

Term	Definition
Access Management	The process responsible for allowing users to make use of IT services, data or other assets. Access management helps to protect the confidentiality, integrity and availability of assets by ensuring that only authorized users are able to access or modify them. Access management implements the policies of information security management and is sometimes referred to as rights management or identity management.
Accounts Payable Work Management System / Accounts Payable Work Management Tool (AWMS/AWMT)	Tool used to manage receipt of vendor invoices and supporting documentation that are mailed or faxed.
Accurate	100% error free.
Administrative Contracting Officer (ACO)	A federal employee delegated responsibility for contract administration.
Administrative Grant Officer (AGO)	A federal employee delegated responsibility for grant administration.
Agency Awards Calendar (AAC)	Provides capability to input, view, and export agency and center-level awards program events using an interactive calendar interface.
Agency Application Rationalization Tool (AART)	NASA's authoritative source for inventorying all of NASA's software and is used to manage the Agency application portfolio through rationalization activities that leverage business value, technical health, and Agency strategic direction.
Agency Calendar Initiative (ACI)	Provides capability to input, view, and export agency and center-level events using an interactive calendar interface.
Agency Cash Reconciliation Tool (ACaRT)	Tool used to combine and reconcile cash transactions between NASA and the Department of Treasury.
Agency Program Coordinator (APC)	A federal employee responsible for the government purchase card program.
Audit Liaison Representative (ALR)	Center assigned federal employee who acts as the point of contact for audit related requests.
Augmentation	A supplement used at any time when work is introduced which is outside the scope of the approved proposal or when there is a need for substantial unanticipated funding. The Grant Officer must first determine whether the augmentation requires a separate approval as a non-competitive addition to the scope of the effort to be performed under the grant. Augmentations require the submission of revised budget proposals and technical evaluations covering the additional effort. Since augmentations will be

Term	Definition
	performed within the existing period of performance, certifications will not normally be required.
Automated Process Work Instruction (APWI)	A comprehensive document completed for each automation that details the as-is manual process, to-be automated process, process assessment criteria, design of the automation, systems accessed in the process, automation business rules, and error handling.
Capability	The ability of an organization, person, process, application, IT service or other configuration item to carry out an activity. Capabilities are intangible assets of an organization.
Center Business Process Lead (CBPL)	A federal employee who facilitates information flow, coordinates cross-functional boundaries, and interfaces with key stakeholders to optimize systems use.
Central Verification System	OPM tool that contains information on background investigations, credentialing determinations, suitability determinations and security clearances.
Collections	Amounts received by the Federal government during the fiscal year. Collections are classified into two major categories: budget receipts (general fund receipts) and offsetting collections.
Commercial Off The Shelf (COTS)	Pre-existing application software or middleware that can be purchased from a commercial third party.
Complete	Not in draft or Error Status
Component Action	An action that rolls into the totals provided in the billable transaction for a service. Components may represent a variety in the type of billable transaction or an additional requirement for a portion of the billable transactions.
Concur Government Edition (CGE)/E-Government Travel System 2 (ETS2)	Online electronic travel booking service and expense management platform, which provide cost-savings and efficiencies while delivering a transparent service for improved accountability and reduced waste.
Contact Center System	A computer-based system that provides call and contact routing for high-volume telephone transactions, with specialist answering “agent” stations and a sophisticated real-time contact management system.
Content Management System	A computer program that allows publishing, editing and modifying content as well as maintenance from a central interface.
Continuous Monitoring Program (CMP)	The CMP provides the overall framework of management controls that NASA uses to assess and evaluate internal controls. Ensures compliance with Generally Accepted Accounting Principles and evidence that balances and activity reported in its financial statements are auditable (accurate and complete).

Term	Definition
Contracting Officer	A federal employee with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings.
Cooperative Agreement	The legal instrument that reflects a relationship between NASA and a recipient whenever the principal purpose is the transfer of anything of value to the recipient to accomplish a public purpose authorized by Federal statute and that substantial involvement is expected between NASA and the recipient when carrying out the activity.
Cross Servicing	Treasury's program to deal with delinquent debt. By law, federal agencies must use this service to transfer delinquent debts to the Bureau of the Fiscal Service.
Cross Servicing Next Generation (CSNG)	Commercial Off-the-Shelf product used to transfer delinquent debt.
Debt Collection Improvement Act of 1996	Legislation governing the collection of receivables due the federal government.
Desk-side Support	Term broadly used to define support for printer, computer, mobile devices and software used by NSSC.
Disbursement	Distribution of public funds and the rendering of accounts in accordance with the law and regulation.
Economy Act	Legislation governing reimbursable interagency agreements. "Economy Act of 1932, as amended (31 USC 1535), authorizes an agency to place orders for goods and services with another government agency when the head of the ordering agency determines that it is in the best interest of the government and decides ordered goods or services cannot be provided as conveniently or cheaply by contract with commercial enterprise."
Electronic Questionnaires for Investigations Processing (eQIP)	System designed to facilitate processing of standard investigative forms used when conducting employment background investigations.
Employees' Compensation Operations & Management Portal (ECOMP)	Stakeholders and interested parties can use the ECOMP to submit workers' compensation injury and illness claims and upload documents to active FECA cases.
e-Payroll	Government wide initiative to pay all federal employees through either the Department of Interior or the Defense Finance & Accounting System.
Ethics Program Tracking System (EPTS)	NASA IT System that provides NASA employees the capability to electronically file, track and review Federal Financial Disclosure forms.
e-Travel	Government wide initiative to process various types of official travel authorizations and reimbursements through a selected service provider.

Term	Definition
Expenses	Value of resources (goods and services) consumed during current period operations.
Federal Personnel and Payroll System (FPPS) Data Mart	Dept. of Interior data warehouse use for reporting and ad-hoc queries of FPPS data.
Federal Travel Regulations (41 CFR 300-304)	Regulations governing the authorization and approval of government travel and expenses.
Firewall	A system or combination of systems that enforces an IT boundary between two or more networks. Also a gateway that limits access between networks in accordance with local security policy.
Fleet Card	The credit card used to pay for fuel and maintenance of government vehicles.
Fund Balance with Treasury	The aggregate amount of NASA funds on deposit with Treasury, excluding seized cash deposited.
Grant	The legal instrument that reflects a financial relationship between NASA and a recipient whenever the principal purpose is the unilateral transfer of anything of value to the recipient to accomplish a public purpose authorized by Federal statute.
Grant Officer	A federal employee with the authority to enter into, administer, and/or terminate grants and cooperative agreements and make related determinations and findings.
Grants.gov	Federal E-Grants (also called Grants.gov)
Hard Copy	Any printed document or image on paper.
Human Capital Information Environment (HCIE)	Integrated web portal for NASA HR applications.
Human Resources Information Systems (HRIS)	Work that involves developing, delivering, managing, and maintaining HR information systems when the paramount knowledge requirement is human resources management, rather than information technology.
Human Resources Messaging System (HRMES)	Provides capability to send HR-related messages to targeted NASA employee groups (e.g., retirement eligible, supervisory levels, occupation).
Information Security Management	The process responsible for ensuring that the confidentiality, integrity and availability of an organization's assets, information, data and IT services match the needs of the business.
Information Technology (IT) System	Interconnected equipment and/or software used in the automatic processing, acquisition, storage, analysis, evaluation, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information.
Information Technology Infrastructure Library (ITIL)	A framework designed to standardize the selection, planning, delivery, maintenance and overall lifecycle of IT services within a business

Term	Definition
Institutionalized Process	A process that is ingrained in the way the work is performed by an entity and there is commitment and consistency to performing the process.
Intelligent Automation Services (IAS)	A NSSC service that delivers automation services using innovative technology such as robotic process automation (RPA), scripting, and virtual agents.
Invoice Processing Platform (IPP)	A secure interactive web-based application that allows vendors to electronically submit invoices and receive reports; as well as for the Government to inspect, accept, receive and pay electronically.
Invoice Routing Information System (IRIS)	An application used to route invoices for approval, cost, funding and goods receipt and acceptance (GRAP).
IT Security	Activities related to the secure transmission and storage of electronic information, drafting policy, procedures, user awareness training, planning, budgeting, risk management, internal and/or external auditing.
Life Cycle	A series of stages through which something (as an individual, culture, or manufactured product) passes during its lifetime.
Limited Source Justification	Justification for limiting competition to a specific product or vendor when using the procedures under FAR Part 8.405.
Mission Areas	In the current NASA organization, mission areas includes Science, Human Exploration and Operations, Space Technology, and Aeronautics Research.
Mission Support Directorate	In the current NASA organization, mission support directorate direct reports includes Office of Human Capital Management, Office of Procurement, Office of Protective Services, Office of Strategic Infrastructure, and NASA Shared Services Center. Mission support partner offices includes Office of Communications, Office of the Chief Financial Officer, Office of the Chief Information Officer, Office of Diversity and Equal Opportunity, Office of the General Counsel, Office of International and Interagency Relations, office of Legislative and Intergovernmental Affairs, and Office of Small Business Programs.
NASA Automated Awards System (NAAS)	An application that provides supervisors and managers from all NASA organizations with the ability to nominate their high-performing employees for awards, check the status of their award submissions and obtain reliable awards data.
NASA Electronic Position Description System (ePDS)	An electronic tool for reviewing, creating, editing, publishing, reporting, and archiving agency position descriptions.
NASA Employee Profile System (NEPS)	An expired NASA system that provided a summary report of key human capital data, from various information resources (can still be used to populate other systems).
NASA Enterprise Automation Service	A service within the Office of Chief Information Officer

Term	Definition
(NEAS)	(OCIO) Agency Platform Services (APS) that delivers intelligent automation services to NASA customers using innovative technology such as robotic process automation (RPA).
NASA Organizational Profile System (NOPS)	Provides an organization-based report for managers and supervisors to view personnel information relating to employees within their organization.
NASA Shared Services Center (NSSC)	As the term is used in this PWS, the NSSC includes both SP and federal employees.
NASA Values	Includes Safety, the NASA Family, Excellence, and Integrity. NASA aspires to achieve these values in everything it does.
Nominal	Meeting the stated requirements.
NSSC Business Intelligence DataMart	Business Intelligence Data Warehouse supporting metric reporting for the NSSC in the following functional areas: <u>Service Delivery and Support Operations Directorates</u> .
NSSC Contracting Officer	The Contracting Officer who administers the NSSC SP contract.
NSSC Site	Refers to the NSSC physical location.
Obligations	Amounts of orders placed, contracts awarded, or other similar transactions which will require disbursement of government funds.
Operational Readiness Review (ORR)	A review of system/process readiness prior to its release to production.
Over-the-Counter Channel Application (OTCnet)	A web-based application that offers federal agencies flexible solutions to streamline management and reporting of payment transactions and deposits.
P-Card Approving Official	A federal employee responsible for reviewing their Cardholder's monthly transactions and approving them for payment promptly in accordance with NASA Purchase Card Policy and Procedures
Permanent Change of Station (PCS)	The transfer of an employee from one official work site to another or the assignment of a new employee to their first assignment site on a permanent basis.
Position Description Management	A federal process to manage government positions as described by grade series and duties.
Prompt Payment Act	U.S. Treasury policy regarding timeliness of government payments.
Protecting Our Workers and Ensuring Reemployment (POWER) Initiative	A federal initiative that extends prior workplace safety and health efforts of the federal government by setting more aggressive performance targets, encouraging the collection and analysis of data on the causes and consequences of frequent or severe injury and illness, and prioritizing safety and health management programs that have proven effective in the past.
Purchase Card (P-Card)	U.S. government charge card used to pay for commercial goods

Term	Definition
	and services.
Purchase Cardholder	A federal employee responsible for using their P-Cards ethically and in accordance with Federal and NASA policy and regulation for purchases in support of NASA mission requirements or institutional operations.
Qualified Service Provider (QSP)	A term used by the NASA Enterprise Automation Service (NEAS) that denotes an organization that has been certified to develop automations within the NEAS and IAS infrastructure.
Reimbursable Agreement	An agreement that makes funds available to perform work for another government Agency or non- government entity.
Relocation	A current or new federal employee moving to a duty station either on a permanent or temporary basis. Relocations can be within the Continental United States (CONUS), Outside the Continental United States (OCONUS) or a combination of the two.
Relocation Travel Authorization	The process of documenting, by means of a travel authorization form (<u>NASA Form 1450C/1450O</u>), the travel to be performed and the expenses which are permitted. Generally, all travel must be authorized in advance unless the circumstances of the particular trip are such that it is not feasible to secure advance authorization
Relocation Travel Voucher	A written request, supported by documentation and receipts where applicable, for reimbursement of expenses incurred in the performance of official travel, including relocation travel. NASA employees use Optional Form 1012.
Resident Agency	Tenant of a NASA center
Retirement Estimates Expedited	Retirement estimates that must be expedited based upon an authorized request.
Retirement Packages Expedited	Retirement applications that must be expedited based upon an Agency’s authorized request.
Return on investment (ROI)	A metric used to understand the profitability of an investment by comparing value gained with investment cost
Robotic process automation (RPA)	A software solution that uses robotics (“bots”) to perform repetitive and rule-based tasks
Secondary Action	Work critical to providing a service that does not result in a billable transaction. The cost for these actions should be rolled into the price proposed for completing billable transactions.
Service Agreement Management	The process responsible for negotiating achievable service level agreements (SLAs) and ensuring that these are met. Service level management monitors and reports on service levels, holds regular service reviews with customers, and identifies required improvements.
Service Providers (SPs)	Contractors onboard at the NSSC who are providing the support services

Term	Definition
ServiceNow	An IT workflow system used to track many of the NSSC's services.
Simplified Acquisition Threshold (SAT) Expedited Request	A request that needs to be awarded before the normal 30 day /35 day SLIs. A customer may identify a request be expedited by changing the default need by date to an earlier date when entering the request into the Simplified Acquisition Customer Portal. The government can also determine a request to be expedited.
Simplified Acquisition Threshold (SAT) Urgent Request	A request that needs to be awarded as soon as possible. Only the SAT Branch Chief, GSFC SAT Supervisor, or SAT Team Lead can determine a request to be urgent by identifying it in ServiceNow as an urgent request. A request can be determined to be urgent at any time during the 30 day/35 day SLI.
Small Business Innovation Research (SBIR) & Small Business Technology Transfer (STTR) Program	Contracts awarded to small businesses (SBIR) or educational institutions (STTR) that have three phases: <ul style="list-style-type: none"> a. Phase I provides small business concerns with the opportunity to establish the scientific, technical, and commercial feasibility of a proposed innovation in fulfillment of NASA needs; b. Phase II is focused on the development, demonstration and delivery of the proposed innovation; and c. Phase III is the commercialization of innovative technologies, products, and services resulting from either a Phase I or Phase II award.
Standard Performance Appraisal Communication Environment (SPACE)	Information system for NASA employees' performance and appraisal.
Subject Matter Expert (SME)	An individual who is highly knowledgeable in a specific subject or topic area
System for Administration, Training, and Educational Resources for NASA (SATERN)	A substantial element of the NASA Learning Management System
Systems, Applications and Products (SAP) (in Data Processing)	System of Record software used across NASA which includes the following: standard general ledger; accounts receivable; accounts payable; budget execution; purchasing; cost management; and general system management.
Technical Requirements Package (Grant)	Includes the solicitation (if applicable), proposal, technical evaluation, selection documentation, funded procurement request, peer review documentation (when applicable), technical evaluation of the proposed budget and other supporting documents, as well as any data and/or deliverables required when dealing with potentially hazardous operations such as those related to flight and/or

Term	Definition
	mission critical ground systems that have been proposed (e.g., Payload Safety Data Review Package).
Temporary Change of Station (TCS)	Federal employee relocation from one official work site to another, and then back to the original official work site, within a period of 6 to 30 months.
Transportation Audit Management System (TAMS)	An online financial accounting system that identifies and recovers Transportation Service Providers overcharges and other debts relating to transportation bills paid by federal agencies.
Travel Authorization – CGE	An electronic document used to estimate and approve expenses before they are incurred
Travel Card	U.S. Government charge card used to pay for employee travel and transportation costs.
Travel Voucher – CGE	A travel claim, supported by documentation and receipts, when required, for reimbursement of expenses incurred in the performance of official travel, including permanent/temporary change of station travel.
Treasury Report on Receivables (TROR) and Debt Collection Activities	The federal government’s primary means for collecting data on the status of non-tax receivables (delinquent and non-delinquent debt) owed to the United States.
U.S. Standard General Ledger (USSGL)	Provides a uniform Chart of Accounts and technical guidance to be used in standardizing federal agencies general ledger accounting records.
Unliquidated obligations (ULO)	Portion of an obligation which has not been liquidated.
User	A person or system that has working knowledge of, authorized access to, and uses an information system, software application or data source.
WebTADS	NASA's Timecard & Attendance system for federal employees.
Wide Area Workflow (WAWF)	An interactive web-based application that allows vendors to electronically submit invoices and receiving reports, and the government to inspect, accept, receive and pay electronically. (WAWF is no longer used by NASA vendors for electronic invoice submission, but it can be used to view invoices that were submitted through WAWF)
Workforce Information Cubes For NASA (WICN)	Automated tool that provides multiple, statistical view options of the NASA civil service workforce. WICN is based on a commercial reporting tool, COGNOS, using existing NASA data sources to create statistical information on current and historical NASA workforces.
Workforce Integrated Management System	Provides Center and Agency leadership with the ability to project future manpower requirements based upon historical data and identified mission objectives.

Term	Definition
Working Capital Fund	A revolving fund, authorized by Congress, that operates as an accounting entity in which assets are capitalized and in which all income is derived from the operations of its activities. The fund is available to finance continuing operations without fiscal limitations.