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NASA Shared Services Center Service Delivery Guide

NSSDG-3000-0005 Revision 2.0

Effective Date: July 1, 2014
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Human Resources and Training Web Site Development and Maintenance

Responsible Office: Human Resources Division

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Background

The National Aeronautics and Space Administration (NASA) Human Resources (HR) community developed and manages multiple Agency-wide Web sites. The main HR Web site, NASAPeople, is the central access point to a wealth of HR information. Included within the NASAPeople Web site are other transactional Web sites that also support HR programs (e.g., Awards, Corporate Recruiting and President's Management Agenda). These Web sites provide a wealth of information to NASA employees and the general public, including information about HR programs, information and access to HR applications and tools and information about NASA's mission and programs. The NASA Shared Services Center (NSSC) will be responsible for maintaining these Web sites, ensuring accessibility, maintaining links, updating or enhancing the sites as needed and providing a new look and feel periodically, within the Agency's Web site requirements. NSSC will develop new Web sites for the HR community as required, maintaining a consistent look and feel and will ensure that efficient Web design techniques are employed to maximize Web flow and minimize the number of clicks a person needs to use to reach desired information.

Purpose

This Service Delivery Guide (SDG) provides roles and responsibilities for NSSC Civil Servant (CS), NSSC Service Provider (SP) and other functional areas as they pertain to generic Human Resources and Training Information Systems processes. Specific instructions for Human Resources Information Systems (HRIS) team members are included in work instructions and desk guides. System Readiness reviews will be accomplished prior to each transition.

Applicability/Scope

The activities include support to the NASA Human Resources (HR) data users for the full range of HR Web site functions. NSSC shall provide technical and functional expertise for the following function:

- a) HR and Training Web Site Development and Maintenance.

Privacy Information

HRIS Web sites do not contain Personally Identifiable (PII) information. The Privacy Act of 1974, 5 U.S.C. § 552a establishes a code of fair information practices that governs the collection, maintenance, use and dissemination of information about individuals that

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is maintained in systems of records by federal agencies. All participants involved must ensure protection of all data covered by the Privacy Act.

Records

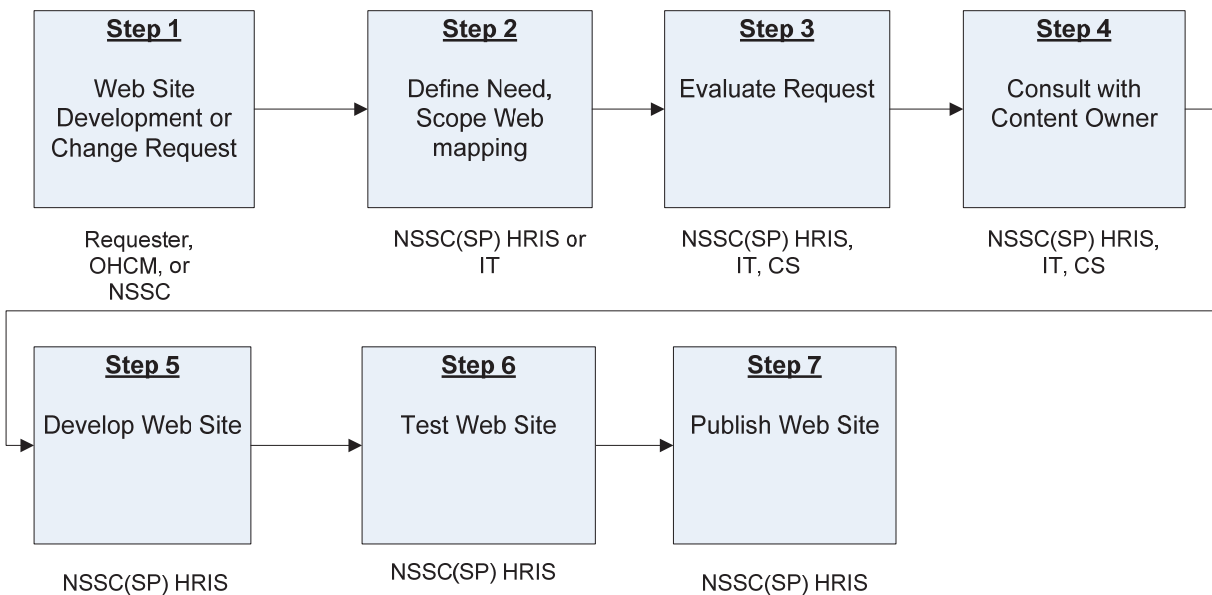
HRIS Web sites utilized in the support of these services do not contain official records. Systems containing official records have been added to the Master Records Index for each system based upon the ownership of these records.

Cancellation/Supersession of Previous Documents

This document supersedes NSSC-HR-SDG-0030.

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PROCESS 1 – HR AND TRAINING WEB SITE DEVELOPMENT AND MAINTENANCE



Process 1 - HR and Training Web Site Development and Maintenance		
Roles and Responsibilities	Action	Tips/Notes
Step 1 Requestor, OHCM or NSSC (SP) Web Site Development or Change Request	<p>Requestor submits a request for content change, addition of new content or correction to an existing Web site or development of a new Web site. The request should include page affected, the information to be displayed on the page and the priority of the change. NSSC will use its Information Technology (IT) Service Manager (ITSM) software to document and track change requests.</p> <p>NSSC Service Provider (SP) will monitor the Web sites for broken links and identify recommended changes or enhancements to improve the Web site. Changes may be due to new technology.</p>	<p>Requestor can be Web site content owner, NSSC staff or an individual through Web site feedback.</p> <p>Office of Human Capital (OHCM) has an established process for content owners to review all Web content on an annual basis.</p> <p>All requests should be made through the Customer Contact</p>

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Process 1 - HR and Training Web Site Development and Maintenance		
Roles and Responsibilities	Action	Tips/Notes
	Output: Detailed Web site Change Request	Center. Urgent calls will be immediately transferred to an NSSC (SP) HRIS Specialist (warm transfer).
<u>Step 2</u> NSSC (SP & CS) HRIS & IT OHCM Define Need, Scope, Web Mapping	NSSC HRIS Specialist receives request for Web site content change/update or Web site creation and consults with the requestor and/or HRIS (CS) to define customer needs, estimate scope and obtain preliminary Web mapping. If the requestor is not the content owner, NSSC HRIS Specialist will work with HRIS (CS) to define need for change and scope of work. Output: Web map, scope	The requestor in most cases will be OHCM Staff content owners. Content change which does not require customer contact will be executed by HRIS. (Step 4a).

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<p>Step 3</p> <p>NSSC (SP & CS) HRIS & IT</p> <p>Evaluate Request</p>	<p>The NSSC (SP) reviews the requirements and supporting information and categorizes the request according to the level of effort required (content change, minor development or major development).</p> <p>Content Change These requests consist of basic content change or additions to existing Web site pages (e.g., misspelling, grammar edit, add/delete text to existing pages, add/delete links or fix broken links, etc.) and follow these priorities:</p> <p>Urgent: (Urgent Priority): OHCM content owners can authorize an urgent priority. NSSC (SP) and NSSC Civil Servant (CS) reserve the right to create urgent requests without approval from OHCM (e.g., NASA People has crashed). Urgent is appropriate to correct or update critical information and to post time sensitive information that must be made available immediately. Other critical updates could include an error/bug that causes failure of a dynamic site, content that is considered inappropriate or content that affects rights, benefits or entitlements and needs to be removed or updated quickly. Urgent requests are normally completed within 4 business hours although changes that affect many pages or modifications requiring changes to the navigation scheme or menus may take longer (HRIS will forward completed content change to production within 4 hours). Urgent changes that take longer than 4 hours will be negotiated between OHCM and NSSC.</p> <p>Expedited: (High Priority): OHCM content owners may approve an Expedited request. Most expedited changes will be completed within 8 business hours (HRIS will forward completed content change to production within 8 hours). Expedited requests include dead links, spelling errors, coding bugs or new content that is needed sooner than a routine request, etc. NSSC HRIS Specialist will notify the content owner if the content change is not ready for review within this time frame, including justification for late delivery.</p>	<p>Neither NSSC nor individual can enact change without OHCM approval with the exception of minor corrections and break fixes.</p> <p>Urgent Priority content change will be completed and forwarded to production within 4 hours, based on current work load estimates.</p> <p>High priority content change will be completed and forwarded to production within 8 hours, based on current work load estimates.</p>
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	<p><u>Normal/Routine:</u> (Medium/Low Priority): Any content provider or requestor may submit a normal/routine request. OHCM will approve all content changes to the Web site. Most normal/routine changes will be completed and then migrated from development to test and then to production within 5 business days. The amount of time required for normal/routine requests will depend upon the volume and priority of requests in work. Examples of normal/routine requests include page additions that are not critical to a timed event and updates that are for a future date (proactive approach). NSSC HRIS Specialist will notify the content provider or requestor if change is not ready for review within this time frame.</p> <p><u>Minor Development:</u> Minor Development is defined as work beyond a content change that can be completed by one Full Time Equivalent (FTE) in no more than 5 business days. All Minor Development Web site requests are submitted to the NSSC Configuration Control Board (CCB) for prioritization. The development request timeline required to complete the task will be determined at that time between the requestor and the NSSC according to the scope of development.</p> <p><u>Major Development:</u> Major Development is defined as work beyond a content change that requires either more than one FTE and/or cannot be completed within 5 business days. All Major Development Web site requests are assigned to a Development Team and they estimate time requirements and evaluate available IT resources prior to submission to the CCB for prioritization. Once the CCB prioritizes the request, NSSC (SP) IT will estimate costs, propose approach, innovations and project plan and communicate same to the requestor as appropriate.</p> <p>Initial Major Development assessment (Project plan) will be completed within 5 business days. Major development completion time frame will be negotiated with OHCM based upon project</p>	<p>Virtual CCBs can be convened for approval and prioritization when necessary due to time constraints.</p>
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	requirements and priorities. Output: Decision on Request	
<u>Step 4</u> NSSC (SP & CS) HRIS & IT OHCM Consult with Content Owner	Communicate decisions made on the request in Step 3 to OHCM content owner and HRIS (CS) to verify that desired results are captured and will result in the intended improvements, changes or new content. HRIS and the Content Manager will identify Static Changes to be processed at the HRIS level. Static changes are considered simple changes such as: broken links, misspelled words, etc. Output: Validated change request	
<u>Step 4(a)</u> NSSC (SP) HRIS Initiate/complete content changes	For requests not requiring content owner approval, NSSC (SP) HRIS representative will expedite all Urgent Priority, High Priority and Medium/Low Priority content change requests based on established time lines noted on each level of priority. Content changes not requiring content owner approval will be communicated to HRIS (CS). Output: Change request forwarded to production	NOTE: Step 4a will skip development and testing. (Steps 5 & 6)
<u>Step 5</u> NSSC (SP) HRIS Develop Web site	NSSC (SP) HRIS will receive Web site Change Request and begin Web site update/creation as appropriate. Once the update/development work is completed, it is moved into the test environment. Output: Change is moved to test	
<u>Step 6</u> NSSC (SP) HRIS OHCM Test Web site	The NSSC HRIS Specialist and HRIS(CS) will monitor the development of the work, conducting acceptance testing with OHCM, as well as conducting an Operational Readiness Review (ORR) for Major Development Requests. NSSC (SP) conducts tests and evaluations as well as preparing training and change management and ensuring regulatory compliance. Output: Change moved to production	NSSC HRIS Specialist and the requestor will work closely with NSSC (SP) HRIS during Web site development and testing to ensure that the product meets the needs of the requestor and is within the scope of the request.

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<u>Step 7</u> NSSC (SP) HRIS Publish Web Site	After acceptance testing, the new or updated Web site is moved from testing to production. The requestor or OHCM participates in the deployment and user communications as needed.	For major developments, provide change management to affected communities in conjunction with content owner.
	Output: Functioning Web site	

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METRICS

Initiating Office / Entity	Deliverable(Output)	Receiving Office / Entity	Metric
NSSC (SP) HRIS	Urgent Priority Content Change	NSSC	4 business hours to complete and forward to production
NSSC (SP) HRIS	Expedited Content Change	NSSC	8 business hours to complete and forward to production
NSSC (SP) HRIS	Normal/Routine Content Change	NSSC	5 business days to complete and forward to production

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SYSTEM COMPONENTS

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
TechDoc	Electronic Library	User and User Support	Web
Remedy	Workload Management System	User and User Support	N/A
NSSC Web Portal	Normal/Routine Request	User and User Support	Web

Existing Web Sites

Web site	Description
Astronaut Selection	Information on the Astronaut Candidate Program
NASAJobs	Information and resources to help find a job with NASA
NASA Workforce Map	Locate NASA Headquarters and the major field Centers
Employee Orientation	Information for new, transferring and detailed NASA employees
NASA Employees Benefit Association (NEBA)	Low cost, high quality life insurance for employees or military detailees
NASA Leadership	Information about Agency-level leadership programs
NASA Fellowship	Best-in-class development at the finest educational institutions
NASA Supplemental Classification System (NSCS)	NASA's Classification policies and guidance
System for Administration, Training, and Educational Resources for NASA (SATERN) Info	e-Training environment that supports the development of the NASA workforce
Training and Leadership Development	Information and resources about NASA training and professional development programs
Benefits at NASA	Links to resources for understanding your benefits
Careers at NASA	Links to resources for applying for a position or developing a career
Human Capital Program	Links to resources for developing an adaptive workforce based on an integrated talent management model
NASA Retirees	Links to resources for our NASA employees that have retired from service to ensure quality of life in their next phase of life

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New Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
ServiceNow	Cloud Based Workload Management System	User and User Support	Web

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CUSTOMER CONTACT CENTER STRATEGY

The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu positioning, routing and escalation of inquiries for this activity.

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APPENDIX A - ACRONYM LIST

Acronym	Description
CCB	Configuration Control Board
CS	Civil Servant
FTE	Full Time Equivalent
HR	Human Resources
HRIS	Human Resources Information Systems
IT	Information Technology
NASA	National Aeronautics and Space Administration
NEBA	NASA Employees Benefit Association
NSCS	NASA Supplemental Classification System
NSSC	NASA Shared Services Center
OHCM	Office Human Capital Management
ORR	Operational Readiness Review
PII	Personally Identifiable Information
SATERN	System for Administration, Training, and Educational Resources for NASA
SDG	Service Delivery Guide
SP	Service Provider