

National Aeronautics and
Space Administration
NASA Shared Services Center

Stennis Space Center, MS
39529-6000
www.nssc.nasa.gov

NASA Shared Services Center Service Delivery Guide

NSSDG-3100-0002 Revision 7.0

Effective Date: April 20, 2021
Expiration Date: April 20, 2024

Senior Executive Service Appointments, Candidate Development Program, and Presidential Rank Awards Case Documentation

Responsible Office: Human Resources Services Division

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Document History Log

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Revision	3.0	August 31, 2011	<ul style="list-style-type: none"> Removed information regarding completion of bonus justification, updated process steps, and updated the metric. Document originated under NSSC-HR-SDG-0009 and renumbered on 08/02/11 to align with Standard Document Numbering System (SDNS) numbering system adopted in March 2010.
Revision	4.0	March 2015	<ul style="list-style-type: none"> Incorporated the SES Candidate Development Program (CDP) Service Delivery Guide (NSSDG-3100-0001) into this revision of the previously titled "SES Appointment Service Delivery Guide," to make one combined guide with the new title.
Revision	5.0	December 2015	<ul style="list-style-type: none"> Added the process for Presidential Rank Awards.

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Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
			<ul style="list-style-type: none"> Moved the process for the resume enhancement for SES Appointment from the Center to the NSSC.
Revision	6.0	April 2019	<ul style="list-style-type: none"> Updated SES Appointments process steps delineating what documents and information the Executive Resources Business Partner will submit to NSSC to initiate the process and what documents and information the NSSC will obtain independently. Updated SES Appointments process steps removing Center-level approval for initial Executive Core Qualifications (ECQs) packages submitted to the Office of Personnel Management. Updated SES Appointments and SESCO process steps to include NSSC (SP) submitting ECQs packages directly to

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Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
			<p>OPM and receiving decision notification.</p> <ul style="list-style-type: none"> Updated SES Appointments process steps to remove the final step of creating the new incumbency in the Executive and Schedule C System (that step will be completed by the NSSC (SP) Personnel Action Processing team). Updated Metrics section to reflect Fiscal Year 2019 Service Level Indicator. Updated all content to reflect new Office of the Chief Human Capital Officer organization name and other position title changes. Updated document to the new template style. Updated Document History Log format, including the date style in the Effective Date column. Updated 6.0, Cancellation/

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Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
			<p>Supersession of Previous Documents.</p> <ul style="list-style-type: none"> Added the Overview heading. Added basic process flowcharts at the beginning of each process per the updated template. Added the Customer Contact Center Strategy. Renamed Appendix B to Work Process Flow Diagrams and combined the cross-functional flowcharts from Appendices B, C, and D into Appendix B per new template. Updated Appendix B cross-functional flowcharts to reflect any process changes.
Revision	7.0	April 20, 2021	<ul style="list-style-type: none"> Process 1 SES Appointments, Step 1 – removed reference to signed Form 1669 requirement and added NASA Headquarters' e-mail concurrence. Process 1 SES Appointments, Step 2

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			<p>– changed NASA STARS to USA Staffing; added eOPF.</p> <ul style="list-style-type: none"> • Process 3 Presidential Rank Awards – deleted Step 4 which outlined the ESBP review and approval role. (This step was removed from the process by OCHCO during the 2021 PRA season.) • Process 3 Presidential Rank Awards – updated both process flow charts to reflect deletion of ESBP review/approval step.

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Overview

1.0 Background

The NASA Shared Services Center (NSSC) Senior Executive Service (SES) Case Documentation Function comprises three main areas of service, SES Appointments, SES Candidate Development Program (CDP), and Presidential Rank Awards (PRAs).

- The SES Appointments program is involved in the staffing of executive-level personnel responsible for executing the mission of NASA. Agency Executive Resources Boards (ERBs) conduct the merit staffing process leading to initial career appointment. Centers are responsible for the initial selection process. If the selectee does not have Office of Personnel Management (OPM) SES certification, the NSSC Service Provider (SP) assists the selectees in preparing their required Executive Core Qualifications (ECQs) document package for submission to the OPM Qualifications Review Board (QRB) for certification.
- The SESCO program is a competitive program designed to develop a cadre of highly qualified candidates with a high potential for assuming executive responsibilities. The program includes feedback-intensive and mentoring components to assist in candidate development. These experiences, normally to be completed over a period of 12 to 24 months, include an Executive Development Plan (EDP), formal courses and seminars, developmental work assignments, and individual mentoring from current SES members. Upon completion of the program training requirements, the candidate applies for OPM certification through an ad hoc OPM QRB. The NSSC (SP) assists the candidate in preparing the mentor evaluation memo and ECQs document package.
- The PRA is one of the highest awards bestowed to the Career SES and Senior Professional (i.e., Senior-Level (SL) and Scientific-Professional (ST)), by the President of the United States. OPM is required to request nominations and administer the program; the agency heads are required to nominate senior executives and senior professionals for their respective agencies. Each year, OPM issues a call to Federal agencies for meritorious and distinguished PRA nominations. Recipients of this prestigious award are strong leaders, professionals, and scientists who achieve results and consistently demonstrate strength, integrity, industry, and a relentless commitment to excellence in public service.

The submission deadline for nominations to OPM is normally set for a date in March, but varies year to year. In anticipation of the annual call, the Agency starts the nomination process in conjunction with the end-of-year performance

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closeout cycle for SES, ST, and SL employees. A section of the annual performance cycle guidance letter sent to the Center Directors and Officials in Charge requests a list of nominees to be submitted to the Office of the Chief Human Capital Officer (OCHCO), usually by October. In addition, a brief summary listing of each nominee's accomplishments and justification for the nomination is required from the Center. The Agency Performance Review Board (PRB) reviews the nominees, and the Administrator provides final approval, usually by mid-December. On average, the Administrator approves 30 to 35 nominees who are submitted to OPM for consideration. The NSSC (SP) assists the Centers and the nominees in preparing the final nomination document including the one-page Biographical and Career Summary and the three-page Justification Statement.

2.0 Purpose

Services described in this guide are performed by Civil Servant (CS) and NSSC (SP) personnel. This guide covers services that are more common and provides a basic description of our administrative approach to support SES appointment, SESCDP, and PRA documentation. 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 documentation functions.

3.0 Applicability/Scope

The SES Team prepares SES appointment and SESCDP documentation for submission to the OPM interagency QRB for SES certification. The NSSC (SP) technical writers work directly with the selectee/candidates, supported by the Center ES Business Partners (ESBPs), to develop the materials. For SES Appointments, once the finalized materials are approved by the selectee, the NSSC (SP) submits the final package to OPM. For SESCDP, once the finalized documents are approved by the candidate and signed by the mentor, the NSSC (SP) provides the materials to the OCHCO SESCDP Lead for submission to OPM. It is critical that the documents comply with the current OPM guidelines. The evaluation factors and ECQs must demonstrate that the selectee/candidate has key competencies and characteristics necessary to be an effective strategic leader with a commitment to a culture of public policy and administration.

The NSSC also supports the PRA nomination process in accordance with the Agency and OPM regulations and guidelines. OCHCO provides the NSSC (SP) with the final nominees' names and one-page accomplishment summaries. The NSSC (SP) works with the nominee and the Center ESBPs to refine the one-page Career and

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Biographical Summary and develops the three-page Justification Statement, which is added to the nomination package being submitted to OPM for consideration.

These functions are all highly visible, sensitive in nature, and require both decorum and discernment in the delivery of service.

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.

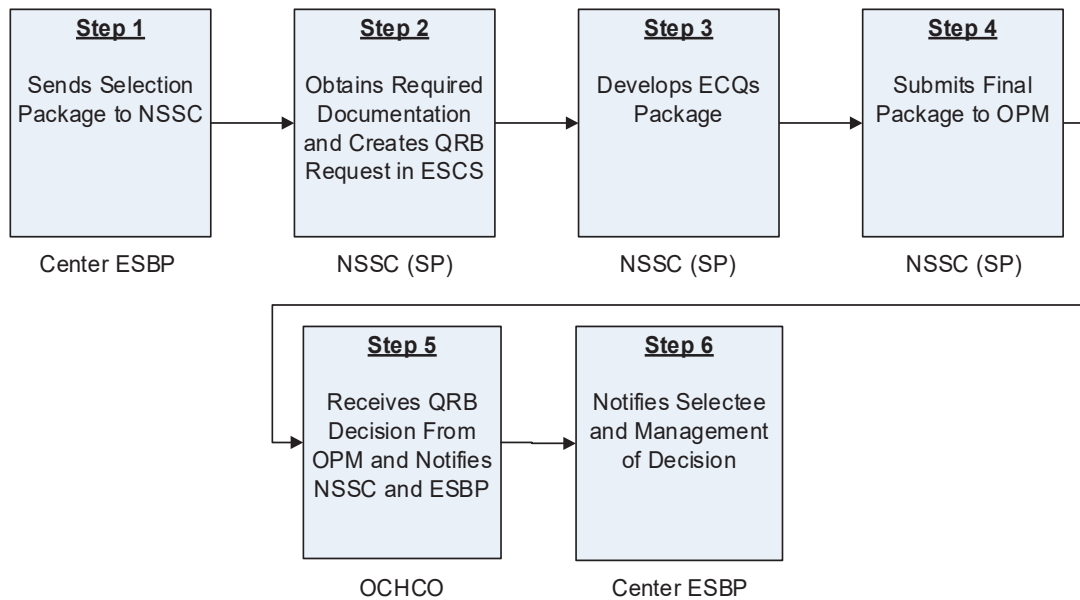
Records for SES case documentation are listed on the NSSC Master Records Index under NASA Records Retention Schedule (NRRS) 1441.1 Schedule 3 (3).

6.0 Cancellation/Supersession of Previous Documents

This document supersedes NSSDG-3100-0002, NSSC Senior Executive Service Appointments, Candidate Development Program and Presidential Rank Awards Case Documentation Service Delivery Guide, Revision 6.0.

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Process 1 – SES Appointments



Step Roles and Responsibilities	SES Appointments Action	Tips/Notes
<u>Step 1</u> Center ESBP Sends Selection Package to NSSC	The Center ESBP who is handling the SES vacancy will complete the selection process including: <ul style="list-style-type: none"> Arranging for rating panels and coordinating technical qualifications with the manager. Posting the vacancy announcement and responding to inquiries from potential applicants. 	The package is submitted by e-mail using the subject line: SES Appointment ECQs to nssc@nasa.gov . In cc: line, add Carrie Pohto (Carrie.B.Pohto@nasa.gov). The package is submitted to NSSC within the established timeline (at least 35 business days prior to the OPM deadline) to allow the selectee sufficient time to refine the ECQs. NSSC (SP)

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Step Roles and Responsibilities	SES Appointments Action	Tips/Notes
	<ul style="list-style-type: none"> Preparing the panel report and the selection recommendation to the Center Executive Position Manager (EPM). <p>Once the EPM approves the selection and e-mail concurrence is obtained from NASA Headquarters management, the ESBP notifies the selectee and sends the selection package by e-mail to the NSSC while concurrently completing the official approval process. The ESBP must also confirm approval for the NSSC (SP) to contact the selectee.</p> <p>The e-mail attachments may include:</p> <ul style="list-style-type: none"> NF 1669, Executive Personnel Action Document Additional notes/documents deemed appropriate to support/explain case <p>Concurrently, the ESBP will complete and forward the NF1669 to OCHCO for Agency-level approvals.</p>	<p>ensures the package is completed and delivered by the OPM deadline per the metric. (The OPM deadline is 90 business days from the closing date of the vacancy announcement.)</p>

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Step Roles and Responsibilities	SES Appointments Action	Tips/Notes
	Output: Package sent to NSSC	
<u>Step 2</u> NSSC (SP) Obtains Required Documentation and Creates QRB Request in ESCS	<p>The NSSC (SP) downloads the required package documentation from USA Staffing and the electronic Position Description System (ePDS):</p> <ul style="list-style-type: none"> • Original ECQs and resume • Vacancy announcement • Position description (PD) and PD number • Technical Qualifications <p>The NSSC (SP) enters data into ESCS to create the QRB request. This includes:</p> <ul style="list-style-type: none"> • Building the Individual record • Creating the QRB case request <p>Output: Package documents obtained and QRB request completed</p>	<p>NSSC (SP) obtains required data for ESCS (selectee's Social Security number and date of birth) from the Federal Personnel and Payroll System (FPPS) or the OPM electronic Official Personnel Folder (eOPF) System.</p>

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Step Roles and Responsibilities	SES Appointments Action	Tips/Notes
<u>Step 3</u> NSSC (SP) Develops ECQs Package	<p>The NSSC (SP) assists the selectee in refining the ECQs and in the revision of the resume, if it is insufficient to appropriately support the ECQs. After all content is developed and meets the page limitation, NSSC (SP) performs a peer-content review. The writer works with selectee as needed to make final refinements. Once the selectee approves a final content version, the NSSC (SP) forwards the final ECQs to the NSSC (SP) Lead for technical edit.</p> <p>Output: ECQs package developed</p>	<p>As necessary, the NSSC (SP) coordinates with the Center ESBP to improve selectee cooperation or response times. Also, during the process, the NSSC (SP) writer copies the appropriate ESBPs on all e-mails containing new iterations. If the ESBP has any content concerns, coordinates with the NSSC (SP) writer prior to the selectee's final content approval.</p>
<u>Step 4</u> NSSC (SP) Submits Final Package to OPM	<p>The NSSC (SP) submits the final ECQs package to OPM by the 90-day deadline and communicates with the OPM Desk Officer if necessary.</p> <p>Confirms OPM submission with e-mail to OCHCO, ESBP, and NSSC writer.</p> <p>Output: Final ECQs package submitted to OPM for QRB review</p>	<p>Converts ECQs/Resume/Vacancy Announcement to a .pdf package as required by OPM for ESCS upload.</p> <p>Writer sends final Word file versions of ECQs and resume to selectee and ESBP.</p>

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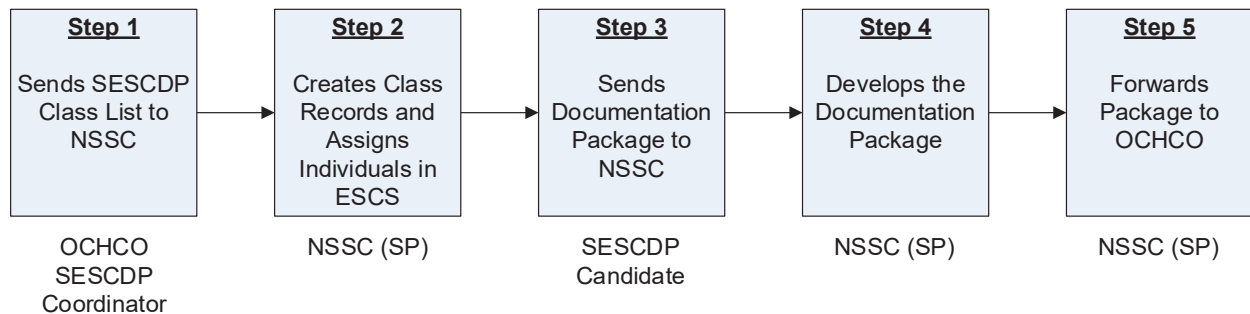
<p><u>Step 5</u></p> <p>OCHCO</p> <p>Receives QRB Decision From OPM and Notifies NSSC and ESBP</p>	<p>OCHCO receives the OPM e-mail notification regarding the QRB decision and forwards to NSSC and Center ESBP.</p> <p>Output: QRB decision received</p>	<p>At OPM, an independent QRB will review the ECQs and qualifications of the selectee to determine if the person is approved for appointment to the SES. If the case is not approved by the QRB, OPM will return the ECQs to the Agency with a request for rewrite of any or all of the five ECQs sections (due within 14 business days), or the QRB may disapprove the selectee's submission all together. For non-approval decisions, the NSSC (SP) supports the selectee and Center ESBP with both rewrites and disapproved ECQs cases.</p> <p>If the case receives a full disapproval, the NSSC (SP), OCHCO, and the Center ESBP will coordinate on options to rework or resubmit the case within OPM's 60-business day deadline.</p> <p>For full disapprovals, the available submission options are:</p> <ul style="list-style-type: none"> • Resend the same package to the next regularly scheduled QRB,
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Step Roles and Responsibilities	SES Appointments Action	Tips/Notes
		<ul style="list-style-type: none"> Revise the ECQs and resubmit to another QRB, or Send as a Criterion C case to evaluate the selectee's possession of special or unique qualities that indicate a likelihood of executive success.
<u>Step 6</u> Center ESBP Notifies Selectee and Management of Decision	Once notified by OCHCO of the OPM QRB decision, the ESBP will notify management and the selectee of the decision. They also will process the appointment documents including effective date and final salary amount. Output: Selectee notified and appointment is processed	

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Process 2 – SES Candidate Development Program



Step Roles and Responsibilities	SES Candidate Development Program Action	Tips/Notes
Step 1 OCHCO SESCO Coordinator Sends SESCO Class List to NSSC	Once final candidates are selected for the SESCO class, the OCHCO SESCO Coordinator forwards the class list to the NSSC (SP). Output: SESCO class list sent to NSSC	The Coordinator provides the class start date along with each candidate's full name, Center, and e-mail address.
Step 2 NSSC (SP) Creates Class Records and Assigns Individuals in ESCS	The NSSC (SP) receives the class list from the program coordinator. In ESCS, the NSSC (SP) creates the new class, creates individual records for each class participant, and assigns all individuals to the class. Output: ESCS updated	

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Step Roles and Responsibilities	SES Candidate Development Program Action	Tips/Notes
<u>Step 3</u> SESCDP Candidate Sends Documentation Package to NSSC	<p>The candidate sends the documentation package (draft) to the NSSC once they complete the program requirements and have obtained readiness concurrence from the program's review panel.</p> <p>Output: Draft documentation sent</p>	<p>The package is submitted by e-mail using the subject line: SESCO DP Package to nssc@nasa.gov. In cc: line, add Carrie Pohto (Carrie.B.Pohto@nasa.gov).</p> <p>A complete package includes:</p> <ul style="list-style-type: none"> • Draft ECQs in Word format • Draft Resume • Executive Development Plan (EDP) • All supplemental evaluations <p>(The items shown in bold are required before the NSSC can begin work.)</p>

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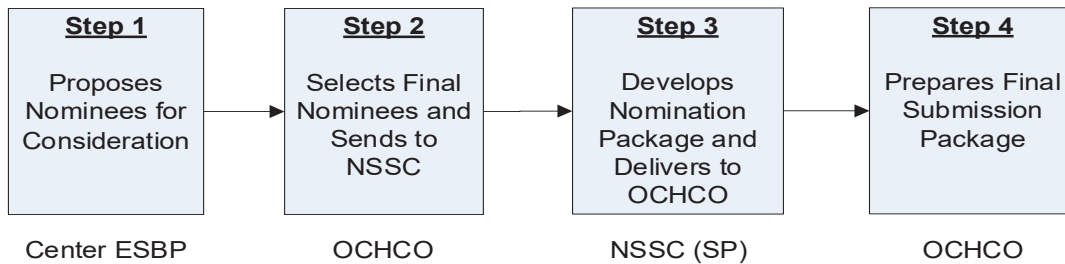
Step Roles and Responsibilities	SES Candidate Development Program Action	Tips/Notes
<u>Step 4</u> NSSC (SP) Develops the Documentation Package	<p>The NSSC (SP) will work with the candidate to edit and revise the ECQs, revise the resume, and write the Mentor Verification/Evaluation Memo.</p> <p>The NSSC (SP) create a Criterion B QRB Case request in ESCS for submittal of final package to OPM.</p> <p>The NSSC (SP) obtains candidate's approval on all documents.</p> <p>Output: Final documentation package developed</p>	<p>The SESCDP participant is responsible for getting mentor's signature on the Mentor Verification/Evaluation Memo.</p>

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Step Roles and Responsibilities	SES Candidate Development Program Action	Tips/Notes
Step 5 NSSC (SP) Forwards Package to OCHCO	<p>NSSC (SP) Supervisor forwards completed, signed package (ECQs, Mentor Verification/Evaluation, Resume, and EDP) and Criterion B case number to the OCHCO, SESCDP Coordinator, and Center ESBP.</p> <p>OCHCO receives the SESCDP certification package, reviews, and forwards to OPM, via upload to ESCS, for QRB approval. Following approval by the OPM QRB, the candidate will be officially certified for noncompetitive career appointment to any SES position for which he or she meets the professional/technical qualifications and for which he or she is selected.</p> <p>The QRB certification does not guarantee placement in the SES.</p> <p>Output: Complete package submitted</p>	<p>SESCDP Coordinator sends status notification to candidate and Center ESBP.</p>

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Process 3 – SES Presidential Rank Awards



Step Roles and Responsibilities	SES Presidential Rank Awards Action	Tips/Notes
Step 1 Center ESBP Proposes Nominees for Consideration	The Center ESBP receives the call for nominations from OCHCO. Center management selects its nominees, and the ESBP prepares a one-page Biographical and Accomplishment bulleted summary for each nominee and forwards to OCHCO for its review and Agency-level selection process. Output: Proposed nominees sent to OCHCO	

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Step Roles and Responsibilities	SES Presidential Rank Awards Action	Tips/Notes
<u>Step 2</u> OCHCO Selects Final Nominees and Sends to NSSC	<p>OCHCO receives the proposed nominees from the Centers and conducts a review and approval process with the Agency Performance Review Board (PRB) and the Administrator. Once the final selections are made, OCHCO forwards the Biographical and Accomplishment summaries for all of the nominees to the NSSC by the negotiated due date.</p> <p>Output: Nominees selected and nomination document sent to NSSC</p>	<p>The nomination list and summaries should be submitted to NSSC by e-mail (nssc@nasa.gov) using the subject line: SES - PRA Nominations. In cc: line, add Carrie Pohto (Carrie.B.Pohto@nasa.gov).</p> <p>The NSSC may begin working on the nomination packages, if time allows, prior to OPM's release of the official nomination call with a submission deadline.</p> <p>Nominees should be notified by their Centers prior to NSSC receiving the list and contacting the nominees.</p>

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Step Roles and Responsibilities	SES Presidential Rank Awards Action	Tips/Notes
<u>Step 3</u> NSSC (SP) Develops Nomination Package and Delivers to OCHCO	<p>The NSSC (SP) receives the nominations from OCHCO and works with the nominee to refine the one-page Biographical and Career Summary. The NSSC (SP) works with the nominee to develop the three-page Career Achievement Justification Statement document to meet OPM requirements.</p> <p>Once the nominee approves the final content, the fully edited document will be sent to OCHCO, at least 5 business days prior to the OPM deadline, for inclusion in the Agency submission to OPM.</p> <p>Output: Final nomination packages delivered to OCHCO</p>	<p>If additional reviews are specified by OCHCO or the Agency, final due dates will be negotiated between OCHCO and NSSC. All nomination packages will be completed and delivered to OCHCO prior to the OPM deadline.</p> <p>The final submission package to OCHCO includes the one-page Biographical/Career Summary in OPM template and the three-page Justification Statement in Microsoft Word and/or pdf format.</p>
<u>Step 4</u> OCHCO Prepares Final Submission Package	<p>OCHCO prepares the Agency submission package with all of the required materials, and submits the overall nomination packages to OPM before the deadline.</p> <p>Output: Final nomination packaged delivered to OPM</p>	

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Metrics

Initiating Entity	Deliverable	Receiving Entity	Performance Standard
NSSC (SP)	Final ECQs-Appointments	OPM	100% of SES Appointment ECQ documents that are requested by the established timeline will be delivered to the Office of Personnel Management (OPM) prior to the OPM deadline. Reference J-22, SES Process Timeline.
NSSC (SP)	Final ECQs, Resume, and Mentor Verification/Evaluation Memos- SESCDP	OCHCO	90% of finalized ECQ Presentations and Mentor Evaluation for the SESCDP will be forwarded to the Center no later than 30 business days after receipt of a completed package.
NSSC (SP)	Final PRA Nominations	OCHCO	100% of PRA Nominations that are received at the NSSC by the established timeline be forwarded to OCHCO prior to 5 business days before the OPM deadline.

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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
OPM Executive and Schedule C System (ESCS)	Database	User and User Support	None

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
CDP	Candidate Development Program
CS	Civil Servant
EDP	Executive Development Plan
ECQs	Executive Core Qualifications
eOPF	electronic Official Personnel Folder
ePDS	Electronic Position Description System
EPM	Executive Position Manager
ER	Executive Resources
ERB	Executive Resources Board
ES	Executive Services
ESBP	Executive Services Business Partner
ESCS	Executive and Schedule C System
FPPS	Federal Personnel and Payroll System
NF	NASA Form
NPD	NASA Policy Directive
NPR	NASA Procedural Requirement
NRRS	NASA Records Retention Schedule
NSSC	NASA Shared Services Center
NSSCPR	NASA Shared Services Center Procedural Requirement

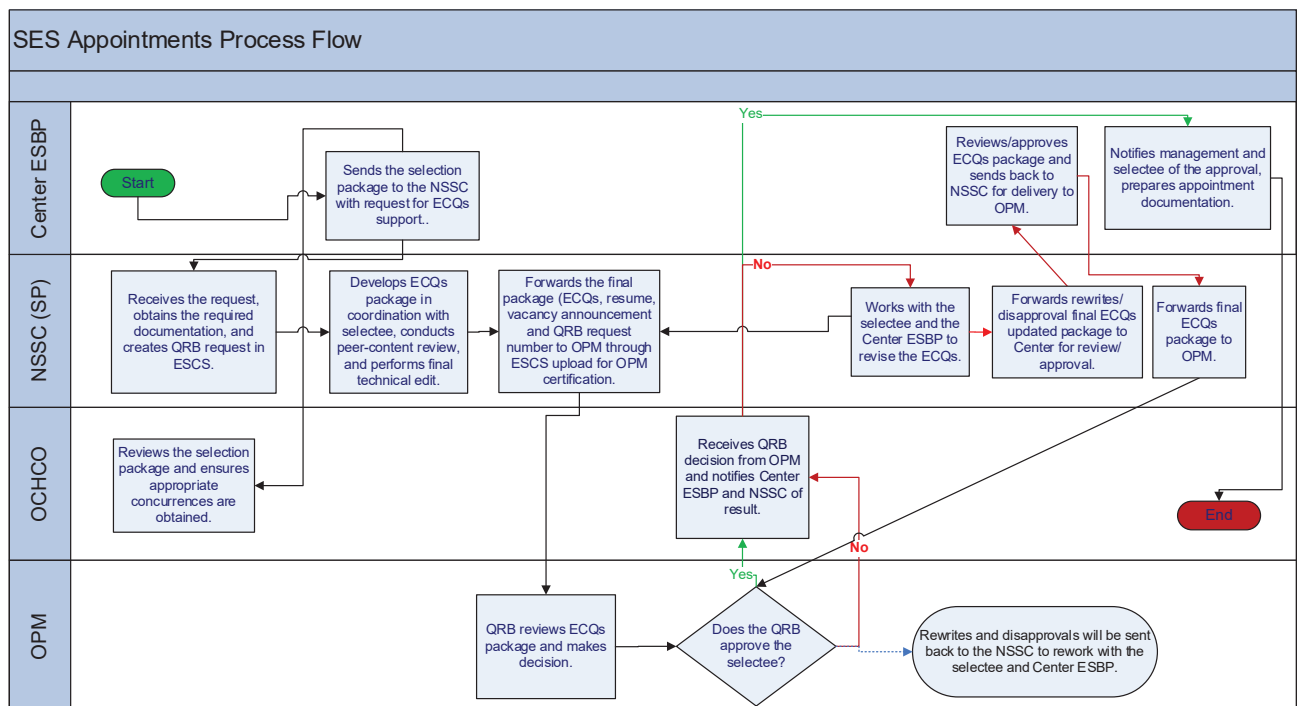
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Acronym	Meaning
OCHCO	Office of the Chief Human Capital Officer
OHCM	Office of Human Capital Management
OPM	Office of Personnel Management
PD	Position Description
PRA	Presidential Rank Award
PRB	Performance Review Board
QRB	Qualifications Review Board
SDNS	Standard Document Numbering System
SES	Senior Executive Service
SL	Senior Level
SP	Service Provider
ST	Scientific Professional

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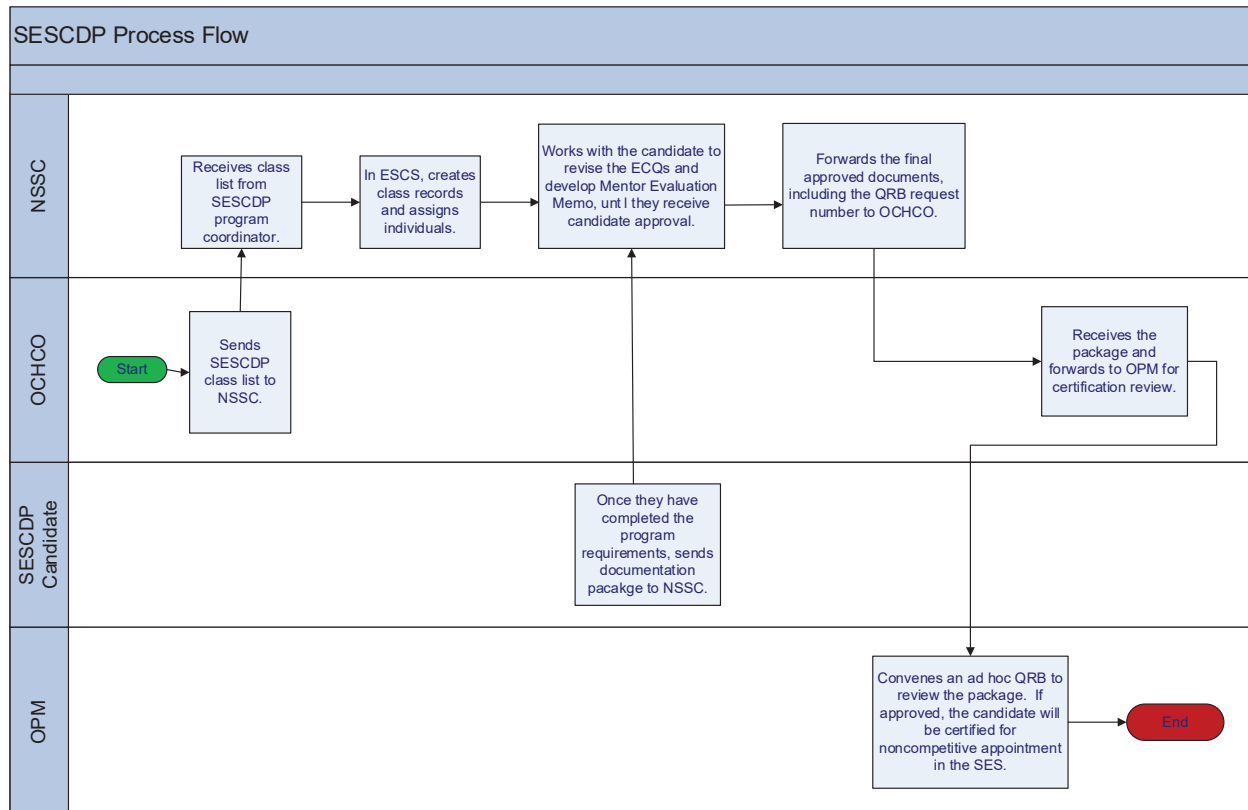
Appendix B – Work Process Flow Diagrams

B.1 – SES Appointments Process Flow



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B.2 – SES Candidate Development Program Process Flow



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B.3 – SES Presidential Rank Awards Process Flow

