OPM and notifies the NSSC SP Service Owner and ESBP by forwarding the decision e-mail.

1. **Rewrites** - If the QRB requests a “Rewrite” of one or two ECQs, OCHCO notifies the SES Service Owner and the NSSC Service Owner notifies the SES writer. The Service Owner confirms the due date and notifies the writer. The Service Owner fills in and updates the following fields on the case FD: QRB Decision, Date OPM Request Rcvd, Date Rewrite/Disapp. Date to OPM, Date Rewrite/Disapp. Sent to Center for Approval, Date Rewrite/Disapp. Center Approved, Date Rewrite/Disapp. Submitted to OPM. The SES Service Owner also marks on the FD which ECQs were requested for rewrite. The SES writer contacts the ESBP and candidate immediately as it is due within 14 working days. The writer works with the candidate to make the necessary changes and additions as requested in the QRB memo. The same iterative, review, and approval process is followed. For Rewrites, the SES Service Owner submits the final document to the ESBP for review/approval prior to resubmission to OPM.
2. **Disapprovals** - If the QRB sends a “Disapproval Memo,” OCHCO notifies the SES Service Owner and ESBP and makes a decision on whether or not to rework the case or submit to another QRB as is. If the decision is to rework the case (generally that is what occurs), there is a 60 working day deadline from receipt of the disapproval memo. The Service Owner confirms the due date and notifies the writer. The Service Owner fills in and updates the following fields on the case FD: QRB Decision, Date OPM Request Rcvd, Date Rewrite/Disapp. Date to OPM, Date Rewrite/Disapp. Sent to Center for Approval, Date Rewrite/Disapp. Center Approved, Date Rewrite/Disapp. Submitted to OPM. Once the SES writer receives permission to contact the candidate from the ESBP, they work with them in the same manner to update the ECQs and resume for resubmission to OPM. The same iterative, review, approval, and delivery

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process is followed. For Disapprovals, the SES Service Owner submits the final document to the ESBP for review/approval prior to resubmission to OPM.

3. **Approvals** - If the QRB approves the case, OCHCO notifies the SES Service Owner. The Service Owner notifies the SES Writer. The SES Service Owner updates the Service Now case Functional Detail fields QRB Decision and Date OPM Approved and adds copy of approval e-mail to the Work Notes. (Note: The NSSC **does not** contact the candidate regarding the approval. The ESBP will inform the candidate about the approval.) Once all work notes are complete, the writer may change the ServiceNow case status to Closed-Complete and click Save.

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5.0 Objective:

- 5.1 To assist NSSC SP HR employees through the processing of SES Case Documentation – Appointments.

6.0 Roles and Responsibilities:

- 6.1 The ESBP is responsible for the following:

- a. Preparing and posting the Vacancy Announcement
- b. Coordinating the technical qualifications
- c. Arranging and convening a rating panel
- d. Preparing report and providing recommendations
- e. Building the position in ESCS
- g. Preparing the final selection package meeting requirements
- h. Submitting the selection package to NSSC
- j. Reviewing and approving the final ECQs for QRB Rewrites and Disapprovals
- j. Choosing one of three options as required by OPM if disapproval

- 6.2 The DI Team is responsible for the following:

- a. Receiving the package
- b. Creating a Service Now case
- c. Placing initial package documents in TechDoc

- 6.3 The NSSC SP SES Service is responsible for the following:

- a. Receiving notification of the Service Now case
- b. Checking documentation to determine if package is complete
- e. Performing specific steps if package is complete or incomplete
- c. Assigning the case to a SES writer
- f. Updating Service Now
- g. Assigning or performing the final technical edit of the ECQs and résumé
- h. Forwarding the ECQs (only Rewrites or Disapprovals) to the ESBP for approval
- i. Uploading the final ECQs package to OPM

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- j. Updating USA Staffing tasks and marking them complete.
- 6.4 The NSSC SP SES Writer is responsible for following:
- a. Receiving the notification of assignment
 - b. Reviewing all package documents
 - c. Setting up an electronic case file folder in TechDoc
 - d. Updating Service Now case
 - e. Contacting the ESBP for connection on the case
 - f. Contacting the candidate within 1-3 business days.
 - g. Working on iterations and receiving candidate rewrites until the content is complete
 - h. Finalizing ECQs and résumé
 - i. Sending ECQs to another SES Team Writer for peer content review
 - j. Obtaining concurrence from candidate
 - k. Uploading iterations and final files to TechDoc
 - l. Forwarding final ECQs and resume to NSSC SP SES Service Owner
 - m. Receiving e-mail for the SP SES Service Owner regarding delivery of ECQs to OPM
 - n. Sending final native file documents to candidate and ESBP
 - o. Receiving internal notification of OPM case decision
- 6.5 The NSSC SP SES Team Technical Lead is responsible for the following:
- a. Verifying and/or building the Individual profile in ESCS
 - c. Contacting the ESBP and requesting information if needed
 - d. Creating the QRB case request in ESCS
 - d. Sending QRB case request number to SES Service Owner and writer
 - e. Updating the Service Now Functional Detail
 - f. Completing Service Owner role as needed in her absence.
- 6.6 The OCHCO is responsible for the following:
- a. Received notification from OPM on QRB decision.
 - b. Notifying the SES Service Owner and ESBP of QRB's approval/disapproval/rewrite decision

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6.7 The OPM is responsible for the following:

- a. Reviewing and approving/disapproving the ECQ package through the QRB process
- b. Notifying OCHCO
- c. Updating ESCS with QRB approval/disapproval

6.8 The NSSC SP SES Service Owner is responsible for the following:

- a. Notifying the SES Writer and the SES Team SME representative
- b. Notifying the ESBP and SES Writer of disapproval

7.0 Records:

7.1 The documents produced/delivered by the NSSC (SP) SES Team are done in support of NASA's final deliverable to OPM. The official NASA SES Appointment case file is held by OCHCO and the official SES Appointment certification is held at OPM. As defined in NPR 1441.1, the record retention schedules and definition of the records are included on the NSSC HR Master Records Index.

8.0 Cancellation/Supersession of Previous Documents

8.1 NSSWI-1280-0155 – SES Case Documentation - Appointments – Revision 0006

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APPENDIX A – Acronyms

AOC	Area of Consideration
CDP	Candidate Development Program
CFR	Code of Federal Regulations
DI	Document Imaging
DOB	Date of Birth
ECF	Electronic Case File
ECQ	Executive Core Qualifications
EPM	Executive Position Manager
ES	Executive Schedule
ESBP	Executive Services Business Partner
ESCS	Executive & Schedule C System
FPPS	Federal Payroll Personnel System
HQ	Headquarters
HR	Human Resources
L3	Level 3
LOV	List of Values
NASA	National Aeronautics and Space Administration
NDC	NASA Data Center
NF	NASA Form
NPD	NASA Policy Directive
NPR	NASA Procedural Requirements
NSR	NSSC Service Request
NSSC	NASA Shared Services Center
OCHCO	Office of the Chief Human Capital Officer
OPM	Office of Personnel Management
PAP	Personnel Action Processing
PD	Position Description
POC	Point of Contact

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QRB	Qualification Review Board
SES	Senior Executive Service
SP	Service Provider
SME	Subject Matter Expert
SSN	Social Security Number
U. S. C.	United States Code
WIP	Work In Progress

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APPENDIX B –Executive Services Business Partners Contact Information

Current ESBP contact information is maintained on the **NASA Human Resources Portal** under Executive Services at: https://hr.nasa.gov/executive_services_pocs.

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APPENDIX C – Links to Job Aids, References, and Resources

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.)
<p>TechDoc Job Aids – three methods for uploading files to TechDoc:</p> <p>SES TechDoc Job Aid (NSREF-3100-0028)</p> <p>SES TechDoc Client Job Aid (NSREF-3100-0029)</p> <p>SES Auto TechDoc Job Aid (NSREF-3100-0030)</p>	<p>https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=6309483&gen=\$latest</p> <p>https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=6309484&gen=\$latest</p> <p>https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=6309485&gen=\$latest</p>
Instructions for SES Weekly Report (NSREF-3100-0031)	https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=6309486&gen=\$latest
Submitting SES Cases to OPM in ESCS (NSREF-3100-0032)	https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=6309487&gen=\$latest
Template – QRB Cases (NSREF-3100-0033) - pdf template for final ECQs package for upload in ESCS)	https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=6309488&gen=\$latest
ESCS – SES Appts. – How to Add Individual and Create New QRB Case Request (NSREF-3100-0034)	https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=6309489&gen=\$latest
OPM Guide to SES Qualifications 2012 (latest)	Direct link - https://www.opm.gov/policy-data-oversight/senior-executive-service/reference-materials/guidetosesquals_2012.pdf

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ECQs content and format requirements)	OPM ECQs page: https://www.opm.gov/policy-data-oversight/senior-executive-service/executive-core-qualifications/
ECQs template (Word template)	https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=699360&rev=\$latest
OPM Proficiency Levels for Leadership Competencies (NSREF-3100-0035) - detailed illustrations for each ECQ competency	https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=6309490&gen=\$latest
SES Appointments - Due Dates and Deadline Calculator	https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=5881783&gen=\$latest

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APPENDIX D – Instructions for Rerouting Cases to Personnel Action Processing

When Cases are sent to the SES Case Documentation Team through ServiceNow that do not contain SES Cases for work by our team but include other SES personnel actions, they must be rerouted. These are PAP actions for SES Reassignments or Appointees. The following instructions should be followed by the SES Technical Lead or another team member if the SME is unavailable:

1. In ServiceNow, reassign the Case and Task back to Document Imaging. Document Imaging will reroute the Case and Task to PAP. To do this, open the Case and select the Task link under the Task tab.

The screenshot displays the ServiceNow interface for the NASA Shared Services Center. The main content area shows a Case record for HRC0006422. The Case is assigned to 'HR - SES CASE DOC L2'. The 'HR Tasks (1)' tab is selected, showing a task with ID HRT0007269. The task is assigned to 'HR - SES CASE DOC L2' and has a status of 'New'. The interface includes a sidebar with navigation links, a top header with the NASA logo and user information, and a bottom status bar.

2. Change the Category, Subcategory, and Assignment Group fields in the Task, as shown in the example below, before selecting Update.

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NASA Shared Services Center
Welcome: Amy Redd

HR Task - HRT0007269

Number: HRT0007269

Case: HRC0006422

Functional Detail: [Search]

* Customer: Gregory Johnson

VIP: [Search]

Contact: [Search]

Category: DOCUMENT IMAGING

SubCategory: REROUTE

Assignment Group: DI - MISROUTE L2

Assigned to: [Search]

* Short Description: HRC0006422 - HR - SES CASE DOC - APPOINTMENT - ADDITIONAL DOCUMENTS

Description: HR - SES CASE DOC - APPOINTMENT - ADDITIONAL DOCUMENTS

Additional comments: [Text Area]

Work notes: [Text Area]

Buttons: Update, Create FD, Create User, Save, Watch list

- Proceed to change the same fields in the Case before selecting Update. The Case and Task will automatically be rerouted to PAP. You must also enter a brief description ("SES reroute to PAP") in the Case Work Notes.

NASA Shared Services Center
Welcome: Amy Redd

HR Case - HRC0006422

Number: HRC0006422

* Customer: Gregory Johnson

VIP: [Search]

Contact: [Search]

Location: [Search]

Category: DOCUMENT IMAGING

SubCategory: REROUTE

Assignment Group: DI - MISROUTE L2

Assigned to: [Search]

Parent: [Search]

* Short Description: HR - SES CASE DOC - APPOINTMENT - ADDITIONAL DOCUMENTS

Description: HR - SES CASE DOC - APPOINTMENT - ADDITIONAL DOCUMENTS

Additional comments: [Text Area]

Work notes: SES reroute to PAP

Buttons: Update, Create FD, Create User, Save, Watch list

FD Selection: -- None --

Status: Requested

Priority: 1 - Critical

Age of Case: 0

Days in WIP: 0

Opened by: AutoCase User

Opened: 2015-10-30 08:53:41 CDT

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4. Send the applicable PAP Team member (Use the current “PAP Important Phone Numbers” contact sheet to determine the team member according to their Center assignment) an e-mail to notify them. Copy Carrie Pohto, Nicole Valenti, and Marsha Vargas on the e-mail. Sample e-mail:

From: Redd, Amy N. (NSSC-NSSC)[Service Provider]
Sent: Friday, October 30, 2015 11:03 AM
To: Murtagh, Denise C. (NSSC-NSSC)[Service Provider]
Cc: Pohto, Carrie B. (NSSC-NSSC)[Service Provider]; Edwards, Elizabeth T. (NSSC-NSSC)[Service Provider]; Stafford, Tammy (NSSC-NSSC)[Service Provider]; McCormick, Sharon E. (NSSC-NSSC)[Service Provider]
Subject: FW: HR Case HRC0006422 with a Priority of 4 - Low has been assigned to your group

Hi Denise,

I have returned the HR Case0006422 to Document Imaging for reroute to PAP. It is an SES reassignment action for JSC.

Thanks,

Amy