

National Aeronautics and
Space Administration
NASA Shared Services Center

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NASA Shared Services Center Service Delivery Guide

NSSDG-3200-0001 Revision 6.0

Effective Date: April 25, 2019
Expiration Date: April 25, 2022

General Employment Inquiries

Responsible Office: Human Resources Services Division

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Approved by

AMY

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Digitally signed by AMY
ALEXANDER
Date: 2019.05.23 09:13:35
-05'00'

Amy Alexander

NSSC HC Director, Office of the Chief Human Capital Officer

Date

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Document History Log

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Basic	Basic	April 26, 2006	<ul style="list-style-type: none"> Basic Release.
Revision	A	April 10, 2007	<ul style="list-style-type: none"> Revised metric from 1 day to 3 days. Removed procedure to forward inquiries regarding education programs to the Dept. of Education. Removed procedure to forward inquiries to the Centers.
Revision	B	March 23, 2009	<ul style="list-style-type: none"> Revised NSSC Inherently Governmental (IG) to NSSC Civil Servant (CS).
Revision	4.0	November 30, 2012	<ul style="list-style-type: none"> Document originated under NSSC-HR-SDG-0011. Renumber to align with SDNS numbering system adopted in March 2010. Added VEPO Process 2.
Revision	5.0	December 23, 2015	<ul style="list-style-type: none"> Removed VEPO Process 2. Applied the new SDG template.
Revision	6.0	April 17, 2019	<ul style="list-style-type: none"> Updated format for whole document per new template. Updated Document History Log format, including the date style in the Effective Date column. Updated Appendix A, Acronym List.

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Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
			<ul style="list-style-type: none"> Updated Performance Standard requirement from 3-day Goal to 3-day Metric. Updated Customer Contact Center Strategy per new template.

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Overview

1.0 Background

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

- Applying knowledge of NASA and Federal employment regulations, standardized responses, and Web-based resources;
- Receiving and responding to unsolicited résumés for NASA positions;
- Providing direction on how to apply for NASA vacancies using USAJOBS Web site at <https://www.usajobs.gov/> and Careers at NASA Web site at <https://nasajobs.nasa.gov/>;
- NASAJOBS Web sites and online tools; and
- Responding to inquiries regarding student employment programs, veteran's preference programs, hiring of persons with disabilities, and hiring of foreign nationals.

NSSC utilizes the NSSC Web site and other places to publicize that GEIs are to be submitted to NSSC via the Customer Contact Center (CCC). These inquiries may be received in multiple formats including: United States (U.S.) Postal Service, e-mail, fax, and phone. Unless specifically requested by inquirer, the response is delivered in the same way the inquiry was received (e.g., if e-mailed inquiry, then e-mail response; if phone inquiry, then phone response).

2.0 Purpose

Services described in this guide are performed by NSSC Service Provider (SP) or elevated to NSSC Civil Servant (CS) personnel. This guide covers services that are common and provides a basic description of our administrative approach to support general inquiries about employment with NASA. The guide does not cover the entire process and is only intended to provide an overview. The NSSC desk guides and work instructions provide the NSSC staff with detailed processes to accomplish the GEI functions.

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3.0 Applicability/Scope

The NSSC responds to questions about employment for the Agency. Responses are complete, address all issues raised by the prospective applicant, meet all NASA correspondence requirements, and have a positive tone that reflects NASA's sincere interest in providing the requested information. The function's objective is to have most inquiries addressed by the CCC (level 1); certain inquiries such as those from military veterans or inquirers who ask more than one question are answered by NSSC (SP) (level 2) personnel; and questions that require information from a higher level are elevated to the NSSC (CS) (level 3) level.

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

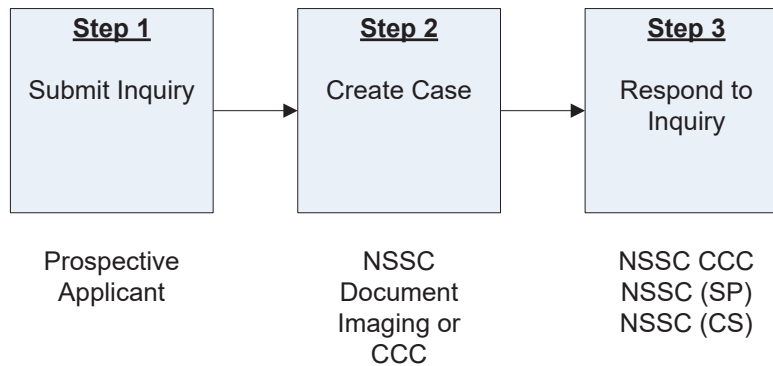
All records will be maintained in accordance with NASA Procedural Requirements (NPR) 1441.1, NASA Records Management Program Requirements; and NASA Policy Directive (NPD) 1440.6, NASA Records Management. Records for GEI are listed on the NSSC Master Records Index under NASA Records Retention Schedules (NRRS) 1441.1, Schedule 1, AFS 1442, Item 78 F, Administrative Records.

6.0 Cancellation/Supersession of Previous Documents

This document supersedes NSSDG-3200-0001, NSSC General Employment Inquiries Service Delivery Guide, Revision 5.0.

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Process 1 – General Employment Inquiries



Step Roles and Responsibilities	General Employment Inquiries Action	Tips/Notes
<u>Step 1</u> Prospective Applicant Submit Inquiry	<p>A prospective applicant wishing to obtain employment information submits an inquiry directly to the NSSC.</p> <p>When a prospective applicant submits an inquiry to a Center, the Center evaluates the inquiry to determine whether it should be referred to the NSSC for response. Inquiries about a specific Center vacancy, requests that are unique to the Center, or inquiries that are highly visible remain at the Center for response. All other GEIs are forwarded to the NSSC for response.</p> <p>Output: Inquiry submitted</p>	

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Step Roles and Responsibilities	General Employment Inquiries Action	Tips/Notes
<u>Step 2</u> NSSC Document Imaging or CCC Create Case	<p>When the NSSC receives an inquiry, a Human Resources (HR) Case is generated through ServiceNow and distributed to the appropriate team for action.</p> <p>Postal and fax inquiries are received by the NSSC Document Imaging Team and phone or e-mail inquiries by the NSSC CCC. The CCC determines the type of inquiry and the level of response required.</p> <p>All inquiries containing résumés are elevated to NSSC (SP) for research and response (except for some foreign nationals).</p> <p>Security Risk – E-mails containing an attachment only, without text in the body of the e-mail, will not be opened due to potential security risk.</p> <p>Output: Case created</p>	<p>ServiceNow GEI cases have a number of SubCategories, including Student, Foreign National, and Veteran Status. This allows the NSSC to track the types of inquiries and trends in inquiries.</p>
<u>Step 3</u> NSSC CCC NSSC (SP) NSSC (CS) Respond to Inquiry	<p>The NSSC CCC uses standard response templates where appropriate to ensure consistency. If an inquiry cannot be answered with the standardized templates that are provided by the NSSC (SP) to the NSSC CCC or if the inquiry requires combining multiple templated responses, the HR Case is elevated to NSSC (SP) for</p>	

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Step Roles and Responsibilities	General Employment Inquiries Action	Tips/Notes
	<p>specific research or information gathering.</p> <p>If an inquiry is outside the scope of the GEI function, or if the information required is outside the knowledge base of the NSSC (SP) team, the HR Case is elevated to NSSC (CS) for answers. The NSSC (CS) may forward the information back to the NSSC (SP) for delivery and closure or respond directly, depending on the HR Case.</p> <p>Nuisance Inquiries – After responding two or more times to an inquirer and no additional information is being requested, on the next inquiry, the NSSC sends a final response to the inquirer and then the NSSC Information Technology (IT) Security Point of Contact (POC) is notified. Upon IT Security approval, the NSSC CCC flags the inquirer's profile, and any additional inquiries are automatically sent to NSSC (SP) to ensure no new questions were being posed and then, if so, these inquiries are resolved without any further action.</p> <p>Security Risk – Any time an inquirer uses obscene, vulgar, or threatening wording, or may pose any type of security risk, the ticket</p>	

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Step Roles and Responsibilities	General Employment Inquiries Action	Tips/Notes
	<p>is elevated by NSSC (SP) to the NSSC (CS), and the NSSC IT Security team is notified. The inquirer is then blocked from the NSSC e-mail server.</p> <p>Output: Inquiry response submitted and case resolved</p>	

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Metrics

Initiating Entity	Deliverable	Receiving Entity	Performance Standard
Prospective Applicant	Response	NSSC (SP)	95% of inquiries shall be responded to within 3 business days.

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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

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
CCC	Customer Contact Center
CS	Civil Servant
GEI	General Employment Inquiry
HR	Human Resources
IT	Information Technology
NASA	National Aeronautics and Space Administration
NPD	NASA Policy Directive
NPR	NASA Procedural Requirements
NRRS	NASA Records Retention Schedules
NSSC	NASA Shared Services Center
POC	Point of Contact
SP	Service Provider

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Appendix B – General Employment Inquiries Process Workflow

