

NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Drug Testing Administration – 95% Random and Voluntary Testing

Document Version

V.2

Date Last Modified

07/28/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: No change made

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metric

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3 FA PWS Element Metric: Drug Testing Administration - Random and Voluntary Testing
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.1.1
Performance Area:	Drug Testing
SO/SME	TBD
TYPE: SLI/PM/OTHER	
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0686045/20200914
SN PA Story/Date Submitted	STRY0817341/20210930
Approval – CS/SP	
Metrics Team Review	
Metric I-3	95% of random, voluntary and deferral testing dates and locations shall be coordinated and scheduled with appropriate Center Personnel no later than 50 calendar days prior to the anticipated testing dates.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name = Drug Testing Administration - Random and Voluntary
Testing

Description on metric definition:

1. APPLIES TO:
 - a. HR Cases
 - b. Category DRUG TESTING
 - c. Subcategory RANDOM TEST
2. CALENDAR USED N/A
3. TRIGGER/START CONDITION: On the FD, if Test Scheduled changes, or Date of Collection changes or Retest changes
4. PAUSE CRITERIA: N/A
5. EXCLUSION CRITERIA: If no Functional Detail exists, it is excluded from this report.
If the Case is "Closed Incomplete", it is excluded from this report.
If Retest = Yes
6. MET CONDITION: Upon Case completion, the Date of collection from the Functional Details record is within 50 calendar days of the Test Scheduled date from the Functional Details record
7. FILTER CONDITION: This report should have a filter condition that default to records closed during ("on") the last month; users should be able to change the report to use a "between" date range.
8. Additional Criteria:

ACCEPTANCE CRITERIA:

Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Drug Testing

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: HR Drug Testing - Random and Voluntary Test Dates Coordinated with Center on Time (I3-3.2.1.1)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR Drug Testing - Random and Voluntary Test Dates Coordinated with Center on Time (I3-3.2.1.1)

Dates to show trend: Created

Frequency: Monthly

PM: (Formula)

Count of testing dates coordinated with center in 50 Days or less

Count of testing dates coordinated with center in 50 Days or more

Conditions:

Created on last month

definition is Random and Voluntary Drug Testing Dates

Value does not contain excluded

OR Value is empty

PM Percentage Calculation = Count of testing dates coordinated with center within 50 days/ Total number of testing dates

- If the metric calculation is $\geq 95\%$, the PM is met
- If the metric calculation is $< 95\%$, the PM is not met
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count of ≤ 50 days and > 50 days by Center for the Month

- Breakdown will have the two categories:

Met and Not met

By center

PM Calculation – Placed above the existing Bar Graph

- Breakdown the metric score by month for current FY to last month
- y-axis should show the percentage on the left and the counts on the right
- Also with the percentages being on the left, adjusting the percentage range to have the monthly PM data points high on the chart.
- Add a threshold line (for the PM)

Single Score – Placed to the top right margin of the analytic window

- Display current PM score with Met or Not-Met

Hover over: 95% of random, voluntary and deferral testing dates and locations shall be coordinated and scheduled with appropriate Center Personnel no later than 50 calendar days prior to the anticipated testing dates.

wasPlacement / Location:

Dashboard: P&U - Internal - HR PM Dashboard

Dashboard Tab: P&U - HR PM Dashboard

Dashboard Group: Drug Testing

Name of Analytic: HR Drug Testing - Random and Voluntary Test Dates Coordinated with Center on Time (I3-3.2.1.1)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR Drug Testing - Random and Voluntary Test Dates Coordinated with Center on Time (I3-3.2.1.1)

Dates to show trend: Created

Frequency: Monthly

PM: (Formula)

Count of testing dates coordinated with center in 50 Days or less

Count of testing dates coordinated with center in 50 Days or more

Conditions:

Created on last month
definition is Random and Voluntary Drug Testing Dates
Value does not contain excluded
OR Value is empty

PM Percentage Calculation = Count of testing dates coordinated with center within 50 days/ Total number of testing dates

- If the metric calculation is $\geq 95\%$, the PM is met
- If the metric calculation is $< 95\%$, the PM is not met
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count of ≤ 50 days and > 50 days by Center for the Month

- Breakdown will have the two categories:
Met and Not met
By center

PM Calculation – Placed above the existing Bar Graph

- Breakdown the metric score by month for current FY to last month
- y-axis should show the percentage on the left and the counts on the right
- Also with the percentages being on the left, adjusting the percentage range to have the monthly PM data points high on the chart.
- Add a threshold line (for the PM)

Single Score – Placed to the top right margin of the analytic window

- Display current PM score with Met or Not-Met

Hover over: 95% of random, voluntary and deferral testing dates and locations shall be coordinated and scheduled with appropriate Center Personnel no later than 50 calendar days prior to the anticipated testing dates.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	Drug Testing Administration - Random and Voluntary Testing
Report Content	HR Drug Testing - Random and Voluntary Test Dates Coordinated with Center on Time (I3-3.2.1.1)
Input Parameters	<ol style="list-style-type: none"> 1. INDICATOR SOURCES <ol style="list-style-type: none"> a. P&U HR Scripted Metric Instances 2. AUTOMATED INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. P&U INT HR Drug Testing - Random and Voluntary - Monthly 2. P&U INT HR Drug Testing - Random and Voluntary - Met - Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. P&U EXT HR Drug Testing - Random and Voluntary - Last Month 2. P&U EXT HR Drug Testing - Random and Voluntary - Met - Last Month 3. FORMULA INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - Drug Testing - Random and Voluntary >= 95% B. EXTERNAL <ol style="list-style-type: none"> 2. HR - Drug Testing - Random and Voluntary >= 95%
Output Parameters	<ol style="list-style-type: none"> 6. WIDGETS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR Drug Testing - Random and Voluntary Test Dates Coordinated (I3-3.2.1.1) 2. P&U HR Drug Testing PM Stoplight Scores Monthly 3. Drug Testing - Monthly PM B. EXTERNAL <ol style="list-style-type: none"> 1. HR Drug Testing - Random and Voluntary Test Dates Coordinated (I3-3.2.1.1) 2. P&U HR Drug Testing PM Stoplight Scores Monthly 3. Drug Testing - Monthly PM

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR PM Dashboard

Dashboard Group: Performance And Utilization - Internal

Dashboard Tab: Drug Testing

External2

Dashboard Name: P & U - HR PM Dashboard

Dashboard Group: Performance And Utilization

Dashboard Tab: Drug Testing

Data Source Table Metric[metric_instance]

Name of Analytic on Internal Dashboard: HR Drug Testing - Random and Voluntary Test Dates
Coordinated with Center on Time (I3-3.2.1.1)

Name of Analytic on External Dashboard: HR Drug Testing - Random and Voluntary Test Dates
Coordinated with Center on Time (I3-3.2.1.1)

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI or PM Percentage Calculation:

If the metric calculation is $\geq 95\%$, the SLI or PM is met

If the metric calculation is $< 95\%$, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

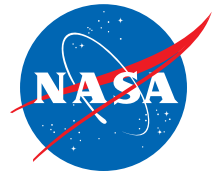
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Drug Testing Administration - Pre-employment Testing

Document Version V.2

Date Last Modified 07/28/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics

Utilization

Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions:

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3 FA PWS Element Metric: Drug Testing Administration - Pre-employment Testing
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.1.1
Performance Area:	Drug Testing
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	STRY0686050/20200914
SN PA Story/Date Submitted	STRY0817324/20210930
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of pre-employment packages shall be sent to the selectee within 3 business days of a received request from the Center or upon notification from the NSSC Caseworker Team.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name = Drug Testing Administration - Pre-employment Testing

Description on metric definition:

1. APPLIES TO:
 - a. HR Case
 - b. Category DRUG TESTING
 - c. Subcategory PRE-EMPLOYMENT TESTING-PKG SENT
2. CALENDAR USED NSSC Metric Days (excludes weekends, federal holidays and NSSC down days)
3. TRIGGER/START CONDITION: Upon Task Completion. If the "Date Package Sent to Donor" on the Functional Detail should change, the metric should re calculate based on the new date(s) and the Metric Report should update.
4. PAUSE CRITERIA: Pending task stops the clock.
5. EXCLUSION CRITERIA: If no Functional Detail exists, it is excluded from this report. If the Task is Cancelled, it is excluded. If the "Retest" field on the Functional Details is set to Yes, it is excluded.
6. MET CONDITION: Upon Task Completion, the time elapsed between the Created date of the Task and the "Date Package Sent to Donor" field from the Functional Details, minus any Pending time, is less than or equal to 3 HR Metric Days.
7. FILTER CONDITION: This report should have a filter condition that default to records closed during ("on") the last month; users should be able to change the report to use a "between" date range.
8. Additional Criteria:

ACCEPTANCE CRITERIA:

Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Drug Testing

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: HR Drug Testing - Pre-Employment Drug Test Packages Sent to Selectee On Time (I-3: 3.2.1.1)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR Drug Testing - Pre-Employment Drug Test Packages Sent to Selectee On Time (I-3: 3.2.1.1)

Dates to show trend: Created

Frequency: Monthly

PM: (Formula)

Count of pre employment packages sent to selectee in 3 Days or less

Count of pre employment packages sent to selectee in 3 Days or more

Conditions:

Definition is Drug Test Pre-Employment Pkgs. On Time

Created on Last Month

Value does not contain excluded

OR Value is empty

PM Percentage Calculation = Count of pre-employment packages sent to selectee in three days or less/ Total amount of pre-employment packaged

- If the metric calculation is $\geq 90\%$, the PM is met
- If the metric calculation is $< 90\%$, the PM is not met
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count of ≤ 3 and > 3 by Center for the Month

- Breakdown will have the two categories:

Met and Not Met

By Center

PM Calculation – Placed above the existing Bar Graph

- Breakdown the metric score by month for current FY to last month
- y-axis should show the percentage on the left and the counts on the right
- Also with the percentages being on the left, adjusting the percentage range to have the monthly PM data points high on the chart.
- Add a threshold line (for the PM)

Single Score – Placed to the top right margin of the analytic window

- Display current SLI score with Met or Not-Met

Hover over: 90% of pre-employment packages shall be sent to the selectee within 3 business days of a received request from the Center or upon notification from the NSSC Caseworker Team. *Was* Placement/ Location:

Dashboard: P & U - Internal - HR PM Dashboard

Dashboard Group: P & U - HR PM Dashboard

Dashboard Tab: Drug Testing

Name of Analytic: HR Drug Testing - Pre-Employment Drug Test Packages Sent to Selectee On Time (I-3: 3.2.1.1)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR Drug Testing - Pre-Employment Drug Test Packages Sent to Selectee On Time (I-3: 3.2.1.1)

Dates to show trend: Created

Frequency: Monthly

PM: (Formula)

Count of pre employment packages sent to selectee in 3 Days or less

Count of pre employment packages sent to selectee in 3 Days or more

Conditions:

Definition is Drug Test Pre-Employment Pkgs. On Time

Created on Last Month

Value does not contain excluded

OR Value is empty

PM Percentage Calculation = Count of pre-employment packages sent to selectee in three days or less/ Total amount of pre-employment packaged

- If the metric calculation is $\geq 90\%$, the PM is met
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Type of Visualization:

Bar Graph – Displays Count of ≤ 3 and > 3 by Center for the Month

- Breakdown will have the two categories:

Met and Not Met

By Center

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- Add a threshold line (for the PM)

Single Score – Placed to the top right margin of the analytic window

- Display current SLI score with Met or Not-Met

Hover over: 90% of pre-employment packages shall be sent to the selectee within 3 business days of a received request from the Center or upon notification from the NSSC Caseworker Team.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	HR Drug Testing - Pre-Employment Drug Test Packages Sent to Selectee On Time (I-3: 3.2.1.1)
Report Content	Drug Testing Administration - Pre-employment Testing
Input Parameters	<ul style="list-style-type: none"> 1. INDICATOR SOURCES <ul style="list-style-type: none"> a. P&U HR Scripted Metric Instances 2. AUTOMATED INDICATORS <ul style="list-style-type: none"> A. INTERNAL <ul style="list-style-type: none"> 1. P&U INT HR Drug Testing Pre Employee - Monthly 2. P&U INT HR Drug Testing Pre Employee - Met - Monthly B. EXTERNAL <ul style="list-style-type: none"> 1. P&U EXT HR Drug Testing Pre Employee - Last Month 2. P&U EXT HR Drug Testing Pre Employee - Met - Last Month 3. FORMULA INDICATORS <ul style="list-style-type: none"> A. INTERNAL <ul style="list-style-type: none"> 1. HR - Drug Testing - Pre Employee >= 90% B. EXTERNAL <ul style="list-style-type: none"> 2. HR - Drug Testing - Pre Employee >= 90%
Output Parameters	<ul style="list-style-type: none"> 6. WIDGETS <ul style="list-style-type: none"> A. INTERNAL <ul style="list-style-type: none"> 1. HR Drug Testing-Pre-Employment Drug Test Packages Sent to Selectee(I-3: 3.2.1.1) 2. Drug Testing Pre Employee - Monthly PM B. EXTERNAL <ul style="list-style-type: none"> 1. HR Drug Testing-Pre-Employment Drug Test Packages Sent to Selectee(I-3: 3.2.1.1) 2. Drug Testing Pre Employee - Monthly PM

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number

Name of Report: HR Drug Testing - Pre-Employment Drug Test Packages Sent to Selectee On Time (I-3: 3.2.1.1)

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR PM Dashboard

Dashboard Group: Performance And Utilization - Internal

Dashboard Tab: Drug Testing

External2

Dashboard Name: P & U - HR PM Dashboard

Dashboard Group: Performance And Utilization

Dashboard Tab: Drug Testing

Data Source Table:

Name of Analytic on Internal Dashboard:

Name of Analytic on External Dashboard:

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 90%, the SLI or PM is met

If the metric calculation is $<$ 90%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

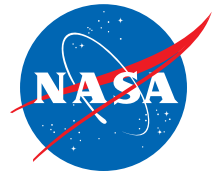
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Drug Testing Administration - Random and Voluntary Testing

Document Version	V.2
Date Last Modified	07/28/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: No change made

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metric

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I3_FA_PWS Element_Metric: Drug Testing Administration - Random and Voluntary Testing
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.1.1
Performance Area:	Drug Testing
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	STRY0684552/20200910
SN PA Story/Date Submitted	STRY0817285/20210930
Approval – CS/SP	
Metrics Team Review	
Metric I-3	95% of the employee test notifications shall be delivered to the appropriate Center Personnel no later than 2 business days prior to the scheduled random and voluntary testing.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name = Drug Testing Administration - Reasonable Suspicion and Post accident

Description on metric definition:

1. APPLIES TO:
 - a. HR Cases
 - b. Category DRUG TESTING
 - c. Subcategory RANDOM TEST
2. CALENDAR USED NSSC Metric Days (excludes weekends, federal holidays and NSSC down days)
3. TRIGGER/START CONDITION: If the "Date Packages Delivered" field or the "Remote?" field or "Retest" field on the Functional Detail should change, the metric should re calculate based on the new date(s) and the Metric Report should update.
4. PAUSE CRITERIA: N/A
5. EXCLUSION CRITERIA: If no Functional Detail exists, it is excluded from this report. If the "Retest" field on the Functional Details is set to Yes, it is excluded. If Functional Detail "Remote Test?" field is filled with "Yes", it is excluded.
6. MET CONDITION: The "Date Packages Delivered" field from the Functional Details Record is 2 business days or greater before the "Date of Collection" field from the Functional Details Record (weekends, federal holidays and NSSC closure days excluded). The HR Metric Day calculation from PDC000134 is used to determine if the "2 business days" requirement is met.
7. FILTER CONDITION: This report should have a filter condition that default to records closed during ("on") the last month; users should be able to change the report to use a "between" date range.
8. Additional Criteria:

ACCEPTANCE CRITERIA:

Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Drug Testing

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: HR Drug Testing - Test Notifications Delivered to Center On Time-Random and Voluntary (I3: 3.2.1.1)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR Drug Testing - Test Notifications Delivered to Center On Time-Random and Voluntary (I3: 3.2.1.1)

Dates to show trend: Created

Frequency: Monthly

PM: (Formula)

Count of Test notifications delivered to center in 2 Days or less

Count of Test notifications delivered to center in 2 Days or more

Conditions:

Definition is Drug Test Notifications Delivered On Time

Created on last month

Value does not contain Excluded

OR Value is empty

PM Percentage Calculation = count of test notifications delivered to center in two days or less/total count of test notifications

- If the metric calculation is $\geq 95\%$, the PM is met
- If the metric calculation is $< 95\%$, the PM is not met
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count of ≤ 2 and > 2 by Center for the Month

- Breakdown will have the two categories:

Met and Not met

By center

PM Calculation – Placed above the existing Bar Graph

- Breakdown the metric score by month for current FY to last month
- y-axis should show the percentage on the left and the counts on the right
- Also with the percentages being on the left, adjusting the percentage range to have the monthly PM data points high on the chart.
- Add a threshold line (for the PM)

Single Score – Placed to the top right margin of the analytic window

- Display current PM score with Met or Not-Met

Hover over: 95% of the employee test notifications shall be delivered to the appropriate Center Personnel no later than 2 business days prior to the scheduled random and voluntary testing.

wasPlacement / Location:

Dashboard: P & U - Internal - HR PM Dashboard

Dashboard Group: P & U - HR PM Dashboard

Dashboard Tab: Drug Testing

Name of Analytic: HR Drug Testing - Test Notifications Delivered to Center On Time-Random and Voluntary (I3: 3.2.1.1)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR Drug Testing - Test Notifications Delivered to Center On Time-Random and Voluntary (I3: 3.2.1.1)

Dates to show trend: Created

Frequency: Monthly

PM: (Formula)

Count of Test notifications delivered to center in 2 Days or less

Count of Test notifications delivered to center in 2 Days or more

Conditions:

Definition is Drug Test Notifications Delivered On Time

Created on last month

Value does not contain Excluded

OR Value is empty

PM Percentage Calculation = count of test notifications delivered to center in two days or less/total count of test notifications

- If the metric calculation is $\geq 95\%$, the PM is met
- If the metric calculation is $< 95\%$, the PM is not met
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count of ≤ 2 and > 2 by Center for the Month

- Breakdown will have the two categories:

Met and Not met

By center

PM Calculation – Placed above the existing Bar Graph

- Breakdown the metric score by month for current FY to last month
- y-axis should show the percentage on the left and the counts on the right
- Also with the percentages being on the left, adjusting the percentage range to have the monthly PM data points high on the chart.
- Add a threshold line (for the PM)

Single Score – Placed to the top right margin of the analytic window

- Display current PM score with Met or Not-Met

Hover over: 95% of the employee test notifications shall be delivered to the appropriate Center Personnel no later than 2 business days prior to the scheduled random and voluntary testing.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	HR Drug Testing - Test Notifications Delivered to Center On Time-Random and Voluntary (I3: 3.2.1.1))
Report Content	Drug Testing Administration - Random and Voluntary Testing
Input Parameters	<ol style="list-style-type: none"> 1. INDICATOR SOURCES <ol style="list-style-type: none"> a. P&U HR Scripted Metric Instances 2. AUTOMATED INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. P&U INT HR Drug Testing Notifications Delivered - Monthly 2. P&U INT HR Drug Testing Notifications Delivered - Met - Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. P&U EXT HR Drug Testing Notifications Delivered - Last Month 2. P&U EXT HR Drug Testing Notifications Delivered - Met - Last Month 3. FORMULA INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - Drug Testing - Notifications Delivered on Time: >= 95% B. EXTERNAL <ol style="list-style-type: none"> 2. HR - Drug Testing - Notifications Delivered on Time: >= 95%
Output Parameters	<ol style="list-style-type: none"> 6. WIDGETS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR Drug Testing-Test Notifications Delivered Random and Voluntary (I3: 3.2.1.1) 2. Drug Testing Notifications - Monthly PM B. EXTERNAL <ol style="list-style-type: none"> 1. HR Drug Testing-Test Notifications Delivered Random and Voluntary (I3: 3.2.1.1) 2. Drug Testing Notifications - Monthly PM

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR PM Dashboard

Dashboard Group: Performance And Utilization - Internal

Dashboard Tab: Drug Testing

External2

Dashboard Name: P & U - HR PM Dashboard

Dashboard Group: Performance And Utilization

Dashboard Tab: Drug Testing

Data Source Table Metric[metric_instance]

Name of Analytic on Internal Dashboard: HR Drug Testing - Test Notifications Delivered to Center
On Time-Random and Voluntary (I3: 3.2.1.1)

Name of Analytic on External Dashboard: HR Drug Testing - Test Notifications Delivered to Center
On Time-Random and Voluntary (I3: 3.2.1.1)

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI or PM Percentage Calculation:

If the metric calculation is $\geq 95\%$, the SLI or PM is met

If the metric calculation is $< 95\%$, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

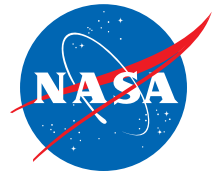
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Drug Testing Administration Reasonable Suspicion and Post accident

Document Version V.2

Date Last Modified 07/28/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: No change made

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metric

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I3_FA_PWS Element_Metric: Drug Testing Administration - Reasonable Suspicion and Post accident
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.1.1
Performance Area:	Drug Testing
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	STRY0686048/20200914
SN PA Story/Date Submitted	STRY0817334/20210930
Approval – CS/SP	
Metrics Team Review	
Metric I-3	95% of test results shall be available to the employee and Center no later than 2 business days after receiving the results from the Medical Review Officer.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name = Drug Testing Administration - Reasonable Suspicion and Post accident

Description on metric definition:

1. APPLIES TO:
 - a. HR Cases
 - b. Category DRUG TESTING
 - c. Subcategory REASONABLE SUSPICION
2. CALENDAR USED None
3. TRIGGER/START CONDITION: N/A
4. PAUSE CRITERIA: N/A
5. EXCLUSION CRITERIA: If case status is Closed Incomplete Customer Approval Required field on the Functional Detail is set to No
6. MET CONDITION: Upon Case completion, the Collector Notified time from the Functional Details record is within 2 hours of the Notified of Test time from the Functional Details record.
7. FILTER CONDITION: This report should have a filter condition that default to records closed during ("on") the last month; users should be able to change the report to use a "between" date range.
8. Additional Criteria:

ACCEPTANCE CRITERIA:

Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Drug Testing

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: HR Drug Testing - Results Available to Employee and Center On Time-Random & Voluntary (I3: 3.2.1.1)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR Drug Testing - Results Available to Employee and Center On Time-Random and Voluntary (I3 3.2.1.1)

Dates to show trend: Created on Last month

Frequency: Monthly

PM: (Formula)

Count of test results available in 2 Days or less

Count of test results available d in 2 Days or more

Conditions:

Definition is Drug Test Results Available On Time

Created on Last month
Value does not contain Excluded
OR Value is empty

PM Percentage Calculation = Count of test results available in 2 Days or less/Total number of test results

- If the metric calculation is $\geq 95\%$, the SLI is met
- If the metric calculation is $< 95\%$, the SLI is not met
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count of ≤ 2 and > 2 by Center for the Month

- Breakdown will have the two categories:

Met and Not Met

by Center

PM Calculation – Placed above the existing Bar Graph

- Breakdown the metric score by month for current FY to last month
- y-axis should show the percentage on the left and the counts on the right
- Also with the percentages being on the left, adjusting the percentage range to have the monthly SLI data points high on the chart.
- Add a threshold line (for the PM)

Single Score – Placed to the top right margin of the analytic window

- Display current PM score with Met or Not-Met

Hover over: 95% of test results shall be available to the employee and Center no later than 2 business days after receiving the results from the Medical Review Officer.

wasPlacement / Location:

Dashboard: P&U - Internal - HR PM Dashboard

Dashboard Group: P&U - HR PM Dashboard

Dashboard Tab: Drug Testing

Name of Analytic: HR Drug Testing - Results Available to Employee and Center On Time-Random & Voluntary (I3: 3.2.1.1)

Data Source: Table:
Metric[metric_instance]

Existing Reports:

HR Drug Testing - Results Available to Employee and Center On Time-Random and Voluntary (I3 3.2.1.1)

Dates to show trend: Created on Last month

Frequency: Monthly

PM: (Formula)

Count of test results available in 2 Days or less

Count of test results available d in 2 Days or more

Conditions:

Definition is Drug Test Results Available On Time

Created on Last month

Value does not contain Excluded

OR Value is empty

PM Percentage Calculation = Count of test results available in 2 Days or less/Total number of test results

- If the metric calculation is $\geq 95\%$, the SLI is met
- If the metric calculation is $< 95\%$, the SLI is not met
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count of ≤ 2 and > 2 by Center for the Month

- Breakdown will have the two categories:

Met and Not Met

by Center

PM Calculation – Placed above the existing Bar Graph

- Breakdown the metric score by month for current FY to last month
- y-axis should show the percentage on the left and the counts on the right
- Also with the percentages being on the left, adjusting the percentage range to have the monthly SLI data points high on the chart.
- Add a threshold line (for the PM)

Single Score – Placed to the top right margin of the analytic window

- Display current PM score with Met or Not-Met

Hover over: 95% of test results shall be available to the employee and Center no later than 2 business days after receiving the results from the Medical Review Officer.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	HR Drug Testing - Tests Scheduled On Time - Reasonable Suspicion and Post Accident (I3: 3.2.1.1)
Report Content	Drug Testing Administration - Random and Voluntary Testing
Input Parameters	<ul style="list-style-type: none"> 1. INDICATOR SOURCES <ul style="list-style-type: none"> a. P&U HR Scripted Metric Instances 2. AUTOMATED INDICATORS <ul style="list-style-type: none"> A. INTERNAL <ul style="list-style-type: none"> 1. P&U INT HR Drug Testing Results Avail on Time - Monthly 2. P&U INT HR Drug Testing Results Avail on Time - Met - Monthly B. EXTERNAL <ul style="list-style-type: none"> 1. P&U EXT HR Drug Testing Results Avail on Time - Last Month 2. P&U EXT HR Drug Testing Results Avail on Time - Met - Last Month 3. FORMULA INDICATORS <ul style="list-style-type: none"> A. INTERNAL <ul style="list-style-type: none"> 1. HR - Drug Testing - Results Available on Time >= 95% B. EXTERNAL <ul style="list-style-type: none"> 2. HR - Drug Testing - Results Available on Time >= 95%
Output Parameters	<ul style="list-style-type: none"> 6. WIDGETS <ul style="list-style-type: none"> A. INTERNAL <ul style="list-style-type: none"> 1. HR Drug Testing-Results Available to Employee Random & Voluntary (I3: 3.2.1.1) 2. Drug Testing Test Results - Monthly PM B. EXTERNAL <ul style="list-style-type: none"> 1. HR Drug Testing-Results Available to Employee Random & Voluntary (I3: 3.2.1.1) 2. Drug Testing Test Results - Monthly PM

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR PM Dashboard

Dashboard Group: Performance And Utilization - Internal

Dashboard Tab: Drug Testing

External2

Dashboard Name: P & U - HR PM Dashboard

Dashboard Group: Performance And Utilization

Dashboard Tab: Drug Testing

Data Source Table Metric[metric_instance]

Name of Analytic on Internal Dashboard: HR Drug Testing - Results Available to Employee and Center On Time-Random & Voluntary

Name of Analytic on External Dashboard: HR Drug Testing - Results Available to Employee and Center On Time-Random & Voluntary

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI or PM Percentage Calculation:

If the metric calculation is $\geq 95\%$, the SLI or PM is met

If the metric calculation is $< 95\%$, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

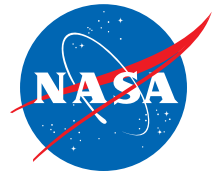
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Drug Testing 98% of reasonable suspicion and post-accident/unsafe practice

Document Version V.2

Date Last Modified 07/28/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: No change made

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metric

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3 FA PWS Element Metric: Drug Testing Administration - Reasonable Suspicion and Post- accident
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.1.1
Performance Area:	Drug Testing
SO/SME	TBD
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	STRY0684526/20200910
SN PA Story/Date Submitted	STRY0817322/20210930
Approval – CS/SP	
Metrics Team Review	
Metric I-3	98% of reasonable suspicion and post-accident/unsafe practice tests shall be scheduled within 2 hours of notification by the Center Management Official.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name = Drug Testing Administration - Reasonable Suspicion and Post- accident

Description on metric definition:

1. APPLIES TO:
 - a. HR Cases
 - b. Category DRUG TESTING
 - c. Subcategory REASONABLE SUSPICION
2. CALENDAR USED None
3. TRIGGER/START CONDITION: N/A
4. PAUSE CRITERIA: N/A
5. EXCLUSION CRITERIA: If case status is Closed Incomplete
Customer Approval Required field on the Functional Detail is set to No
6. MET CONDITION: Upon Case completion, the Collector Notified time from the Functional Details record is within 2 hours of the Notified of Test time from the Functional Details record.
7. FILTER CONDITION:
8. Additional Criteria:

ACCEPTANCE CRITERIA:

Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Drug Testing

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: HR Drug Testing – Tests Scheduled On Time – Reasonable Suspicion and Post Accident (I3: 3.2.1.1)

HR Drug Testing–Tests Scheduled–Reasonable Suspicion Post Accident(I3: 3.2.1.1)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR Drug Testing - Tests Scheduled On Time - Reasonable Suspicion and Post Accident (I3: 3.2.1.1)

Dates to show trend: Created

Frequency: Monthly

PM: (Formula)

Count of tests scheduled in 2 HOURS or less

Count of tests scheduled in 2 HOURS or more

Conditions:

Definition is Reasonable Suspicion and Post-Accident

Created on Last Month

Value does not contain excluded

OR Value is empty

PM Percentage Calculation = Count of tests scheduled in 2 hours or less/ Total number of tests scheduled

- If the metric calculation is \Rightarrow 98%, the PM is met
- If the metric calculation is $<$ 98%, the PM is not met
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count of \leq 2 hours and $>$ 2 hours by Center for the Month

- Breakdown will have the two categories:

Met and not met

by center

PM Calculation – Placed above the existing Bar Graph

- Breakdown the metric score by month for current FY to last month
- y-axis should show the percentage on the left and the counts on the right
- Also with the percentages being on the left, adjusting the percentage range to have the monthly PM data points high on the chart.
- Add a threshold line (for the PM)

Single Score – Placed to the top right margin of the analytic window

- Display current PM score with Met or Not-Met

Hover over: 98% of reasonable suspicion and post-accident/unsafe practice tests shall be scheduled within 2 hours of notification by the Center Management Official.

Was Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Drug Testing

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: HR Drug Testing – Tests Scheduled On Time – Reasonable Suspicion and Post Accident (I-3: 3.2.1.1)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR Drug Testing - Tests Scheduled On Time - Reasonable Suspicion and Post Accident (I-3: 3.2.1.1)

Dates to show trend: Created

Frequency: Monthly

PM: (Formula)

Count of tests scheduled in 2 HOURS or less

Count of tests scheduled in 2 HOURS or more

Conditions:

Definition is Reasonable Suspicion and Post-Accident

Created on Last Month

Value does not contain excluded

OR Value is empty

PM Percentage Calculation = Count of tests scheduled in 2 hours or less/ Total number of tests scheduled

- If the metric calculation is \Rightarrow 98%, the PM is met
- If the metric calculation is $<$ 98%, the PM is not met
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count of ≤ 2 hours and > 2 hours by Center for the Month

- Breakdown will have the two categories:

Met and not met

by center

PM Calculation – Placed above the existing Bar Graph

- Breakdown the metric score by month for current FY to last month
- y-axis should show the percentage on the left and the counts on the right
- Also with the percentages being on the left, adjusting the percentage range to have the monthly PM data points high on the chart.
- Add a threshold line (for the PM)

Single Score – Placed to the top right margin of the analytic window

- Display current PM score with Met or Not-Met

Hover over: 98% of reasonable suspicion and post-accident/unsafe practice tests shall be scheduled within 2 hours of notification by the Center Management Official.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	HR Drug Testing - Tests Scheduled On Time - Reasonable Suspicion and Post Accident (I-3: 3.2.1.1)
Report Content	Drug Testing Administration - Reasonable Suspicion and Post-accident
Input Parameters	<ol style="list-style-type: none"> 1. INDICATOR SOURCES <ol style="list-style-type: none"> a. P&U HR Scripted Metric Instances 2. AUTOMATED INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. P&U INT HR Drug Testing Reasonable Suspicion - Monthly 2. P&U INT HR Drug Testing Reasonable Suspicion - Met - Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. P&U EXT HR Drug Testing Reasonable Suspicion - Last Month 2. P&U EXT HR Drug Testing Reasonable Suspicion - Met - Last Month 3. FORMULA INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - Drug Testing - Reasonable Suspicion \geq 98% B. EXTERNAL <ol style="list-style-type: none"> 2. HR - Drug Testing - Reasonable Suspicion \geq 98%
Output Parameters	<ol style="list-style-type: none"> 6. WIDGETS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR Drug Testing-Tests Scheduled-Reasonable Suspicion Post Accident(I-3: 3.2.1.1) 2. Drug Testing Reasonable Suspicion - Monthly PM B. EXTERNAL <ol style="list-style-type: none"> 1. HR Drug Testing-Tests Scheduled-Reasonable Suspicion Post Accident (I3: 3.2.1.1) 2. Drug Testing Reasonable Suspicion - Monthly PM

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR PM Dashboard

Dashboard Group: Performance And Utilization - Internal

Dashboard Tab: Drug Testing

External2

Dashboard Name: P & U - HR PM Dashboard

Dashboard Group: Performance And Utilization

Dashboard Tab: Drug Testing

Data Source Table: Metric [metric_instance]

Name of Analytic on Internal Dashboard: HR Drug Testing – Tests Scheduled On Time – Reasonable Suspicion and Post Accident (I-3: 3.2.1.1)

Name of Analytic on External Dashboard: HR Drug Testing – Tests Scheduled On Time – Reasonable Suspicion and Post Accident (I-3: 3.2.1.1)

Dates to show trend: Created on Last Month

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 95%, the SLI or PM is met

If the metric calculation is $<$ 95%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

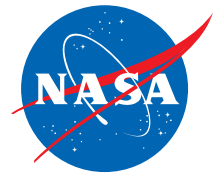
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Employment Inquiries

Document Version V.1.1

Date Last Modified 07/28/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: No change made

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metric

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I3_FA_PWS Element Metric: Employment Inquiries
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.1.2
Performance Area:	Employment Inquiries
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0315208 / 2018-03-21
Approval – CS/SP	
Metrics Team Review	
Metric I-3	95% of inquiries shall be responded to within 3 business days.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name = General Employment Inquiries

Description on metric definition:

1. APPLIES TO:
 - a. HR Cases
 - b. Category General Employment Inquiries
 - c. Subcategory HR – EMPLOYMENT INQUIRIES L2
2. CALENDAR USED
3. TRIGGER/START CONDITION:
4. PAUSE CRITERIA: Case is placed in Pending status.
5. EXCLUSION CRITERIA: Case status is changed to Closed Incomplete
6. MET CONDITION: Accumulated time between Start Condition and Stop Condition minus time in a Pause condition is less than 4 NSSC Metric days and Exclusion Criteria is not met.
7. FILTER CONDITION:
8. Additional Criteria:

ACCEPTANCE CRITERIA:

Placement / Location:

Dashboard Name: P&U Internal - HR PM Dashboard

Dashboard Tab: Inquiries and Classification

Dashboard Group: P&U HR PM Internal

Name of Analytic: HR - General Employment Inquiries Responded To On Time (I3 - 3.2.1.2)

Data Source: Table:

- Metric [metric_instance]

Existing Reports:

- HR - General Employment Inquiries Responded To On Time (I3 - 3.2.1.2)

Dates to show trend: Created on Last Month

Frequency: Monthly

PM: (Formula)

Met - Count of completed Employment Inquiries in 3 Days or less

Not Met - Count of completed Employment Inquiries by center, processed in 3 Days or more

Conditions:

Definition is Inquiries Responded to On Time Case

Created on Last Month

Value does not contain excluded or Value is empty

PM Percentage Calculation = Count of completed Employment Inquiries by center, processed in 3 Days or less/Total Employment Inquiries

- If the metric calculation is $\geq 95\%$, the PM is met
- If the metric calculation is $< 95\%$, the PM is not met
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count of ≤ 3 and > 3 by Center for the Month

- Breakdown will have the two categories:
- By Center Met/Not Met

PM Calculation – Placed above the existing Bar Graph

- Breakdown the metric score by month for current FY to last month
- y-axis should show the percentage on the left and the counts on the right
- Also with the percentages being on the left, adjusting the percentage range to have the monthly PM data points high on the chart.
- Add a threshold line (for the PM)

Single Score – Placed to the top right margin of the analytic window

- Display current PM score with Met or Not-Met

Hover Over Information: 95% of inquiries shall be responded to within 3 business days.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	HR - General Employment Inquiries Responded To On Time (I3 - 3.2.1.2)
Report Content	General Employment Inquiries
Input Parameters	<ol style="list-style-type: none"> 1. INDICATOR SOURCES <ol style="list-style-type: none"> a. P&U HR Scripted Metric Instances 2. AUTOMATED INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. P&U INT HR General Employment Inquiries - Monthly 2. P&U INT HR General Employment Inquiries - Met - Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. P&U EXT HR General Employment Inquiries - Last Month 2. P&U EXT HR General Employment Inquiries - Met - Last Month 3. FORMULA INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - General Employment Inquiries >= 95% B. EXTERNAL <ol style="list-style-type: none"> 2. HR - General Employment Inquiries >= 95%
Output Parameters	<ol style="list-style-type: none"> 6. WIDGETS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - General Employment Inquiries Responded To On Time (I3 - 3.2.1.2) 2. HR General Employment Inquiries - Monthly PM 3. P&U HR Employment Inquiries Stoplight Scores Monthly 4. P&U HR Performance Measure Stoplight Scores Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. HR - General Employment Inquiries Responded To On Time (I3 - 3.2.1.2) 2. HR General Employment Inquiries - Monthly PM 3. P&U HR Employment Inquiries Stoplight Scores Monthly 4. P&U HR Performance Measure Stoplight Scores Monthly

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P&U Internal - HR PM Dashboard

Dashboard Group: P&U HR PM Internal

Dashboard Tab: Inquiries and Classification

External2

Dashboard Name:

Dashboard Group:

Dashboard Tab:

Data Source Table Metric [metric_instance]

Name of Analytic on Internal Dashboard: HR - General Employment Inquiries Responded To On Time (I3 - 3.2.1.2)

Name of Analytic on External Dashboard:

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 95%, the SLI or PM is met

If the metric calculation is $<$ 95%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

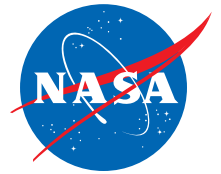
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Classification Appeals

Document Version

V.1

Date Last Modified

07/28/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: No change made

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Transactions

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I3_FA_PWS Element_Metric: Classification Appeals
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.1.3
Performance Area:	Classification Appeals
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0335431 / 2018-05-01
Approval – CS/SP	
Metrics Team Review	
Metric I-3	95% of all classification appeals are submitted to OCHCO within 25 calendar days.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name = Classification Appeals

Description on metric definition:

1. APPLIES TO:
 - a. HR Cases
 - b. Category
 - c. Subcategory
2. CALENDAR USED
3. TRIGGER/START CONDITION:
4. PAUSE CRITERIA:
5. EXCLUSION CRITERIA:
6. MET CONDITION:
7. FILTER CONDITION:
8. Additional Criteria:

Field Values:

Sub Doc:

Calculated Age

Start:

End:

Metric Date:

Metric Start:

Pending Duration:

Business Duration:

Duration:

ACCEPTANCE CRITERIA:

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	HR - Classification Appeals Submitted to OCHCO on Time (I3 - 3.2.1.3)
Report Content	Classification Appeals
Input Parameters	<ul style="list-style-type: none"> 1. INDICATOR SOURCES <ul style="list-style-type: none"> a. P&U HR Scripted Metric Instances 2. AUTOMATED INDICATORS <ul style="list-style-type: none"> A. INTERNAL <ul style="list-style-type: none"> 1. P&U INT HR Classification - Appeals - Monthly 2. P&U INT HR Classification - Appeals - Met - Monthly B. EXTERNAL <ul style="list-style-type: none"> 1. P&U EXT HR Classification - Appeals - Last Month 2. P&U EXT HR Classification - Appeals - Met - Last Month 3. FORMULA INDICATORS <ul style="list-style-type: none"> A. INTERNAL <ul style="list-style-type: none"> 1. HR - Classification Appeals >= 95% B. EXTERNAL <ul style="list-style-type: none"> 2. HR - Classification Appeals >= 95%
Output Parameters	<ul style="list-style-type: none"> 6. WIDGETS <ul style="list-style-type: none"> A. INTERNAL <ul style="list-style-type: none"> 1. HR - Classification Appeals Submitted to OCHCO on Time (I3 - 3.2.1.3) 2. Classification Appeals - Monthly PM B. EXTERNAL <ul style="list-style-type: none"> 1. HR - Classification Appeals Submitted to OCHCO on Time (I3 - 3.2.1.3) 2. Classification Appeals - Monthly PM

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report: Classification Appeals

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR PM Dashboard
Dashboard Group: Performance And Utilization - Internal
Dashboard Tab: Inquiries & Classification

External2

Dashboard Name: P & U - HR PM Dashboard
Dashboard Group: Performance And Utilization
Dashboard Tab: Inquiries & Classification
Data Source Table Metric[metric_instance]

Name of Analytic on Internal Dashboard: HR - Classification Appeals Submitted to OCHCO on Time
(I3 - 3.2.1.3)

Name of Analytic on External Dashboard: HR - Classification Appeals Submitted to OCHCO on Time
(I3 - 3.2.1.3)

Dates to show trend: Created on Last Month

Frequency: Monthly

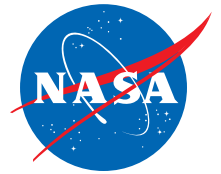
SLI or PM Percentage Calculation:

If the metric calculation is $\geq 95\%$, the SLI or PM is met
If the metric calculation is $< 95\%$, the SLI or PM is not met
Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month
Y-axis should show the percentage on the left and the counts on the right
Breakdown: Center & Met/Not Met
Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Employee Recognition and Awards Processing

Document Version V.2

Date Last Modified 07/28/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: No Change Made

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metric

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I-3_FA_PWS Element_Metric: Employee Recognition and Awards Processing
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.1.4
Performance Area:	Employee Recognition and Awards Processing
SO/SME	TBD
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	STRY0870406/20220524
SN PA Story/Date Submitted	STRY0870408/20220531
Approval – CS/SP	
Metrics Team Review	
Metric I-3	98% of Awards/recognition items/supplies are to be delivered to Center Awards POC/recipient accurately.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a.
 - b. Category
 - c. Subcategory
2. CALENDAR USED
3. TRIGGER/START CONDITION:
4. PAUSE CRITERIA:
5. EXCLUSION CRITERIA:
6. MET CONDITION:
7. FILTER CONDITION:
8. Additional Criteria:

Field Values:

Sub Doc:

Calculated Age

Start:

End:

Metric Date:

Metric Start:

Pending Duration:

Business Duration:

Duration:

ACCEPTANCE CRITERIA:

Placement / Location:

Dashboard: P&U - Internal - HR Dashboard

Dashboard Tab: P&U - HR Dashboard

Dashboard Group: Awards Processing

Name of Analytic: HR Awards Processing - Awards/Recognition Items/Supplies Delivered Accurately (I-3: 3.2.1.4)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR Awards Processing - Awards/Recognition Items/Supplies Delivered Accurately (I-3: 3.2.1.4)

Dates to show trend: Metric Date on last month

Frequency: Monthly

SLI: (Formula)

Count of completed Awards delivered to center accurately

Count of completed Awards delivered to center incorrectly

Conditions:

Definition is HR Awards Deliv. Accurately I-3: 3.2.1.4

Metric Date on Last month

Value does not contain excluded

OR Value is empty

SLI Percentage Calculation = Count of completed awards delivered accurately/Total number of awards delivered

- If the metric calculation is $\geq 98\%$, the SLI is met
- If the metric calculation is $< 98\%$, the SLI is not met
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count of \leq and $>$ for the Month

- Breakdown will have the two categories:

Met and Not met

by Center

SLI Calculation – Placed above the existing Bar Graph

- Breakdown the metric score by month for current FY to last month
- y-axis should show the percentage on the left and the counts on the right
- Also with the percentages being on the left, adjusting the percentage range to have the monthly SLI data points high on the chart.
- Add a threshold line (for the SLI)

Single Score – Placed to the top right margin of the analytic window

- Display current SLI score with Met or Not-Met

Hover over: 98% of Awards/recognition items/supplies are to be delivered to Center Awards POC/recipient accurately.

was Placement / Location:

Dashboard: P&U Dashboard Internal

Dashboard Tab: HR Dashboard

Dashboard Group: Awards

Name of Analytic: HR Awards Processing - Awards/Recognition Items/Supplies Delivered Accurately (I-3: 3.2.1.4)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR Awards Processing - Awards/Recognition Items/Supplies Delivered Accurately (I-3: 3.2.1.4)

Dates to show trend: Created

Frequency: Monthly

Breakdowns:

When drilling down on the bar graph: ?

SLI: (Formula)

Metric Calculation Percentage = sum of met count/sum of count.

If the metric calculation is \Rightarrow 98%, the SLI is met

If the metric calculation is

The calculation % SLI is displayed and met or not met

Type of Visualization:

Bar Graph – Displays Count of Met/Not Met by Center for the Month

Trend Line – Placed above the Bar Graph

Breakdown the metric score by month for current FY to last month

Single Score – Placed to the top right margin of the analytic window

- Display current SLI score with Met or Not-Met

Hover over: 98% of Awards/recognition items/supplies are to be delivered to Center Awards POC/recipient accurately.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	HR Awards Processing - Awards/Recognition Items/Supplies Delivered Accurately
Input Parameters	<ol style="list-style-type: none"> 1. INDICATOR SOURCES <ol style="list-style-type: none"> a. P&U HR Scripted Metric Instances 2. AUTOMATED INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. P&U INT HR Awards Processing - Delivered Accurately - Monthly 2. P&U INT HR Awards Processing - Delivered Accurately - Met - Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. P&U EXT HR Awards Processing - Delivered Accurately - Last Month 2. P&U EXT HR Awards Processing - Delivered Accurately - Met - Last Month 3. FORMULA INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - NASA Awards & Recognition Delivered Accurately >= 98% B. EXTERNAL <ol style="list-style-type: none"> 2. HR - NASA Awards & Recognition Delivered Accurately >= 98%
Output Parameters	<ol style="list-style-type: none"> 6. WIDGETS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR Awards Processing-Awards/Recognition Delivered Accurately (I-3: 3.2.1.4) 2. Awards & Recognition Delivered Accurately - Monthly SLI B. EXTERNAL <ol style="list-style-type: none"> 1. HR Awards Processing-Awards/Recognition Delivered Accurately (I-3: 3.2.1.4) 2. Awards & Recognition Delivered Accurately - Monthly SLI

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number

Name of Report: HR Awards Processing - Awards/Recognition Items/Supplies Delivered Accurately (I-3: 3.2.1.4)

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P&U - Internal - HR Dashboard

Dashboard Group: Awards Processing

Dashboard Tab: P&U - HR Dashboard

External2

Dashboard Name:

Dashboard Group:

Dashboard Tab:

Data Source Table Metric[metric_instance]

Name of Analytic on Internal Dashboard: R Awards Processing - Awards/Recognition Items/Supplies Delivered Accurately (I-3: 3.2.1.4)

Name of Analytic on External Dashboard:

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI or PM Percentage Calculation:

If the metric calculation is $\geq 98\%$, the SLI or PM is met

If the metric calculation is $< 98\%$, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

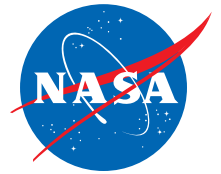
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Employee Recognition and Awards Processing (Administer Ceremony)

Document Version

V.2

Date Last Modified

07/28/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: No change made

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metric

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I3_FA_PWS Element Metric: Employee Recognition and Awards Processing
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.1.4
Performance Area:	Employee Recognition and Awards Processing
SO/SME	TBD
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	STRY0870407/20220524
SN PA Story/Date Submitted	STRY0870408/20220531
Approval – CS/SP	
Metrics Team Review	
Metric I-3	98% of all deliverables for the Agency Administrator Honor Awards ceremony are delivered timely as negotiated with the requester.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

ACCEPTANCE CRITERIA:

Modify the metric definition and report for existing metric: Awards delivered on time I3 3.2.1.4

Summary of change:

- Modify the trigger criteria to fire regardless of the value of the Number of Awards Shipped.
- Capture the Actual Delivery Date as the Metric Date instead of altering the create date of the metric record.
- Capture the Number of Awards Shipped field as a Metric Count instead of creating multiple metric records for the Case.
- Modify the report to sum the Metric Count instead of counting the records
- Modify the report to filter on the Metric Date instead of record created date.

1. REPORT TITLE: HR Awards Processing - Awards/Recognition Items/Supplies Delivered On Time (I3: 3.2.1.4)

2. APPLIES TO: Case Category: Awards Processing

3. CALENDAR USED: N/A

4. TRIGGER/START CONDITION:

- a. The Actual Delivery Date is populated on the Awards Processing FD.
- b. If Negotiated Delivery Date, Actual Delivery Date, or Number of Awards Shipped fields change, the metric record should be updated and met/not met should be reevaluated.
- d. If the Case Subcategory changes, the metric should reevaluate the exclusion criteria.

5. PAUSE CRITERIA: N/A

6. EXCLUSION CRITERIA:

- a. If the parent Case is Closed Incomplete, it is excluded.
- b. If the subcategory of the parent Case is Reprint- Internal Error, it is excluded.

7. MET CRITERIA:

- a. MET: Actual Delivery Date is before or on Negotiated Delivery Date
- b. NOT MET: Actual Delivery is after Negotiated Delivery Date OR the Negotiated Delivery Date is empty

8. RECORD DETAILS:

- a. Create one metric record per Case and capture the Number of Awards Shipped as the Metric Count
- b. If Number of Awards Shipped is empty, the Metric Count value = 0.
- c. Record the Actual Delivery Date as the Metric Date
- d. Capture the FD number as the subdocument

9. FILTER CONDITION: This report should have a filter condition that default to Actual Delivery Date during ("on") the last month; users should be able to change the report to use a "between" date range.

10. REPORT DISPLAY:

- a. Sum the Metric Count on the records instead of counting the number of records.
- b. Use the Metric Date instead of the Created Date.
- c. Shows a Met/Not Met stacked bar chart by Center; each bar should represent a Center with Met/Not Met showing in stacks. Report should be set to "Display Grid" turned on by default.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	HR Awards Processing - Awards/Recognition Items/Supplies Delivered On Time (I3: 3.2.1.4)
Report Content	Employee Recognition and Awards Processing (Administrator Ceremony)
Input Parameters	<ol style="list-style-type: none"> 1. INDICATOR SOURCES <ol style="list-style-type: none"> a. P&U HR Scripted Metric Instances 2. AUTOMATED INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. P&U INT HR Awards Recognition - Monthly 2. P&U INT HR Awards Recognition - Met - Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. P&U EXT HR Awards Recognition - Last Month 2. P&U EXT HR Awards Recognition - Met - Last Month 3. FORMULA INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - NASA Awards & Recognition Processing >= 98% B. EXTERNAL <ol style="list-style-type: none"> 2. HR - NASA Awards & Recognition Processing >= 98%
Output Parameters	<ol style="list-style-type: none"> 6. WIDGETS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR Awards Processing - Awards/Recognition Items/Supplies (I3: 3.2.1.4) 2. P&U HR Awards Processing Stoplight Scores Monthly 3. Awards & Recognition - Monthly SLI 4. P&U Human Resources Stoplight Scores Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. HR Awards Processing - Awards/Recognition Items/Supplies (I3: 3.2.1.4) 2. P&U HR Awards Processing Stoplight Scores Monthly 3. Awards & Recognition - Monthly SLI 4. P&U Human Resources Stoplight Scores Monthly

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR Dashboard

Dashboard Group: Performance And Utilization - Internal

Dashboard Tab: Awards Processing

External2

Dashboard Name: P & U - HR Dashboard

Dashboard Group: Performance And Utilization

Dashboard Tab: Awards Processing

Data Source Table Metric[metric_instance]

Name of Analytic on Internal Dashboard: HR Awards Processing - Awards/Recognition
Items/Supplies Delivered On Time (I3: 3.2.1.4)

Name of Analytic on External Dashboard: HR Awards Processing - Awards/Recognition
Items/Supplies Delivered On Time (I3: 3.2.1.4)

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI or PM Percentage Calculation:

If the metric calculation is $\geq 98\%$, the SLI or PM is met

If the metric calculation is $< 98\%$, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

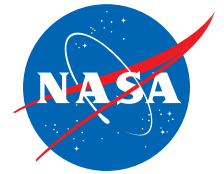
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Employee Recognition and Awards Processing (Administrator Ceremony)

Document Version

V.2

Date Last Modified

07/28/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics

Utilization

Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change:

-

Contract Modification:

Impact to existing Metrics/Utilization/Transactions:

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I3_FA_PWS Element_Metric: Employee Recognition and Awards Processing (Administrator Ceremony)
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.1.4
Performance Area:	Employee Recognition and Awards Processing
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	STRY0870406/20220524
SN PA Story/Date Submitted	STRY0870409/20220524
Approval – CS/SP	
Metrics Team Review	
Metric I-3	98% of all deliverables for the Agency Administrator Honor Awards ceremony are accurate as negotiated with the requester.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR Case
 - b. Category Awards Processing
 - c. Subcategory
2. CALENDAR USED
3. TRIGGER/START CONDITION: Actual Delivery Date field is populated instead of firing when the case is closed.
4. PAUSE CRITERIA: N/A
5. EXCLUSION CRITERIA: If the parent Case is Closed
6. MET CONDITION: SubCategory is not reprint – Internal Error
7. FILTER CONDITION: This report should have a filter condition that default to Actual Delivery Date during ("on") the last month; users should be able to change the report to use a "between" date range.
8. Additional Criteria:

Field Values:

Sub Doc:

Calculated Age

Start:

End:

Metric Date:

Metric Start:

Pending Duration:

Business Duration:

Duration:

ACCEPTANCE CRITERIA:

Placement / Location:

Dashboard: P & U - Internal - HR Dashboard / P & U - HR Dashboard (Both internal & External)

Dashboard Tab: Awards Processing

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: HR Awards Processing - Awards/Recognition Items/Supplies Delivered Accurately (I3: 3.2.1.4)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR Awards Processing - Awards/Recognition Items/Supplies Delivered Accurately (I3: 3.2.1.4)

Dates to show trend: Metric Date on last month

Frequency: Monthly

SLI: (Formula)

Count of completed Awards delivered to center accurately

Count of completed Awards delivered to center incorrectly

Conditions:

Definition is HR Awards Deliv. Accurately I3: 3.2.1.4

Metric Date on Last month

Value does not contain excluded

OR Value is empty

SLI Percentage Calculation = Count of completed awards delivered accurately/Total number of awards delivered

- If the metric calculation is $\geq 98\%$, the SLI is met
- If the metric calculation is $< 98\%$, the SLI is not met
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count of \leq and $>$ for the Month

- Breakdown will have the two categories:

Met and Not met

by Center

SLI Calculation – Placed above the existing Bar Graph

- Breakdown the metric score by month for current FY to last month
- y-axis should show the percentage on the left and the counts on the right
- Also with the percentages being on the left, adjusting the percentage range to have the monthly SLI data points high on the chart.
- Add a threshold line (for the SLI)

Single Score – Placed to the top right margin of the analytic window

- Display current SLI score with Met or Not-Met

Hover over: 98% of Awards/recognition items/supplies are to be delivered to Center Awards POC/recipient accurately.

was Placement / Location:

Dashboard: P&U - Internal - HR Dashboard

Dashboard Tab: P&U - HR Dashboard

Dashboard Group: Awards Processing

Name of Analytic: HR Awards Processing - Awards/Recognition Items/Supplies Delivered Accurately (I3: 3.2.1.4)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR Awards Processing - Awards/Recognition Items/Supplies Delivered Accurately (I3: 3.2.1.4)

Dates to show trend: Metric Date on last month

Frequency: Monthly

SLI: (Formula)

Count of completed Awards delivered to center accurately

Count of completed Awards delivered to center incorrectly

Conditions:

Definition is HR Awards Deliv. Accurately I3: 3.2.1.4

Metric Date on Last month

Value does not contain excluded

OR Value is empty

SLI Percentage Calculation = Count of completed awards delivered accurately/Total number of awards delivered

- If the metric calculation is $\geq 98\%$, the SLI is met
- If the metric calculation is $< 98\%$, the SLI is not met
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count of \leq and $>$ for the Month

- Breakdown will have the two categories:

Met and Not met

by Center

SLI Calculation – Placed above the existing Bar Graph

- Breakdown the metric score by month for current FY to last month
- y-axis should show the percentage on the left and the counts on the right
- Also with the percentages being on the left, adjusting the percentage range to have the monthly SLI data points high on the chart.
- Add a threshold line (for the SLI)

Single Score – Placed to the top right margin of the analytic window

- Display current SLI score with Met or Not-Met

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	HR Awards Processing - Awards/Recognition Items/Supplies Delivered Accurately (I3: 3.2.1.4)
Report Content	Employee Recognition and Awards Processing (Administrator Ceremony)
Input Parameters	<ol style="list-style-type: none"> 1. INDICATOR SOURCES <ol style="list-style-type: none"> a. P&U HR Scripted Metric Instances 2. AUTOMATED INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. P&U INT HR Awards Processing - Delivered Accurately - Monthly 2. P&U INT HR Awards Processing - Delivered Accurately - Met - Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. P&U EXT HR Awards Processing - Delivered Accurately - Last Month 2. P&U EXT HR Awards Processing - Delivered Accurately - Met - Last Month 3. FORMULA INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - NASA Awards & Recognition Delivered Accurately >= 98% B. EXTERNAL <ol style="list-style-type: none"> 2. HR - NASA Awards & Recognition Delivered Accurately >= 98%
Output Parameters	<ol style="list-style-type: none"> 6. WIDGETS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR Awards Processing-Awards/Recognition Delivered Accurately (I3: 3.2.1.4) 2. Awards & Recognition Delivered Accurately - Monthly SLI B. EXTERNAL <ol style="list-style-type: none"> 1. HR Awards Processing-Awards/Recognition Delivered Accurately (I3: 3.2.1.4) 2. Awards & Recognition Delivered Accurately - Monthly SLI

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR Dashboard

Dashboard Group: Performance And Utilization - Internal

Dashboard Tab: Awards Processing

External2

Dashboard Name: P & U - HR Dashboard

Dashboard Group: Performance And Utilization

Dashboard Tab: Awards Processing

Data Source Table Metric[metric_instance]

Name of Analytic on Internal Dashboard: HR Awards Processing - Awards/Recognition
Items/Supplies Delivered Accurately (I3: 3.2.1.4)

Name of Analytic on External Dashboard: HR Awards Processing - Awards/Recognition
Items/Supplies Delivered Accurately (I3: 3.2.1.4)

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI or PM Percentage Calculation:

If the metric calculation is $\geq 98\%$, the SLI or PM is met

If the metric calculation is $< 98\%$, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

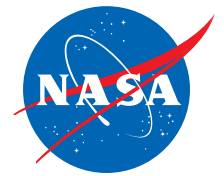
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Employee Recognition and Awards Processing (Delivery)

Document Version V.2

Date Last Modified 07/28/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions:

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I-3_FA_PWS Element_Metric: Employee Recognition and Awards Processing
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.1.4
Performance Area:	Employee Recognition and Awards Processing
SO/SME	TBD
TYPE: SLI/PM/OTHER	
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0870406/20220524
SN PA Story/Date Submitted	STRY0870408/20220531
Approval – CS/SP	
Metrics Team Review	
Metric I-3	98% of Awards/recognition items/supplies are to be delivered to Center Awards POC/recipient on-time as negotiated between the NSSC SP, NSSC Civil Servants and the customer.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a.
 - b. Category
 - c. Subcategory
2. CALENDAR USED
3. TRIGGER/START CONDITION:
4. PAUSE CRITERIA:
5. EXCLUSION CRITERIA:
6. MET CONDITION:
7. FILTER CONDITION:
8. Additional Criteria:

Field Values:

Sub Doc:

Calculated Age

Start:

End:

Metric Date:

Metric Start:

Pending Duration:

Business Duration:

Duration:

ACCEPTANCE CRITERIA:

Placement / Location:

Dashboard: P & U - Internal - HR Dashboard / P & U - HR Dashboard (Both internal & External)

Dashboard Tab: Awards Processing

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: HR Awards Processing - Awards/Recognition Items/Supplies Delivered On Time (I-3: 3.2.1.4)

Data Source:

Metric[metric_instance]

Existing Reports:

HR Awards Processing - Awards/Recognition Items/Supplies Delivered On Time (I-3: 3.2.1.4)

Dates to show trend: Created

Frequency: Monthly

SLI: (Formula)

Count of completed Awards, delivered to Center POCs in = or < time that was negotiated

Count of completed Awards, delivered to Center POCs in > time then what was negotiated

Conditions:

Definition is HR Awards Delivered On Time I-3: 3.2.1.4

Metric Date on Last month

Value does not contain Excluded

OR Value is empty

SLI Percentage Calculation = Count of completed Awards, delivered to Center POCs in = or < time that was negotiated / Total count of awards

- If the metric calculation is $\geq 98\%$, the SLI is met
- If the metric calculation is $< 98\%$, the SLI is not met
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count of \leq and $>$ for the Month

- Breakdown will have the two categories:

Met and not met

By center

SLI Calculation – Placed above the existing Bar Graph

- Breakdown the metric score by month for current FY to last month
- y-axis should show the percentage on the left and the counts on the right
- Also with the percentages being on the left, adjusting the percentage range to have the monthly SLI data points high on the chart.
- Add a threshold line (for the SLI)

Single Score – Placed to the top right margin of the analytic window

- Display current SLI score with Met or Not-Met

Hover over: 98% of Awards/recognition items/supplies are to be delivered to Center Awards POC/recipient on-time as negotiated between the NSSC SP, NSSC Civil Servants and the customer.

Location:

Dashboard: P&U - Internal - HR Dashboard

Dashboard Group: P & U - HR Dashboard

Dashboard Tab: Awards Processing

Name of Analytic: HR Awards Processing - Awards/Recognition Items/Supplies Delivered On Time (I-3: 3.2.1.4)

Data Source:

Metric[metric_instance]

Existing Reports:

HR Awards Processing - Awards/Recognition Items/Supplies Delivered On Time (I-3: 3.2.1.4)

Dates to show trend: Created

Frequency: Monthly

SLI: (Formula)

Count of completed Awards, delivered to Center POCs in = or < time that was negotiated

Count of completed Awards, delivered to Center POCs in > time then what was negotiated

Conditions:

Definition is HR Awards Delivered On Time I-3: 3.2.1.4

Metric Date on Last month

Value does not contain Excluded

OR Value is empty

SLI Percentage Calculation = Count of completed Awards, delivered to Center POCs in = or < time that was negotiated/Total count of awards

- If the metric calculation is $\geq 98\%$, the SLI is met
- If the metric calculation is $< 98\%$, the SLI is not met
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count of \leq and $>$ for the Month

- Breakdown will have the two categories:

Met and not met

By center

SLI Calculation – Placed above the existing Bar Graph

- Breakdown the metric score by month for current FY to last month
- y-axis should show the percentage on the left and the counts on the right
- Also with the percentages being on the left, adjusting the percentage range to have the monthly SLI data points high on the chart.
- Add a threshold line (for the SLI)

Single Score – Placed to the top right margin of the analytic window

- Display current SLI score with Met or Not-Met

Hover over: 98% of Awards/recognition items/supplies are to be delivered to Center Awards POC/recipient on-time as negotiated between the NSSC SP, NSSC Civil Servants and the customer.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	HR Awards Processing - Awards/Recognition Items/Supplies Delivered On Time (I-3: 3.2.1.4)
Report Content	Employee Recognition and Awards Processing
Input Parameters	<ol style="list-style-type: none"> 1. INDICATOR SOURCES <ol style="list-style-type: none"> a. P&U HR Scripted Metric Instances 2. AUTOMATED INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. P&U INT HR Awards Recognition - Monthly 2. P&U INT HR Awards Recognition - Met - Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. P&U EXT HR Awards Recognition - Last Month 2. P&U EXT HR Awards Recognition - Met - Last Month 3. FORMULA INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - NASA Awards & Recognition Processing >= 98% B. EXTERNAL <ol style="list-style-type: none"> 2. HR - NASA Awards & Recognition Processing >= 98%
Output Parameters	<ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR Awards Processing - Awards/Recognition Items/Supplies (I-3: 3.2.1.4) 2. P&U HR Awards Processing Stoplight Scores Monthly 3. Awards & Recognition - Monthly SLI 4. P&U Human Resources Stoplight Scores Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. HR Awards Processing - Awards/Recognition Items/Supplies (I-3: 3.2.1.4) 2. P&U HR Awards Processing Stoplight Scores Monthly 3. Awards & Recognition - Monthly SLI 4. P&U Human Resources Stoplight Scores Monthly

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR Dashboard

Dashboard Group: Performance And Utilization - Internal

Dashboard Tab: Awards Processing

External2

Dashboard Name: P & U - HR Dashboard

Dashboard Group: Performance And Utilization

Dashboard Tab: Awards Processing

Data Source Table Metric[metric_instance]

Name of Analytic on Internal Dashboard: HR Awards Processing - Awards/Recognition
Items/Supplies Delivered On Time (I-3: 3.2.1.4)

Name of Analytic on External Dashboard: HR Awards Processing - Awards/Recognition
Items/Supplies Delivered On Time (I-3: 3.2.1.4)

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 98%, the SLI or PM is met

If the metric calculation is $<$ 98%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

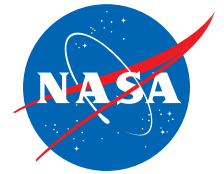
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Suitability Adjudication and Reinvestigations

(Reciprocity Packages)

Document Version V.2

Date Last Modified 07/28/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions:

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I-3_FA_PWS Element_Metric: Suitability (Reciprocity Packages)
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.1.7
Performance Area:	Suitability Adjudication and Reinvestigations
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0700002/20201008
Approval – CS/SP	
Metrics Team Review	
Metric I-3	Upon notification from the Center, verify eQIP, reciprocity packages prepared and forwarded to CS within 3 business days.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR Cases
 - b. Category Suitability Adjudication
 - c. Subcategory Initial Suitability or Reciprocity
2. CALENDAR USED NSSC Metric Days
3. TRIGGER/START CONDITION: FD Fields: Center HRO Notified is <4 business days from Suitability Readiness Date
4. PAUSE CRITERIA: N/A
5. EXCLUSION CRITERIA: N/A
6. MET CONDITION: Center HRO Notified is <4 business days from Suitability Readiness Date
7. FILTER CONDITION:
8. Additional Criteria:

ACCEPTANCE CRITERIA:

Create Metric Definition for the following:

Report Name: HR Suitability – Reciprocity Recommendation to CS on Time (I-3 – 3.2.1.7)

Applies To: Cases with Category of Suitability Adjudication and FD HR Suitability Adjudication – Reciprocity
Tab field - Reciprocity Recommendation to CS

Calendar Used: NSSC Business Days

Trigger(s):

Start/End Condition: Date saved in Reciprocity Recommendation to CS field calculated from Suitability Readiness Date on FD HR Suitability Adjudication

Met Criteria: Reciprocity Recommendation to CS is <4 business days from Suitability Readiness Date

Not Met Criteria: Reciprocity Recommendation to CS is >=4 business days from Suitability Readiness Date

Point to Case Location

Store calculated metric value

Report Type: Bar – Grouped by Center Abbrev and Stacked by Met/Not Met

Display Grid

Aggregation: Count

No. groups: Show All

Filter Condition: Created on Last Month

Order Results: Location.Center Abbrev A-Z

Metric value triggers in month Reciprocity Recommendation to CS

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number

Name of Report: Not yet available

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name:

Dashboard Group:

Dashboard Tab:

External2

Dashboard Name:

Dashboard Group:

Dashboard Tab:

Data Source Table

Name of Analytic on Internal Dashboard:

Name of Analytic on External Dashboard:

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow xx%, the SLI or PM is met

If the metric calculation is $<$ xx%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

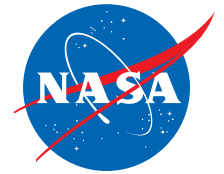
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Suitability Adjudication and Reinvestigations (Adjudication Packages)

Document Version V.2

Date Last Modified 07/28/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics

Utilization

Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change:

Updated Metric definition: Adjudication Pkgs Provided To Cs On Time

Updated Report: HR Suitability - Adjudication Packages Provided To CS On Time (I-3 - 3.2.1.7) was modify the metrics def to remove sub cat clauses

change met criteria to less than 61 days

populate fields as necessary

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metric

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I-3_FA_PWS Element_Metric: Suitability – Adjudication Packages
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.1.7
Performance Area:	Suitability Adjudication and Reinvestigations
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0699995/20201008
Approval – CS/SP	
Metrics Team Review	
Metric I-3	98% of adjudication packages will be prepared and recommendations provided to CS for suitability determinations no later than 60 calendar days after receipt of final report of investigation from OPM.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name = Adjudication Pkgs Provided To CS On Time

Description on metric definition:

1. APPLIES TO:
 - a. HR Cases
 - b. Category Suitability Adjudication
 - c. Subcategory Initial Suitability, Reciprocity, Reinvestigation, or Position Upgrade
2. CALENDAR USED Calendar Days
3. TRIGGER/START CONDITION: FD HR Suitability Adjudication – Final Adjudication tab - "Adjudication Provided for Final Determination" is <61 calendar days from "ROI Received from OPM"
4. PAUSE CRITERIA: N/A
5. EXCLUSION CRITERIA: N/A
6. MET CONDITION: FD HR Suitability Adjudication – Final Adjudication tab - "Adjudication Provided for Final Determination" is <61 calendar days from "ROI Received from OPM"
7. FILTER CONDITION:
8. Additional Criteria:

ACCEPTANCE CRITERIA:

Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Suitability

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Data Source Table: Metric [metric_instance]

Name of Analytic: HR Suitability - Adjudication Packages Provided To CS On Time (I-3 - 3.2.1.7)

Dates to show trend: Metric Date on Last Month

Frequency: Monthly

Existing Reports: HR Suitability - Adjudication Packages Provided To CS On Time (I-3 - 3.2.1.7)

Definition Name: Adjudication Pkgs Provided To CS On Time

Percentage Calculation:

If the metric calculation is => 98%, the PM is met

If the metric calculation is <98%, the PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met
Add a threshold line (for the PM)

Hover Over Information: 98% of adjudication packages will be prepared and recommendations provided to CS for suitability determinations no later than 60 calendar days after receipt of final report of investigation from OPM.

Was Placement / Location:
Dashboard: P & U - Internal - HR PM Dashboard
Dashboard Tab: Suitability
Dashboard Group: P & U - HR PM Dashboard

Data Source Table: Metric [metric_instance]

Name of Analytic: HR Suitability - Adjudication Packages Provided To CS On Time (I-3 - 3.2.1.7)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR Suitability - Adjudication Packages Provided To CS On Time (I-3 - 3.2.1.7)

Definition Name: Adjudication Pkgs Provided To CS On Time

Percentage Calculation:
If the metric calculation is $\geq 98\%$, the PM is met
If the metric calculation is $< 98\%$, the PM is not met
Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:
Bar Graph – Displays Count for the Month
Y-axis should show the percentage on the left and the counts on the right
Breakdown: Center & Met/Not Met
Add a threshold line (for the PM)

Hover Over Information: 98% of adjudication packages will be prepared and recommendations provided to CS for suitability determinations no later than 60 calendar days after receipt of final report of investigation from OPM.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	HR Suitability - Adjudication Packages Provided To CS On Time (I-3 - 3.2.1.7)
Report Content	HR Suitability - Adjudication Packages Provided To CS On Time (I-3 - 3.2.1.7)
Input Parameters	<ol style="list-style-type: none"> 1. INDICATOR SOURCES <ol style="list-style-type: none"> a. P&U HR Scripted Metric Instances 2. AUTOMATED INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. P&U INT HR Suitability - Adjudication Packages Provided To CS On Time - Monthly 2. P&U INT HR Suitability - Adjudication Packages Provided To CS On Time - Met - Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. P&U EXT HR Suitability - Adjudication Packages Provided To CS On Time - Last Month 2. P&U EXT HR Suitability - Adjudication Packages Provided To CS On Time - Met - Last Month 3. FORMULA INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - Suitability - Adjudication Pkgs Provided To CS On Time - 98% B. EXTERNAL <ol style="list-style-type: none"> 2. HR - Suitability - Adjudication Pkgs Provided To CS On Time - 98%
Output Parameters	<ol style="list-style-type: none"> 6. WIDGETS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR Suitability - Adjudication Packages Provided To CS On Time (I-3 - 3.2.1.7) 2. Suitability Adjudication - Monthly PM B. EXTERNAL <ol style="list-style-type: none"> 1. HR Suitability - Adjudication Packages Provided To CS On Time (I-3 - 3.2.1.7) 2. Suitability Adjudication - Monthly PM

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number

Name of Report: HR Suitability - Adjudication Packages Provided To CS On Time (I-3 - 3.2.1.7)

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR PM Dashboard

Dashboard Group: Performance And Utilization - Internal

Dashboard Tab: Suitability

External2

Dashboard Name: P & U - HR PM Dashboard

Dashboard Group: Performance And Utilization

Dashboard Tab: Suitability

Data Source Table Metric [metric_instance]

Name of Analytic on Internal Dashboard: HR Suitability - Adjudication Packages Provided To CS On Time (I-3 - 3.2.1.7)

Name of Analytic on External Dashboard: HR Suitability - Adjudication Packages Provided To CS On Time (I-3 - 3.2.1.7)

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI or PM Percentage Calculation:

If the metric calculation is $\geq 98\%$, the SLI or PM is met

If the metric calculation is $< 98\%$, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

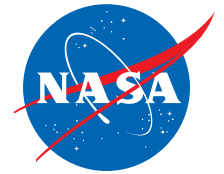
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Suitability (Employee Investigations Initiated Due to a Change in Risk Level)

Document Version	V.2
Date Last Modified	07/28/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metric

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I-3_FA_PWS Element_Metric: Suitability (Employee Investigations Initiated Due to a Change in Risk Level)
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.1.7
Performance Area:	Suitability (Employee Investigations Initiated Due to a Change in Risk Level)
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0699983/20201008
Approval – CS/SP	
Metrics Team Review	
Metric I-3	98% of Investigations shall be initiated within 14 Calendar days of notification to NSSC by the center of an employee or appointee who experiences a change to a higher position risk level due to promotion, demotion, or reassignment, or if the risk level of the position is changed to a higher level.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name = Change In Risk Level Initiated On Time

Description on metric definition:

1. APPLIES TO:

- a. HR Cases
- b. Category Suitability Adjudication
- c. Subcategory Position Upgrade

2. CALENDAR USED Calendar Days

3. TRIGGER/START CONDITION: eQIP Initiated field is <15 Calendar days from Suitability Readiness Date field if case sub-category is Position Upgrade

4. PAUSE CRITERIA: N/A

5. EXCLUSION CRITERIA: N/A

6. MET CONDITION: eQIP Initiated field is <15 Calendar days from Suitability Readiness Date field if case sub-category is Position Upgrade

7. FILTER CONDITION:

8. Additional Criteria:

There is an additional metric report being reported that does not have a specific I-3 metric. Applies to: HR Suitability – Reinvestigations Initiated On Time (I-3 – 3.2.1.7) AND Cases with Category of Suitability Adjudication and Sub-category of Reinvestigation AND FD HR Suitability Adjudication

Met Criteria: eQIP Initiated field is <15 Calendar days from Suitability Readiness Date field if case sub-category is Position Upgrade

Metric date set in month eQIP Initiated date
wasApplies to: HR Suitability – Change in Risk Level Investigations Initiated On Time (I-3 – 3.2.1.7) AND Cases with Category of Suitability Adjudication and Sub-category of Position Upgrade AND FD HR Suitability Adjudication

Met Criteria: eQIP Initiated field is <15 Calendar days from Suitability Readiness Date field if case sub-category is Position Upgrade

Metric value set in month eQIP Initiated date

ACCEPTANCE CRITERIA:

Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Suitability

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Data Source Table: Metric [metric_instance]

Name of Analytic: HR Suitability - Change In Risk Level Investigations Initiated On Time (I-3 - 3.2.1.7)

HR Suitability-Change In Risk Level Investigations Initiated On Time(I-3-3.2.1.7) (80 character limit)

Dates to show trend: Metric Date on Last Month

Frequency: Monthly

Existing Reports: HR Suitability - Change In Risk Level Investigations Initiated On Time (I-3 - 3.2.1.7)

Definition Name: Change In Risk Level Initiated On Time

Percentage Calculation:

If the metric calculation is \Rightarrow 98%, the PM is met

If the metric calculation is $<$ 98%, the PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

Hover Over Information: 98% of Investigations shall be initiated within 14 Calendar days of notification to NSSC by the center of an employee or appointee who experiences a change to a higher position risk level due to promotion, emotion, or reassignment, or if the risk level of the position is changed to a higher level.

wasPlacement / Location:

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Suitability

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Data Source Table: Metric [metric_instance]

Name of Analytic: HR Suitability - Change In Risk Level Investigations Initiated On Time (I-3 - 3.2.1.7)

Dates to show trend: Metric Date on Last Month

Frequency: Monthly

Existing Reports: HR Suitability - Change In Risk Level Investigations Initiated On Time (I-3 - 3.2.1.7)

Definition Name: Change In Risk Level Initiated On Time

Percentage Calculation:

If the metric calculation is \Rightarrow 98%, the PM is met

If the metric calculation is $<$ 98%, the PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

Hover Over Information: 98% of Investigations shall be initiated within 14 Calendar days of notification to NSSC by the center of an employee or appointee who experiences a change to a higher position risk level due to promotion, emotion, or reassignment, or if the risk level of the position is changed to a higher level.

<u>REPORT REQUIREMENTS: METRICS AND UTILIZATION</u>	
Name of Report	HR Suitability - Change In Risk Level Investigations Initiated On Time (I-3 - 3.2.1.7)
Report Content	HR Suitability - Change In Risk Level Investigations Initiated On Time
Input Parameters	<ol style="list-style-type: none"> 1. INDICATOR SOURCES <ol style="list-style-type: none"> a. P&U HR Scripted Metric Instances 2. AUTOMATED INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. P&U INT HR Suitability - Change In Risk Level Investigations Initiated On Time - Monthly 2. P&U INT HR Suitability - Change In Risk Level Investigations Initiated On Time - Met - Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. P&U EXT HR Suitability - Change In Risk Level Investigations Initiated On Time - Last Month 2. P&U EXT HR Suitability - Change In Risk Level Investigations Initiated On Time - Met - Last Month 3. FORMULA INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - Suitability - Change In Risk Level Investigations Initiated On Time - 98% B. EXTERNAL <ol style="list-style-type: none"> 2. HR - Suitability - Change In Risk Level Investigations Initiated On Time - 98%
Output Parameters	<ol style="list-style-type: none"> 6. WIDGETS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR Suitability-Change In Risk Level Investigations Initiated On Time(I-3-3.2.1.7) 2. Suitability Change in Risk Investigations - Monthly PM B. EXTERNAL <ol style="list-style-type: none"> 1. HR Suitability-Change In Risk Level Investigations Initiated On Time(I-3-3.2.1.7) 2. Suitability Change in Risk Investigations - Monthly PM

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number

Name of Report: HR Suitability - Change In Risk Level Investigations Initiated On Time
(I-3 - 3.2.1.7)

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR PM Dashboard

Dashboard Group: Performance And Utilization - Internal

Dashboard Tab: Suitability

External2

Dashboard Name: P & U - HR PM Dashboard

Dashboard Group: Performance And Utilization

Dashboard Tab: Suitability

Data Source Table Metric [metric_instance]

Name of Analytic on Internal Dashboard: HR Suitability - Change In Risk Level Investigations
Initiated On Time (I-3 - 3.2.1.7)

Name of Analytic on External Dashboard: HR Suitability - Change In Risk Level Investigations
Initiated On Time (I-3 - 3.2.1.7)

Dates to show trend: Created on Last Month

SLI or PM Percentage Calculation:

If the metric calculation is $\geq 98\%$, the SLI or PM is met

If the metric calculation is $< 98\%$, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

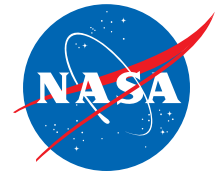
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Suitability Adjudication and Reinvestigations (Investigations)

Document Version	V.2
Date Last Modified	07/28/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics

Utilization

Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions:

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I-3_FA_PWS Element_Metric: Suitability (Investigations)
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.1.7
Performance Area:	Suitability (Investigations)
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0699986/20201008
Approval – CS/SP	
Metrics Team Review	
Metric I-3	98% of investigations will be initiated within 14 calendar days of Applicant's Entry on Duty effective date.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name = New Hire Investigations Initiated on Time

Description on metric definition:

1. APPLIES TO:
 - a. HR Cases
 - b. Category Suitability Adjudication
 - c. Subcategory Initial Suitability
2. CALENDAR USED Calendar Days
3. TRIGGER/START CONDITION: FD Suitability Adjudication field Entry on Duty Date and eQIP Initiated Date filled out or changed
4. PAUSE CRITERIA: N/A
5. EXCLUSION CRITERIA: N/A
6. MET
CONDITION: Adjudication provided for Final Determination date from the Functional Details form is less than or equal to 60 calendar days after the ROI Received From OPM date from the Functional Details form
7. FILTER CONDITION:
8. Additional Criteria:

ACCEPTANCE CRITERIA:

Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard

Dashboard Tab: Suitability

Dashboard Group: P & U - HR PM Dashboard

Data Source Table: Metric [metric_instance]

Name of Analytic: HR Suitability - New Hire Investigations Initiated On Time (I-3 - 3.2.1.7)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR Suitability - New Hire Investigations Initiated On Time (I-3 - 3.2.1.7)

PM Formula:

Met:

Not/Met:

Conditions:

Definition Name: New Hire Investigations Initiated on Time

PM Percentage Calculation:

If the metric calculation is \geq xx%, the PM is met

If the metric calculation is $<$ xx%, the PM is not met

Stoplight is displayed at the top of the top of the Analytic

Transaction Count: Count of xxx

Transaction Calculation Placed above the existing Bar Graph
Breakdown the count by month for current FY to last month
Counts on the Left axis

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

Hover Over Information: 98% of investigations will be initiated within 14 calendar days of Applicant's Entry on Duty effective date.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	HR Suitability - New Hire Investigations Initiated On Time (I-3 - 3.2.1.7)
Report Content	New Hire Investigations Initiated On Time
Input Parameters	<ol style="list-style-type: none"> 1. INDICATOR SOURCES <ol style="list-style-type: none"> a. P&U HR Scripted Metric Instances 2. AUTOMATED INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. P&U INT HR Suitability - New Hire Investigations Initiated On Time - Monthly 2. P&U INT HR Suitability - New Hire Investigations Initiated On Time - Met - Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. P&U EXT HR Suitability - New Hire Investigations Initiated On Time - Last Month 2. P&U EXT HR Suitability - New Hire Investigations Initiated On Time - Met - Last Month 3. FORMULA INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - Suitability - New Hire Investigations Initiated On Time - 98% B. EXTERNAL <ol style="list-style-type: none"> 2. HR - Suitability - New Hire Investigations Initiated On Time - 98%
Output Parameters	<ol style="list-style-type: none"> 6. WIDGETS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR Suitability - New Hire Investigations Initiated On Time (I-3 - 3.2.1.7) 2. Suitability New Hire Investigations - Monthly PM B. EXTERNAL <ol style="list-style-type: none"> 1. HR Suitability - New Hire Investigations Initiated On Time (I-3 - 3.2.1.7) 2. Suitability New Hire Investigations - Monthly PM

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR PM Dashboard

Dashboard Group: Performance And Utilization - Internal

Dashboard Tab: Suitability

External2

Dashboard Name: P & U - HR PM Dashboard

Dashboard Group: Performance And Utilization

Dashboard Tab: Suitability

Data Source Table Metric [metric_instance]

Name of Analytic on Internal Dashboard: HR Suitability - New Hire Investigations Initiated On Time
(I-3 - 3.2.1.7)

Name of Analytic on External Dashboard: HR Suitability - New Hire Investigations Initiated On Time
(I-3 - 3.2.1.7)

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI or PM Percentage Calculation:

If the metric calculation is $\geq 98\%$, the SLI or PM is met

If the metric calculation is $< 98\%$, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

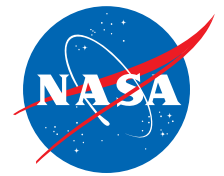
Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Suitability Adjudication and Reinvestigations

(Proposed Action Letters)

Document Version V.2

Date Last Modified 07/28/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics

Utilization

Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: *****

modified metric definition: Proposed Action Letters Sent On Time

modified report: HR Suitability - Proposed Action Letters Sent On Time (I-3 - 3.2.1.7) was modify the metric def to update the dates used in calculation

update met/not met criteria

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metric

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I-3_FA_PWS Element Metric: Suitability (Proposed Action Letters)
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.1.7
Performance Area:	Suitability (Proposed Action Letters)
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0699996/20201008
Approval – CS/SP	
Metrics Team Review	
Metric I-3	98% of proposed Action letters shall be sent no later than 30 calendar days prior to the effective date of the proposed action.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name = Proposed Action Letters Sent On Time

Description on metric definition:

1. APPLIES TO:

- a. HR Cases
- b. Category Suitability Adjudication
- c. Subcategory Initial Suitability, Reciprocity, Reinvestigation, or Position Upgrade

2. CALENDAR USED Calendar Days

3. TRIGGER/START CONDITION: Metric is captured/calculated when "Applicant/Appointee Notified of Final Decision" date is populated/saved

4. PAUSE CRITERIA: N/A

5. EXCLUSION CRITERIA: N/A

6. MET CONDITION: 1) Applicant/Appointment Notified of Final Decision is <31 calendar days from Rebuttal Received

OR

2) if Rebuttal Received is empty, then Applicant/Appointment Notified of Final Decision is <61 calendar days from PAL Sent to Applicant/Appointee

7. FILTER CONDITION: N/A

8. Additional Criteria:

ACCEPTANCE CRITERIA:

Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Suitability

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Data Source Table: Metric [metric_instance]

Name of Analytic: HR Suitability - Proposed Action Letters Sent On Time (I-3 - 3.2.1.7)

Dates to show trend: Metric Date on Last Month

Frequency: Monthly

Existing Reports: HR Suitability - Proposed Action Letters Sent On Time (I-3 - 3.2.1.7)

Definition Name: Proposed Action Letters Sent On Time

Percentage Calculation:

If the metric calculation is => 98%, the PM is met

If the metric calculation is <98%, the PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

Hover Over Information: 98% of proposed Action letters shall be sent no later than 30 calendar days prior to the effective date of the proposed action.

was Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard

Dashboard Tab: Suitability

Dashboard Group: P & U - HR PM Dashboard

Data Source Table: Metric [metric_instance]

Name of Analytic: HR Suitability - Proposed Action Letters Sent On Time (I-3 - 3.2.1.7)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR Suitability - Proposed Action Letters Sent On Time (I-3 - 3.2.1.7)

Definition Name: Proposed Action Letters Sent On Time

Percentage Calculation:

If the metric calculation is $\geq 98\%$, the PM is met

If the metric calculation is $< 98\%$, the PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

Hover Over Information: 98% of proposed Action letters shall be sent no later than 30 calendar days prior to the effective date of the proposed action.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	HR Suitability - Proposed Action Letters Sent On Time (I-3 - 3.2.1.7)
Report Content	HR Suitability - Proposed Action Letters Sent On Time
Input Parameters	<ol style="list-style-type: none"> 1. INDICATOR SOURCES <ol style="list-style-type: none"> a. P&U HR Scripted Metric Instances 2. AUTOMATED INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. P&U INT HR Suitability - Proposed Action Letters Sent On Time - Monthly 2. P&U INT HR Suitability - Proposed Action Letters Sent On Time - Met - Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. P&U EXT HR Suitability - Proposed Action Letters Sent On Time - Last Month 2. P&U EXT HR Suitability - Proposed Action Letters Sent On Time - Met - Last Month 3. FORMULA INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - Suitability - Proposed Action Letters Sent On Time - 98% B. EXTERNAL <ol style="list-style-type: none"> 2. HR - Suitability - Proposed Action Letters Sent On Time - 98%
Output Parameters	<ol style="list-style-type: none"> 6. WIDGETS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR Suitability - Proposed Action Letters Sent On Time (I-3 - 3.2.1.7) 2. Suitability Proposed Action Letters - Monthly PM B. EXTERNAL <ol style="list-style-type: none"> 1. HR Suitability - Proposed Action Letters Sent On Time (I-3 - 3.2.1.7) 2. Suitability Proposed Action Letters - Monthly PM

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number

Name of Report: HR Suitability - Proposed Action Letters Sent On Time (I-3 - 3.2.1.7)

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR PM Dashboard

Dashboard Group: Performance And Utilization - Internal

Dashboard Tab: Suitability

External2

Dashboard Name: P & U - HR PM Dashboard

Dashboard Group: Performance And Utilization

Dashboard Tab: Suitability

Data Source Table Metric [metric_instance]

Name of Analytic on Internal Dashboard: HR Suitability - Proposed Action Letters Sent On Time (I-3 - 3.2.1.7)

Name of Analytic on External Dashboard: HR Suitability - Proposed Action Letters Sent On Time (I-3 - 3.2.1.7)

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI or PM Percentage Calculation:

If the metric calculation is $\geq 98\%$, the SLI or PM is met

If the metric calculation is $< 98\%$, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

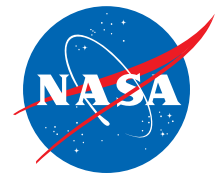
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Suitability Adjudication and Reinvestigations

(Suitability Notifications)

Document Version

V.2

Date Last Modified

07/28/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics

Utilization

Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change:

Center HRO Notified is <4 business days from Suitability Readiness Date
Set Metric Date to "Center HRO Notified"

Contract Modification:

Impact to existing Metrics/Utilization/Transactions:

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I-3_FA_PWS Element_Metric: Suitability (Suitability Notifications)
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.1.7
Performance Area:	Suitability (Suitability Notifications)
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0800393/20210730
Approval – CS/SP	
Metrics Team Review	
Metric I-3	98% of Suitability Notifications will be verified in CVS and the Centers will be notified of verification within 3 business days
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:

- a. HR Cases
- b. Category Suitability Adjudication
- c. Subcategory Initial Suitability or Reciprocity

2. CALENDAR USED NSSC Metric Days

3. TRIGGER/START CONDITION: Center HRO Notified is <4 business days from Suitability Readiness Date

Set Metric Date to "Center HRO Notified"

4. PAUSE CRITERIA:

5. EXCLUSION CRITERIA:

6. MET CONDITION: Center HRO Notified is <4 business days from Suitability Readiness Date

Set Metric Date to "Center HRO Notified"

7. FILTER CONDITION:

8. Additional Criteria:

ACCEPTANCE CRITERIA:

Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard

Dashboard Tab: Suitability

Dashboard Group: P & U - HR PM Dashboard

Data Source Table: Metric [metric_instance]

Name of Analytic: HR - Suitability - WTTS Suitability Notifications On Time (I-3 - 3.2.1.7)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR Suitability - WTTS Suitability Notifications On Time (I-3 - 3.2.1.7)

Calendar used: NSSC Metric Days

PM Formula:

Met: <= 3 Business Days

Not/Met: >3

Conditions:

Definition Name: WTTS Suitability Notifications On Time

PM Percentage Calculation:

If the metric calculation is => 98%, the PM is met

If the metric calculation is <98%, the PM is not met

Stoplight is displayed at the top of the top of the Analytic

Transaction Count: N/A

Transaction Calculation Placed above the existing Bar Graph
Breakdown the count by month for current FY to last month
Counts on the Left axis

Type of Visualization:
Bar Graph – Displays Count for the Month
Y-axis should show the percentage on the left and the counts on the right
Breakdown: Center & Met/Not Met
Add a threshold line (for the PM)

Hover Over Information: 98% of WTTS Suitability Notifications will be verified in CVS and the Centers will be notified of verification within 3 business days.

Was Placement / Location:
Dashboard: P & U - Internal - HR PM Dashboard
Dashboard Tab: Suitability
Dashboard Group: P & U - HR PM Dashboard

Data Source Table: Metric [metric_instance]

Name of Analytic: HR Suitability - WTTS Suitability Notifications On Time (I-3 - 3.2.1.7)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR Suitability - WTTS Suitability Notifications On Time (I-3 - 3.2.1.7)

PM Formula:
Met:
Not/Met:
Conditions:
Definition Name: WTTS Suitability Notifications On Time

PM Percentage Calculation:
If the metric calculation is \Rightarrow xx%, the PM is met
If the metric calculation is $<$ xx%, the PM is not met
Stoplight is displayed at the top of the top of the Analytic

Transaction Count: Count of xxx

Transaction Calculation Placed above the existing Bar Graph
Breakdown the count by month for current FY to last month
Counts on the Left axis

Type of Visualization:
Bar Graph – Displays Count for the Month
Y-axis should show the percentage on the left and the counts on the right
Breakdown: Center & Met/Not Met
Add a threshold line (for the PM)

Hover Over Information: 98% of WTTS Suitability Notifications will be verified in CVS and the Centers will be notified of verification within 3 business days.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	HR Suitability - WTTS Suitability Notifications On Time (I-3 - 3.2.1.7)
Report Content	HR Suitability - WTTS Suitability Notifications On Time
Input Parameters	<ol style="list-style-type: none"> 1. INDICATOR SOURCES <ol style="list-style-type: none"> a. P&U HR Scripted Metric Instances 2. AUTOMATED INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. P&U INT HR WTTS Suitability Notifications - Monthly 2. P&U INT HR WTTS Suitability Notifications - Met - Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. P&U EXT HR WTTS Suitability Notifications - Last Month 2. P&U EXT HR WTTS Suitability Notifications - Met - Last Month 3. FORMULA INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - Suitability - WTTS Notifications on Time >= 98% B. EXTERNAL <ol style="list-style-type: none"> 2. HR - Suitability - WTTS Notifications on Time >= 98%
Output Parameters	<ol style="list-style-type: none"> 6. WIDGETS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - Suitability - WTTS Suitability Notifications On Time (I-3 - 3.2.1.7) 2. WTTS Suitability Notifications - Monthly PM 3. P&U Suitability Stoplight Scores Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. HR - Suitability - WTTS Suitability Notifications On Time (I-3 - 3.2.1.7) 2. WTTS Suitability Notifications - Monthly PM 3. P&U Suitability Stoplight Scores Monthly

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number

Name of Report: HR Suitability - WTTS Suitability Notifications On Time (I-3 - 3.2.1.7)

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR PM Dashboard

Dashboard Group: P & U - HR PM Dashboard

Dashboard Tab: Suitability

External2

Dashboard Name:

Dashboard Group:

Dashboard Tab:

Data Source Table Metric [metric_instance]

Name of Analytic on Internal Dashboard: HR - Suitability - WTTS Suitability Notifications On Time (I-3 - 3.2.1.7)

Name of Analytic on External Dashboard:

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 98%, the SLI or PM is met

If the metric calculation is $<$ 98%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

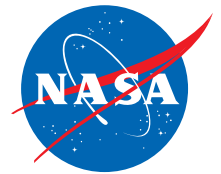
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

Benefits Processing (beneficiary forms)

Document Version

V.2

Date Last Modified

TBD – This is a changed metric for the new contract

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions:

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: Benefits Processing (beneficiary forms)
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.3.1
Performance Area:	Benefits Processing (beneficiary forms)
SO/SME	Human Resources Service Office Manager
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	TBD Draft update metric to notify employee
Approval – CS/SP	
Metrics Team Review	
Metric I-3	95% of Beneficiary forms shall be signed and maintained in accordance with OPM's Guide to Personnel Recordkeeping within 5 business days and employee notified of the status upon completion.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:

a. HR cases

b. Category: Benefit Processing

c. Subcategory: Forms Processing or Beneficiary Forms

2. CALENDAR USED: NSSC Business Days

3. TRIGGER/START CONDITION: Date Processed field is saved and case is closed

4. PAUSE CRITERIA: N/A

5. EXCLUSION CRITERIA:

Case is Closed Incomplete and/or Date Processed field on the FD is Null

6. MET CONDITION: On the Functional Details form, the Date Processed is within 5 business days of the Date Received for any of the following form types received (note: one or more form type could be received for a given case); one metric record should be generated per form processed

- SF-1152

- SF-2823

- SF-3102

- TSP-3

7. FILTER CONDITION:

8. Additional Criteria:

- ACCEPTANCE CRITERIA:** Acceptance criteria Placement / Location:
 Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)
 Dashboard Tab: Benefits Processing
 Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Data Source Table: Metric [metric_instance]

Name of Analytic: HR - Benefits - Beneficiary Forms Processed on Time (I-3 - 3.2.3.1)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR - Benefits - Beneficiary Forms Processed on Time (I-3 - 3.2.3.1)

SLI Percentage Calculation:

If the metric calculation is $\geq 95\%$, the PM is met
 If the metric calculation is $< 95\%$, the PM is not met

Conditions:

Definition Name: Beneficiary Forms Processed On Time

Stoplight is displayed at the top of the Analytic

Created on Last Month

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

Hover Over Information: 95% of Beneficiary forms shall be signed and maintained in accordance with OPM's Guide to Personnel Recordkeeping within 5 business days.

Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard (Both internal & External)

Dashboard Tab: Benefits Processing

Dashboard Group: Performance And Utilization - Internal (Both Internal & External)

Data Source Table: Metric [metric instance]

Name of Analytic: HR - Benefits - Beneficiary Forms Processed on Time (I-3 - 3.2.3.1)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR - Benefits - Beneficiary Forms Processed on Time (I-3 - 3.2.3.1)

SLI Percentage Calculation:

If the metric calculation is $\geq 95\%$, the PM is met

If the metric calculation is $< 95\%$, the PM is not met

Conditions:

Definition Name: Beneficiary Forms Processed On Time

Stoplight is displayed at the top of the Analytic

Created on Last Month

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

Hover Over Information: 95% of Beneficiary forms shall be signed and maintained in accordance with OPM's Guide to Personnel Recordkeeping within 5 business days.

- Developer
- Tester
- Update Sets FY18Q3R5-S1-HR-STRY TBD P&U Deck BENEFITS FormsProcOnTime-20180529-RO

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	HR - Benefits - Beneficiary Forms Processed on Time (I-3 - 3.2.3.1)
Input Parameters	<p>DEVELOPMENT:</p> <p>1. INDICATOR SOURCES</p> <p>a. P&U PR Scripted Metric Instances</p> <p>2. AUTOMATED INDICATORS</p> <p>A. INTERNAL</p> <p>1. P&U INT HR Beneficiary Forms Processed On Time - Monthly</p> <p>2. P&U INT HR Beneficiary Forms Processed On Time - Met - Monthly</p> <p>B. EXTERNAL</p> <p>1. P&U EXT HR Beneficiary Forms Processed On Time - Last Month</p> <p>2. P&U EXT HR Beneficiary Forms Processed On Time - Met - Last Month</p> <p>3. FORMULA INDICATORS</p> <p>A. INTERNAL</p> <p>1. HR - Benefits - Beneficiary Forms Processed On Time - 95%</p> <p>B. EXTERNAL</p> <p>2. HR - Benefits - Beneficiary Forms Processed On Time - 95%</p>
Output Parameters	<p>6. WIDGETS</p> <p>A. INTERNAL</p> <p>1. HR - Benefits - Beneficiary Forms Processed on Time (I-3 - 3.2.3.1)</p> <p>2. Beneficiary Forms Processing - MonthlySLI</p>

	<p>B. EXTERNAL</p> <ol style="list-style-type: none">1. HR - Benefits - Beneficiary Forms Processed on Time (I-3 - 3.2.3.1)2. Beneficiary Forms Processing - Monthly SLI
--	---

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR PM Dashboard

Dashboard Group: Performance And Utilization - Internal

Dashboard Tab: Benefits Processing

External2

Dashboard Name: P & U - HR PM Dashboard (Both internal & External)

Dashboard Group: Performance And Utilization (Both Internal & External)

Dashboard Tab: Benefits Processing

Data Source Table: Metric

Name of Analytic on Internal Dashboard: Benefits - Beneficiary Forms Processed on Time (I-3 - 3.2.3.1) Benefits - Beneficiary Forms Processed on Time (I-3 - 3.2.3.1)

Name of Analytic on External Dashboard:

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 95%, the SLI or PM is met

If the metric calculation is $<$ 95%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

Benefits Processing (claims, enrollments, changes)

Document Version	V.2
Date Last Modified	8/10/22

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: Benefits Processing (claims, enrollments, changes)
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.3.1
Performance Area:	Benefits Processing (claims, enrollments, changes)
SO/SME	HR Service Office Manager
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0318174 / 03/27/2018
Approval – CS/SP	
Metrics Team Review	
Metric I-3	97% of claims, enrollments and changes shall be processed within 5 business days after receipt.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:

a. HR cases

b. Category: Benefit Processing

c. Subcategory: Forms Processing

2. CALENDAR USED: NSSC Calendar

3. TRIGGER/START CONDITION: Date Processed field is saved and case is closed

4. PAUSE CRITERIA:

5. EXCLUSION CRITERIA: Case is Closed Incomplete and/or Date Processed field on the FD is Null

6. MET CONDITION:

On the Functional Details form, the Date Processed is within 5 business days of the Date Received for any of the form types received (note: one or more form type could be received for a given case but not multiple of one form); one metric record should be generated per form processed.

7. FILTER CONDITION:

8. Additional Criteria:

- **ACCEPTANCE CRITERIA:** Acceptance criteria Placement / Location:
Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)
Dashboard Tab: Benefits Processing
Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Data Source Table: Metric [metric instance]

Name of Analytic: HR - Benefits – Claims, Enrollments and Changes Processed On Time (I-3 - 3.2.3.1)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR - Benefits – Claims, Enrollments and Changes Processed On Time (I-3 - 3.2.3.1)

PM Formula:

Met: On the Functional Details form, the Date Processed is within 5 business days of the Date Received

Not/Met:

Conditions: Created on Last Month

Definition Name: Claims, Enrollments and Changes Processed

PM Percentage Calculation:

If the metric calculation is => 97%, the PM is met

If the metric calculation is <97%, the PM is not met
Stoplight is displayed at the top of the top of the Analytic

Transaction Count: N/A

Transaction Calculation Placed above the existing Bar Graph
Breakdown the count by month for current FY to last month
Counts on the Left axis

Type of Visualization:
Bar Graph – Displays Count for the Month
Y-axis should show the percentage on the left and the counts on the right
Breakdown: Center & Met/Not Met
Add a threshold line (for the PM)

Hover Over Information: 97% of claims, enrollments and changes shall be processed within 5 business days after receipt.
Placement / Location:
Dashboard: P & U - Internal - HR PM Dashboard
Dashboard Tab: Benefits Processing
Dashboard Group: P & U - HR PM Dashboard

Data Source Table: Metric [metric_instance]

Name of Analytic: HR - Benefits – Claims, Enrollments and Changes Processed On Time (I-3 - 3.2.3.1)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR - Benefits – Claims, Enrollments and Changes Processed On Time (I-3 - 3.2.3.1)

PM Formula:
Met: On the Functional Details form, the Date Processed is within 5 business days of the Date Received
Not/Met:
Conditions: Created on Last Month
Definition Name: Claims, Enrollments and Changes Processe

PM Percentage Calculation:
If the metric calculation is $\geq 97\%$, the PM is met
If the metric calculation is <97%, the PM is not met
Stoplight is displayed at the top of the top of the Analytic

Transaction Count: N/A

Transaction Calculation Placed above the existing Bar Graph
Breakdown the count by month for current FY to last month
Counts on the Left axis

Type of Visualization:
Bar Graph – Displays Count for the Month
Y-axis should show the percentage on the left and the counts on the right
Breakdown: Center & Met/Not Met
Add a threshold line (for the PM)

Hover Over Information: 97% of claims, enrollments and changes shall be processed within 5 business days after receipt.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	HR - Benefits – Claims, Enrollments and Changes Processed On Time (I-3 - 3.2.3.1)
Input Parameters	<p>DEVELOPMENT:</p> <p>1. INDICATOR SOURCES</p> <p>a. P&U HR Scripted Metric Instances</p> <p>2. AUTOMATED INDICATORS</p> <p>A. INTERNAL</p> <p>1. P&U INT HR Benefits - Claims Enrollments Changes - Monthly</p> <p>2. P&U INT HR Benefits - Claims Enrollments Changes - Met - Monthly</p> <p>B. EXTERNAL</p> <p>1. P&U EXT HR Benefits - Claims Enrollments Changes - Last Month</p> <p>2. P&U EXT HR Benefits - Claims Enrollments Changes - Met - Last Month</p> <p>3. FORMULA INDICATORS</p> <p>A. INTERNAL</p> <p>1. HR - Benefits - Claims, Enrollments and Changes >= 97%</p> <p>B. EXTERNAL</p> <p>2. HR - Benefits - Claims, Enrollments and Changes >= 97%</p>
Output Parameters	<p>6. WIDGETS</p> <p>A. INTERNAL</p> <p>1. HR - Benefits – Claims, Enrollments and Changes Processed On Time (I-3 3.2.3.1)</p> <p>2. Claims, Enrollments and Changes - Monthly PM</p>

	<p>B. EXTERNAL</p> <ol style="list-style-type: none">1. HR - Benefits – Claims, Enrollments and Changes Processed On Time (I-3 3.2.3.1)2. Claims, Enrollments and Changes - Monthly PM
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ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR PM Dashboard

Dashboard Group: Performance And Utilization - Internal

Dashboard Tab: Benefits Processing

External2

Dashboard Name: P & U - HR PM Dashboard (Both internal & External)

Dashboard Group: Performance And Utilization – (Both Internal & External)

Dashboard Tab: Benefits Processing

Data Source Table: Metric

Name of Analytic on Internal Dashboard: HR - Benefits – Claims, Enrollments and Changes
Processed On Time (I-3 - 3.2.3.1)

Name of Analytic on External Dashboard: HR - Benefits – Claims, Enrollments and Changes
Processed On Time (I-3 - 3.2.3.1)

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 97%, the SLI or PM is met

If the metric calculation is $<$ 97%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

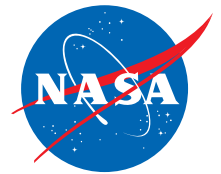
Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

Retirement Estimates

Document Version

V.2

Date Last Modified

DRAFT – updated metric

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: Retirement Estimates
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.3.2
Performance Area:	Retirement Estimates
SO/SME	HR Service Office Manager
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	TBD – updated metric
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of retirement estimate and package requests are completed within 15 business days; employees will be notified of any delays in processing due to complex service history.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR cases
 - b. Category: RETIREMENT SERVICES
 - c. Subcategory: ADDITIONAL ESTIMATES/NOT RETIRING, or
RETIREMENT ESTIMATE, or
FULL RETIREMENT ESTIMATE, or
PHASED RETIREMENT ESTIMATE
2. CALENDAR USED: NSSC Business Days
3. TRIGGER/START CONDITION: Retirement Estimate Case created
4. PAUSE CRITERIA: Case is in a Pending status
5. EXCLUSION CRITERIA: Case is Closed Incomplete
6. MET CONDITION: Completed less than 16 business days
7. FILTER CONDITION:
8. Additional Criteria:

- ACCEPTANCE CRITERIA: RO

Acceptance criteria Placement / Location:

Dashboard: P & U - Internal - HR Dashboard / P & U - HR Dashboard (Both internal & External)

Dashboard Tab: Retirements

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: HR Retirement Estimates Completed On Time (I-3-3.2.3.2)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR Retirement Estimates Completed On Time (I-3-3.2.3.2)

Dates to show trend:

created

Frequency:

Monthly

Breakdowns:

When drilling down on the bar graph: met/not met and center

SLI: (Formula)

Metric Calculation Percentage = sum of met count/sum of total count

If the metric calculation is $\geq 90\%$, the SLI is met

If the metric calculation is

The calculation % SLI is displayed and met or not met

Conditions:

Definition is Retirement Estimates Completed on Time

Created on Last Month

Value is not Excluded or Value is empty

Type of Visualization:

Bar Graph – Displays Count of Met/Not Met by Center for the Month

Trend Line – Placed above the Bar Graph

Breakdown the metric score by month for current FY to last month

Single Score – Placed to the top right margin of the analytic window

- Display current SLI score with Met or Not-Met

SLI Calculation – Placed above the existing Bar Graph

Breakdown the metric score by month for current FY to last month

y-axis should show the percentage on the left and the counts on the right

Also with the percentages being on the left, adjusting the percentage range to have the monthly SLI data points high on the chart.

Add a threshold line (for the SLI)

Hover over: 90% of retirement estimate and package requests are completed within 15 business days.
wasPlacement / Location:

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Retirements

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: HR Retirement Estimates Completed On Time (I-3-3.2.3.2)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR Retirement Estimates Completed On Time (I-3-3.2.3.2)

Dates to show trend:

created

Frequency:

Monthly

Breakdowns:

When drilling down on the bar graph: met/not met and center

SLI: (Formula)

Metric Calculation Percentage = sum of met count/sum of total count

If the metric calculation is $\geq 90\%$, the SLI is met

If the metric calculation is

The calculation % SLI is displayed and met or not met

Conditions:

Definition is Retirement Estimates Completed on Time

Created on Last Month

Value is not Excluded or Value is empty

Type of Visualization:

Bar Graph – Displays Count of Met/Not Met by Center for the Month

Trend Line – Placed above the Bar Graph

Breakdown the metric score by month for current FY to last month

Single Score – Placed to the top right margin of the analytic window

- Display current SLI score with Met or Not-Met

SLI Calculation – Placed above the existing Bar Graph

Breakdown the metric score by month for current FY to last month

y-axis should show the percentage on the left and the counts on the right

Also with the percentages being on the left, adjusting the percentage range to have the monthly SLI data points high on the chart.

Add a threshold line (for the SLI)

Hover over: 90% of retirement estimate and package requests are completed within 15 business days.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	HR Retirement Estimates Completed On Time (I-3 3.2.3.2)
Input Parameters	<p>Technical Design DEVELOPMENT:</p> <p>1. INDICATOR SOURCES a. P&U HR Scripted Metric Instances</p> <p>2. AUTOMATED INDICATORS A. INTERNAL 1. P&U INT HR Retirement Estimates - Monthly 2. P&U INT HR Retirement Estimates - Met - Monthly B. EXTERNAL 1. P&U EXT HR Retirement Estimates - Last Month 2. P&U EXT HR Retirement Estimates - Met - Last Month</p> <p>3. FORMULA INDICATORS A. INTERNAL 1. HR - Retirement Estimates Completed On Time >= 90% B. EXTERNAL 2. HR - Retirement Estimates Completed On Time >= 90%</p>
Output Parameters	<p>6. WIDGETS A. INTERNAL 1. HR Retirement Estimates Completed On Time (I-3-3.2.3.2) 2. Retirement Estimates - Monthly SLI 3. P&U HR Retirements Stoplight Scores Monthly</p>

	<p>B. EXTERNAL</p> <ol style="list-style-type: none">1. HR Retirement Estimates Completed On Time (I-3-3.2.3.2)2. Retirement Estimates - Monthly SLI3. P&U HR Retirements Stoplight Scores Monthly
--	--

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR Dashboard

Dashboard Group: Performance And Utilization - Internal

Dashboard Tab: Retirements

External2

Dashboard Name: P & U - HR Dashboard (Both internal & External)

Dashboard Group: Performance And Utilization (Both Internal & External)

Dashboard Tab: Retirements

Data Source Table: Metric

Name of Analytic on Internal Dashboard: HR Retirement Estimates Completed On Time (I-3-3.2.3.2)

Name of Analytic on External Dashboard: HR Retirement Estimates Completed On Time (I-3-3.2.3.2)

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 90%, the SLI or PM is met

If the metric calculation is $<$ 90%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

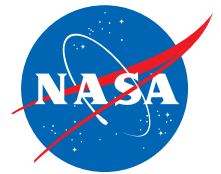
Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

Retirement Packages (DOI submission)

Document Version

V.2

Date Last Modified

DRAFT – Updated metric for new contract

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: Retirement Packages (DOI submission)
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.3.2
Performance Area:	Retirement Packages (DOI submission)
SO/SME	Human Resources Service Office Manager
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	95% of completed retirement packages shall be sent to DOI no later than 5 business days after completion of retirement action.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:

a. HR cases

b. Category: RETIREMENT SERVICES

c. Subcategory: RETIREMENT PACKAGE

PHASED RETIREMENT

FULL RETIREMENT

DISABILITY RETIREMENT

2. CALENDAR USED: NSSC Metric Days

3. TRIGGER/START CONDITION: Case Closed and Met <4 metric days from the Retirement Date or Date Complete Package Received whichever is greater to Date Package Sent to DOI on the HR Retirements Functional Detail

4. PAUSE CRITERIA: N/A

5. EXCLUSION CRITERIA:

Case Closed Incomplete or Case does not have a Retirement Functional Detail

6. MET CONDITION: Case Closed and Met <4 metric days from the Retirement Date or Date Complete Package Received whichever is greater to Date Package Sent to DOI on the HR Retirements Functional Detail

7. FILTER CONDITION:

8. Additional Criteria:

ACCEPTANCE CRITERIA: Acceptance criteria Placement / Location:

Dashboard: P & U - Internal - HR Dashboard / P & U - HR Dashboard (Both internal & External)

Dashboard Tab: Retirements

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: HR Retirement Packages (DOI Submission) (I-3-3.2.3.2)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR Retirement Packages (DOI Submission) (I-3-3.2.3.2)

Dates to show trend:

created

Frequency:

Monthly

Breakdowns:

When drilling down on the bar graph: met/not met and center

SLI: (Formula)

Metric Calculation Percentage = sum of met count/sum of total count

If the metric calculation is $\geq 95\%$, the SLI is met

If the metric calculation is

The calculation % SLI is displayed and met or not met

Conditions:

Definition is Retirement Estimates Completed on Time

Created on Last Month

Value is not Excluded or Value is empty

Type of Visualization:

Bar Graph – Displays Count of Met/Not Met by Center for the Month

Trend Line – Placed above the Bar Graph

Breakdown the metric score by month for current FY to last month

Single Score – Placed to the top right margin of the analytic window

- Display current SLI score with Met or Not-Met

SLI Calculation – Placed above the existing Bar Graph

Breakdown the metric score by month for current FY to last month

y-axis should show the percentage on the left and the counts on the right

Also with the percentages being on the left, adjusting the percentage range to have the monthly SLI data points high on the chart.

Add a threshold line (for the SLI)

Hover over: 95% of Retirement packages (DOI Submission) was Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Retirements

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: HR Retirement Packages (DOI Submission) (I-3-3.2.3.2)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR Retirement Packages (DOI Submission) (I-3-3.2.3.2)

Dates to show trend:

created

Frequency:

Monthly

Breakdowns:

When drilling down on the bar graph: met/not met and center

SLI: (Formula)

Metric Calculation Percentage = sum of met count/sum of total count

If the metric calculation is $\geq 95\%$, the SLI is met

If the metric calculation is

The calculation % SLI is displayed and met or not met

Conditions:

Definition is Retirement Estimates Completed on Time

Created on Last Month

Value is not Excluded or Value is empty

Type of Visualization:

Bar Graph – Displays Count of Met/Not Met by Center for the Month

Trend Line – Placed above the Bar Graph

Breakdown the metric score by month for current FY to last month

Single Score – Placed to the top right margin of the analytic window

- Display current SLI score with Met or Not-Met

SLI Calculation – Placed above the existing Bar Graph

Breakdown the metric score by month for current FY to last month

y-axis should show the percentage on the left and the counts on the right

Also with the percentages being on the left, adjusting the percentage range to have the monthly SLI data points high on the chart.

Add a threshold line (for the SLI)

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

Retirement Packages (NSSC CS review)

Document Version	V.2
Date Last Modified	8/10/22

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: Retirement Packages (NSSC CS review)
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.3.2
Performance Area:	Retirement Packages (NSSC CS review)
SO/SME	HR Service Office Manager
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0318187 / 03/27/2018
Approval – CS/SP	
Metrics Team Review	
Metric I-3	98% of retirement packages are sent to the CS HR Specialist to be reviewed/approved within 5 business days of receiving all documents required for a complete retirement package.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:

a. HR cases

b. Category: RETIREMENT SERVICES

c. Subcategory: RETIREMENT PACKAGE, PHASED RETIREMENT, FULL RETIREMENT, and DISABILITY RETIREMENT

2. CALENDAR USED: NSSC Metric Days

3. TRIGGER/START CONDITION: When the Date Complete Package Received field and the Date Package sent to L3 field is populated and saved on the FD form. If the fields are updated, then the metric is updated

4. PAUSE CRITERIA: N/A

5. EXCLUSION CRITERIA:

Case Closed Incomplete or Case does not have a Retirement Functional Detail

6. MET CONDITION: The Date Package Sent To L3 field on the Functional Detail is <6 business days of the Date Complete Package Received field from the Functional Detail.

7. FILTER CONDITION:

8. Additional Criteria:

ACCEPTANCE CRITERIA: GO

Civil Servant

Field changes*
2018-04-20 10:59:56

- Acceptance criteria Placement / Location:
Dashboard: P & U - Internal - HR PM Dashboard (Both internal & External)
Dashboard Tab: Retirements
Dashboard Group: Performance And Utilization - Internal (Both Internal & External)

Data Source Table: Metric [metric_instance]

Name of Analytic: HR - Retirements - Packages Sent to NSSC CS On Time (I-3 – 3.2.3.2)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR - Retirements - Packages Sent to NSSC CS On Time (I-3 – 3.2.3.2)

SLI Percentage Calculation:

If the metric calculation is =>98%, the PM is met

If the metric calculation is <98%, the PM is not met

Conditions:

Definition Name: Retirement Packages Sent to NSSC CS

Stoplight is displayed at the top of the Analytic

Created on Last Month

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

Hover Over Information: 98% of retirement packages are sent to the CS HR Specialist to be reviewed/approved within 5 business days of receiving all documents required for a complete retirement package.

Dashboard: P & U - Internal - HR PM Dashboard (Both internal & External)

Dashboard Tab: Retirements

Dashboard Group: Performance And Utilization - Internal (Both Internal & External)

Data Source Table: Metric [metric_instance]

Name of Analytic: HR - Retirements - Packages Sent to NSSC CS On Time (I-3 – 3.2.3.2)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR - Retirements - Packages Sent to NSSC CS On Time (I-3 – 3.2.3.2)

SLI Percentage Calculation:

If the metric calculation is $\geq 98\%$, the PM is met

If the metric calculation is $< 98\%$, the PM is not met

Conditions:

Definition Name:

Stoplight is displayed at the top of the Analytic

Created on Last Month

Type of Visualization: Retirement Packages Sent to NSSC CS

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

Hover Over Information: 98% of retirement packages are sent to the CS HR Specialist to be reviewed/approved within 5 business days of receiving all documents required for a complete retirement package.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	STRY0318187
Input Parameters	<p>DEVELOPMENT:</p> <ol style="list-style-type: none"> 1. INDICATOR SOURCES <ol style="list-style-type: none"> a. P&U HR Scripted Metric Instances 2. AUTOMATED INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. P&U INT HR Retirements - Packages Sent to NSSC CS On Time - Monthly 2. P&U INT HR Retirements - Packages Sent to NSSC CS On Time - Met - Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. P&U EXT HR Retirements - Packages Sent to NSSC CS On Time - Last Month 2. P&U EXT HR Retirements - Packages Sent to NSSC CS On Time - Met - Last Month 3. FORMULA INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - Retirements - Packages Sent to NSSC CS On Time - 98% B. EXTERNAL <ol style="list-style-type: none"> 2. HR - Retirements - Packages Sent to NSSC CS On Time - 98%
Output Parameters	<ol style="list-style-type: none"> 6. WIDGETS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - Retirements - Packages Sent to NSSC CS On Time (I-3 – 3.2.3.2) 2. Retirements - NSSC CS On Time - Monthly PM

	<p>B. EXTERNAL</p> <ol style="list-style-type: none">1. HR - Retirements - Packages Sent to NSSC CS On Time (I-3 – 3.2.3.2)2. Retirements - NSSC CS On Time - Monthly PM
--	---

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR PM Dashboard (Both internal & External)

Dashboard Group: Performance And Utilization - Internal (Both Internal & External)

Dashboard Tab: Retirements

External2

Dashboard Name: P & U - Internal - HR PM Dashboard (Both internal & External)

Dashboard Group: Performance And Utilization - Internal (Both Internal & External)

Dashboard Tab: Retirements

Data Source Table: Metric

Name of Analytic on Internal Dashboard: HR - Retirements - Packages Sent to NSSC CS On Time
(I-3 – 3.2.3.2)

Name of Analytic on External Dashboard: HR - Retirements - Packages Sent to NSSC CS On Time
(I-3 – 3.2.3.2)

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 98%, the SLI or PM is met

If the metric calculation is $<$ 98%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

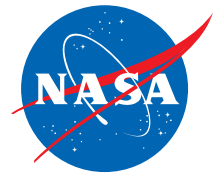
Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

Retirement Services Draft Retirement Forms Review

Document Version

V.2

Date Last Modified

07/21/2022 Proposed New Metric for
new Contract

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: TBD – This is a metric associated with the new contract and will go into effect at the same time as new the contract.

Description of Change: Addition of new metric for new contract.

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: Retirement Services Draft Retirement Forms Review
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.3.2
Performance Area:	Retirement Services Retirement Draft Retirement Forms Review
SO/SME	Human Resources Service Office Manager
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of draft retirement forms received are notified of receipt, reviewed and responded to with further instructions within 5 business days of receipt.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template Metrics and Utilization

ACCEPTANCE CRITERIA:

The metric is met if the "Date Draft Forms Received" field is within 5 business days of the "Date Draft Forms Reviewed".

ServiceNow Data – Metric Definition Template Metrics and Utilization

METRIC – 90% of draft retirement forms received are notified of receipt, reviewed and responded to with further instructions within 5 business days of receipt.:

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR cases:
 - b. Category: RETIREMENT SERVICES
 - c. Subcategory: retirement packages
2. CALENDAR USED: NSSC Metric Days
3. TRIGGER/START CONDITION: TBD The metric is met if the draft retirement forms received are notified of receipt, reviewed and responded to with further instructions and is closed complete within 5 business days of opening.
4. PAUSE CRITERIA: Case in Pending Status
5. EXCLUSION CRITERIA: Case is Closed Incomplete or expedited checkbox is false
6. MET CONDITION: The metric is met if the case is closed within 5 business days of opening.
7. FILTER CONDITION:
8. Additional Criteria:

- **ACCEPTANCE CRITERIA:**

Acceptance criteria Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Retirements

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal &

External)

Data Source Table: Metric [metric_instance]

Name of Analytic: HR - Retirement - Retirement Services draft retirement forms (I-3 - 3.2.3.2)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR - Retirement - Retirement Services draft retirement forms (I-3 - 3.2.3.2)

PM Formula:

Met: Completed within 5 metric days

Not/Met:

Conditions: Created on Last Month

Definition Name: Expedited Retirement Packages On Time

PM Percentage Calculation:

If the metric calculation is \Rightarrow 90%, the PM is met

If the metric calculation is $<$ 90%, the PM is not met

Stoplight is displayed at the top of the top of the Analytic

Transaction Count: N/A

Transaction Calculation Placed above the existing Bar Graph

Breakdown the count by month for current FY to last month

Counts on the Left axis

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

Hover Over Information: TBD 90% of draft retirement forms are completed with 5 business days

Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard

Dashboard Tab: Retirements

Dashboard Group: P & U - HR PM Dashboard

Data Source Table: Metric [metric_instance]

Name of Analytic: HR - Retirement - Retirement Services draft retirement forms (I-3 - 3.2.3.2)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR - Retirement - Retirement Services draft retirement forms (I-3 - 3.2.3.2)

PM Formula:

Met: Completed within 5 metric days

Not/Met:

Conditions: Created on Last Month

Definition Name: Expedited Retirement Packages On Time

PM Percentage Calculation:

If the metric calculation is \Rightarrow 90%, the PM is met

If the metric calculation is $<$ 90%, the PM is not met

Stoplight is displayed at the top of the top of the Analytic

Transaction Count: N/A

Transaction Calculation Placed above the existing Bar Graph
Breakdown the count by month for current FY to last month
Counts on the Left axis

Type of Visualization:

Bar Graph – Displays Count for the Month

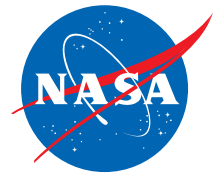
Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

Retirement Services Retirement Package Response

Document Version

V.2

Date Last Modified

07/21/2022 Proposed New Metric for
New Contract

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: TBD – This is a metric associated with the new contract and will go into effect at the same time as new the contract.

Description of Change: Addition of new metric for new contract.

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: Retirement Services Retirement Package Response
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.3.2
Performance Area:	Retirement Services Retirement Package Response
SO/SME	Human Resource Service Office Manager
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of retirement requests are responded to within 15 business days. Responded to includes providing the retirement estimate, certified summary of federal service and pre-populated forms with instructions.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template Metrics and Utilization

ServiceNow Data – Metric Definition Template Metrics and Utilization

METRIC – 90% of retirement requests are responded to within 15 business days.
Responded to includes providing the retirement estimate, certified summary of federal service and per-populated forms with instructions.

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR cases:
 - b. Category: RETIREMENT SERVICES
2. CALENDAR USED: NSSC Metric Days
3. TRIGGER/START CONDITION: date request received from employee
4. PAUSE CRITERIA: Case in Pending Status
5. EXCLUSION CRITERIA: Case is Closed Incomplete or expedited checkbox is false
6. MET CONDITION: Retirement requests are responded to within 15 business days. Responded to includes providing the retirement estimate, certified summary of federal service and per-populated forms with instructions.
7. FILTER CONDITION:
8. Additional Criteria:

- **ACCEPTANCE CRITERIA:**

- Acceptance criteria Placement / Location:
 - Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)
 - Dashboard Tab: Retirements
 - Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Data Source Table: Metric [metric instance]

Name of Analytic: HR - Retirement - Retirement Services Requests responded to (I-3 - 3.2.3.2)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR - Retirement - Retirement Services Requests responded to (I-3 - 3.2.3.2)

PM Formula:

Met: Completed within 15 metric days

Not/Met:

Conditions: Created on Last Month

Definition Name: Expedited Retirement Packages On Time

PM Percentage Calculation:

If the metric calculation is $\Rightarrow 90\%$, the PM is met

If the metric calculation is $< 90\%$, the PM is not met

Stoplight is displayed at the top of the top of the Analytic

Transaction Count: N/A

Transaction Calculation Placed above the existing Bar Graph

Breakdown the count by month for current FY to last month

Counts on the Left axis

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

Hover Over Information: TBD HR - Retirement - Retirement Services Requests responded to

○ Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard

Dashboard Tab: Retirements

Dashboard Group: P & U - HR PM Dashboard

Data Source Table: Metric [metric instance]

Name of Analytic: HR - Retirement - Retirement Services Requests responded to (I-3 - 3.2.3.2)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR - Retirement - Retirement Services Requests responded to (I-3 - 3.2.3.2)

PM Formula:

Met: Completed within 15 metric days

Not/Met:

Conditions: Created on Last Month

Definition Name: Expedited Retirement Packages On Time

PM Percentage Calculation:

If the metric calculation is $\Rightarrow 90\%$, the PM is met

If the metric calculation is $< 90\%$, the PM is not met

Stoplight is displayed at the top of the top of the Analytic

Transaction Count: N/A

Transaction Calculation Placed above the existing Bar Graph

Breakdown the count by month for current FY to last month

Counts on the Left axis

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

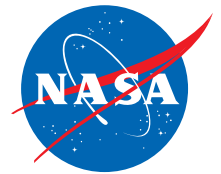
Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

Hover Over Information: HR - Retirement - Retirement Services Requests responded to

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

Retirement Services Retirement SCD

Document Version

V.2

Date Last Modified

07/21/2022 Proposed New Metric for
New Contract

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: TBD – This is a metric associated with the new contract and will go into effect at the same time as new the contract.

Description of Change: Addition of new metric for new contract.

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: Retirement Services Retirement SCD
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.3.2
Performance Area:	Retirement Services Retirement SCD
SO/SME	Human Resources Service Office Manager
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	95% of Retirement Service Computation Dates (SCD) shall be updated within 10 business days or receiving a request to update or upon discovering an incorrect retirement SCD.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template Metrics and Utilization

ACCEPTANCE CRITERIA:

The metric is met if the Retirement SCD case is closed within 10 business days of opening.

ServiceNow Data – Metric Definition Template Metrics and Utilization

METRIC #1 – Retirement action processed by COB next business day:

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR cases:
 - b. Category: RETIREMENT SERVICES
 - c. Subcategory: Verify SCD
2. CALENDAR USED: NSSC Metric Days
3. TRIGGER/START CONDITION: TBD The metric is met if the Retirement SCD case is closed within 10 business days of opening.
4. PAUSE CRITERIA: Case in Pending Status
5. EXCLUSION CRITERIA: Case is Closed Incomplete or expedited checkbox is false
6. MET CONDITION: The metric is met if the Retirement SCD case is closed within 10 business days of opening.
7. FILTER CONDITION:
8. Additional Criteria:

- ACCEPTANCE CRITERIA:

Acceptance criteria Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Retirements

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Data Source Table: Metric [metric instance]

Name of Analytic: HR - Retirement - Retirement Services SCD (I-3 - 3.2.3.2)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR - Retirement - Retirement Services SCD (I-3 - 3.2.3.2)

PM Formula:

Met: Completed within 10 metric days

Not/Met:

Conditions: Created on Last Month

Definition Name: Expedited Retirement Packages On Time

PM Percentage Calculation:

If the metric calculation is \Rightarrow 95%, the PM is met

If the metric calculation is $<$ 95%, the PM is not met

Stoplight is displayed at the top of the top of the Analytic

Transaction Count: N/A

Transaction Calculation Placed above the existing Bar Graph

Breakdown the count by month for current FY to last month

Counts on the Left axis

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

Hover Over Information: TBD 95% of retirement SCDs are completed with 10 business days

Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard

Dashboard Tab: Retirements

Dashboard Group: P & U - HR PM Dashboard

Data Source Table: Metric [metric instance]

Name of Analytic: HR - Retirement – Retirement Services SCD (I-3 - 3.2.3.2)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR - Retirement – Retirement Services SCD (I-3 - 3.2.3.2)

PM Formula:

Met: Completed within 10 metric days

Not/Met:

Conditions: Created on Last Month

Definition Name: Expedited Retirement Packages On Time

PM Percentage Calculation:

If the metric calculation is \Rightarrow 95%, the PM is met

If the metric calculation is $<$ 95%, the PM is not met

Stoplight is displayed at the top of the top of the Analytic

Transaction Count: N/A

Transaction Calculation Placed above the existing Bar Graph

Breakdown the count by month for current FY to last month
Counts on the Left axis

Type of Visualization:

Bar Graph – Displays Count for the Month

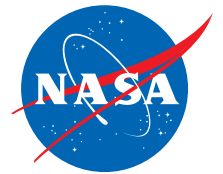
Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

On-Boarding In-Processing

Document Version V.2

Date Last Modified 7.28.2022 Draft Update metric

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions:

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: On-boarding/In-processing
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.3.3
Performance Area:	YES
SO/SME	HR Service Office Manager
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	TBD
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	97% of applicants/employees shall be contacted within 3 business days of job acceptance.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:

a. HR

b. Category: IN PROCESSING

c. Subcategory: First time fed, reemployed annuitant, reinstatement, and transfer

2. CALENDAR USED: NSSC Business Days

3. TRIGGER/START CONDITION: Initial Contact Date field saved on the In-Processing Functional Detail

4. PAUSE CRITERIA: N/A

5. EXCLUSION CRITERIA: N/A

6. MET CONDITION: The Initial Contact is within 3 business days of the job acceptance

7. FILTER CONDITION: N/A

8. Additional Criteria: N/A

ACCEPTANCE CRITERIA:

Placement / Location:

Dashboard: P & U - Internal - P&U HRSD In-Processing (Both internal & External)

Dashboard Tab: Notices, On-Boarding

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Data Source Table: Metric [metric_instance]

Name of Analytic:

HRSD - HR In-Processing Applicants/Employees Contacted on Time (I-3 - 3.2.3.3) (80 character limit)

HRSD - I HR In-Processing Applicants/Employees Contacted on Time (I-3 - 3.2.3.3)

Dates to show trend: Closed Last Month

Frequency: Monthly

Existing Reports: HR In-Processing Applicants/Employees Contacted on Time (I-3 - 3.2.3.3)

PM Formula:

Met: The Initial Contact field

Not/Met:

Conditions: Created on Last Month

Definition Name: In-Processing Contacted On Time

PM Percentage Calculation:If the metric calculation is $\geq 97\%$, the PM is metIf the metric calculation is $< 97\%$, the PM is not met

Stoplight is displayed at the top of the top of the Analytic

Transaction Count: N/A

Transaction Calculation Placed above the existing Bar Graph

Breakdown the count by month for current FY to last month

Counts on the Left axis

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

Hover Over Information: 97% of applicants/employees shall be contacted within 3 business days of job acceptance.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	Analytic: HR - HR In-Processing Applicants/Employees Contacted on Time (I-3 - 3.2.3.3)
Input Parameters	<ol style="list-style-type: none"> 1. P&U INT I17 Transactions SNTR 2. P&U INT I17 FY Transactions SNTR <p>B</p>

Output Parameters	<ul style="list-style-type: none">6. WIDGETS<ul style="list-style-type: none">A. INTERNAL<ul style="list-style-type: none">1. P&U INT I17 Transactions SNTR2. P&U INTI- I17 FY Transactions SNTR

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Dashboard Group: Performance And Utilization - Internal
Dashboard: P & U - Internal - HR Dashboard
Dashboard Tab: HR Transactions

Dashboard Group: Performance And Utilization - Internal
Dashboard: P & U - Internal - Overall
Transaction Tab: NSSC Transactions SNTR

Dashboard Group: Performance And Utilization
Dashboard: P & U - HR Dashboard
Dashboard Tab: HR Transactions

Dashboard Group: Performance And Utilization
Dashboard: P & U - Overall
Dashboard Tab: NSSC Transactions SNTR

Name of Analytic on Internal Dashboard: HR In-Processing Applicants/Employees
Contacted on Time (I-3 - 3.2.3.3)

Dates to show trend: Created on Last Month

Frequency: Monthly

PM Formula:

Met: The Initial Contact is within 3 business days

Not/Met:

Conditions: Created on Last Month

Definition Name:

Conditions:

Definition Name

PM Percentage Calculation:

If the metric calculation is $\Rightarrow 97\%$, PM is met

If the metric calculation is $<97\%$ the PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

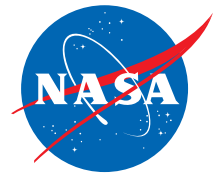
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right
Breakdown: Center & Met/Not Met
Add a threshold line (for the SLI)

- Hover Over Information: Transaction Count

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Civilian and Military Deposits - Processing

Document Version V.2

Date Last Modified

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: No change date

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions:

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: Civilian and Military Deposit Processing
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.3.4
Performance Area:	Civilian and Military Deposits
SO/SME	Human Resource Service Office Manager
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of deposit (military and civilian), voluntary contributions program, and/or redeposit shall be completed within 15 business days from the receipt of required documents.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR
 - b. Category: RETIREMENT SERVICES
 - c. Subcategory: MILITARY DEPOSITS or DEPOSITS/REDEPOSITS or Voluntary Contribution
2. CALENDAR USED: NSSC Business Days
3. TRIGGER/START CONDITION: Case is created
4. PAUSE CRITERIA: Case is in Pending status
5. EXCLUSION CRITERIA: Case is Closed Incomplete
6. MET CONDITION: Completed within 15 business days
7. FILTER CONDITION: N/A
8. Additional Criteria: N/A

ACCEPTANCE CRITERIA:

Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Info Materials & Military Deposits

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Data Source Table: Metric [metric_instance]

Name of Analytic: HR Retirements Military, Civilian and Voluntary Deposits On Time (I-3 3.2.3.4)

Dates to show trend: Metric Date on Last Month

Frequency: Monthly

Existing Reports: HR Retirements Military, Civilian and Voluntary Deposits On Time (I-3 3.2.3.4)

SLI Percentage Calculation:

If the metric calculation is $\geq 90\%$, the PM is met

If the metric calculation is $< 90\%$, the PM is not met

Conditions:

Definition Name: Military And Civilian Deposits On Time

Stoplight is displayed at the top of the Analytic

Created on Last Month

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

Hover Over Information: 90% of deposit (military and civilian), voluntary contributions program, and/or redeposit shall be completed within 15 business days from the receipt of required documents.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	Analytic: HR Retirements Military, Civilian and Voluntary Deposits On Time (I-3 3.2.3.4)
Input Parameters	<ul style="list-style-type: none">A. INTERNAL<ul style="list-style-type: none">1. P&U INT HR Retirements Military, Civilian and Voluntary Deposits On Time - Monthly2. P&U INT HR Retirements Military, Civilian and Voluntary Deposits On Time - Met - MonthlyB. EXTERNAL<ul style="list-style-type: none">1. P&U EXT HR Retirements Military, Civilian and Voluntary Deposits On Time - Last Month2. P&U EXT HR Retirements Military, Civilian and Voluntary Deposits On Time - Met - Last Month
Output Parameters	<ul style="list-style-type: none">A. INTERNAL<ul style="list-style-type: none">1. HR - Retirements Military, Civilian and Voluntary Deposits

	<ul style="list-style-type: none">On Time (I-3 3.2.3.4)<ul style="list-style-type: none">2. Deposits On Time - Monthly PMB. EXTERNAL<ul style="list-style-type: none">1. HR - Retirements Military, Civilian and Voluntary DepositsOn Time (I-3 3.2.3.4)<ul style="list-style-type: none">2. Deposits On Time - Monthly PM
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ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Info Materials & Military Deposits

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

External2

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Info Materials & Military Deposits

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Data Source Table

Name of Analytic on Internal Dashboard: HR Retirements Military, Civilian and Voluntary Deposits On Time (I-3 3.2.3.4)

Name of Analytic on External Dashboard:

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Percentage Calculation:

If the metric calculation is $\Rightarrow 90\%$, the PM is met

If the metric calculation is $< 90\%$, the PM is not met

Conditions:

Definition Name: Military And Civilian Deposits On Time

90% of deposit (military and civilian), voluntary contributions program, and/or redeposit shall be completed within 15 business days from the receipt of required documents.

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: 90% of deposit (military and civilian), voluntary contributions program, and/or redeposit shall be completed within 15 business days from the receipt of required documents.

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

HRIS User Support (fulfillment requests)

Document Version	V.2
Date Last Modified	04/12/2018

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information: no change

Effective Date of Change:

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I-3_FA_PWS Element_Metric: HRIS User Support (fulfillment requests)
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.4.5
Performance Area:	HRIS User Support (fulfillment requests)
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	YES
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0306949 / 03/07/2018
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of HRIS standard fulfillment requests are completed within 2 business days. Standard Fulfillment Requests are defined as tasks that have work instructions with clear guidance to perform the task.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:

a. HR cases

b. Category HRIS - ePBS

HRIS - GENERAL

HRIS – HRMES

HRIS – NAAS

HRIS – WICN

HRIS – NOPS

c. Subcategory AD-HOC REPORTS

2. CALENDAR USED

3. TRIGGER/START CONDITION: Task Created

4. PAUSE CRITERIA:

Task Status set to Pending or Task Assignment Group set to HR - HRIS L3

5. EXCLUSION CRITERIA: Task Status set to Cancelled

6. MET CONDITION: Task completed within 3 NSSC business days

7. FILTER CONDITION: HRIS User Support Adhoc Reports (accurate and current)

8. Additional Criteria:

- **ACCEPTANCE CRITERIA:**

Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: HRIS & LMS Oversight

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: HR - HRIS Standard Fulfillment Requests (I-3 3.2.4.5)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR - HRIS Standard Fulfillment Requests (I-3 3.2.4.5)

Dates to show trend: created

Frequency: Monthly

Breakdowns:

When drilling down on the bar graph: met, not met and center

SLI: (Formula)

Metric Calculation Percentage = sum of met count/sum of total count

If the metric calculation is $\geq 90\%$, the SLI is met

If the metric calculation is

The calculation % SLI is displayed and met or not met

Conditions:

Definition is HRIS Standard Fulfillment Requests or HRIS Standard Fulfillment

Created on Last Month

Value is not Excluded or Value is empty

Type of Visualization:

Bar Graph – Displays Count Met/Not Met by Center for the Month

Trend Line – Placed above the Bar Graph

Breakdown the metric score by month for current FY to last month

Single Score – Placed to the top right margin of the analytic window

- Display current SLI score with Met or Not-Met

SLI Calculation – Placed above the existing Bar Graph

Breakdown the metric score by month for current FY to last month

y-axis should show the percentage on the left and the counts on the right

Also with the percentages being on the left, adjusting the percentage range to have the monthly SLI data points high on the chart.

Add a threshold line (for the SLI)

Hover over: 90% of HRIS standard fulfillment requests are completed within 2 business days. Standard Fulfillment Requests are defined as tasks that have work instructions with clear guidance to perform the task.

was Placement / Location:

Dashboard: P&U Dashboard Internal

Dashboard Tab: HR Dashboard

Dashboard Group: HRIS & LMS Oversight

Name of Analytic: HR - HRIS Standard Fulfillment Requests (I-3 3.2.4.5)

Data Source: Table:

Metric[metric instance]

Existing Reports:

HR - HRIS Standard Fulfillment Requests (I-3 3.2.4.5)

Dates to show trend: created

Frequency: Monthly

Breakdowns:

When drilling down on the bar graph: met, not met and center

SLI: (Formula)

Metric Calculation Percentage = sum of met count/sum of total count

If the metric calculation is $\geq 90\%$, the SLI is met

If the metric calculation is

The calculation % SLI is displayed and met or not met

Conditions:

Definition is HRIS Standard Fulfillment Requests or HRIS Standard Fulfillment

Created on Last Month

Value is not Excluded or Value is empty

Type of Visualization:

Bar Graph – Displays Count Met/Not Met by Center for the Month

Trend Line – Placed above the Bar Graph

Breakdown the metric score by month for current FY to last month

Single Score – Placed to the top right margin of the analytic window

- Display current SLI score with Met or Not-Met

SLI Calculation – Placed above the existing Bar Graph

Breakdown the metric score by month for current FY to last month

y-axis should show the percentage on the left and the counts on the right

Also with the percentages being on the left, adjusting the percentage range to have the monthly SLI data points high on the chart.

Add a threshold line (for the SLI)

Hover over: 90% of HRIS standard fulfillment requests are completed within 2 business days. Standard Fulfillment Requests are defined as tasks that have work instructions with clear guidance to perform the task.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	HR - HRIS Ad-Hoc Report Requests (I-3 3.2.4.5)
Input Parameters	<ul style="list-style-type: none"> 1. INDICATOR SOURCES <ul style="list-style-type: none"> a. P&U HR Scripted Metric Instances 2. AUTOMATED INDICATORS <ul style="list-style-type: none"> A. INTERNAL <ul style="list-style-type: none"> 1. P&U INT HR HRIS Standard Fulfillment Requests - Monthly 2. P&U INT HR HRIS Standard Fulfillment Requests - Met - Monthly B. EXTERNAL <ul style="list-style-type: none"> 1. P&U EXT HR HRIS Standard Fulfillment Requests - Last Month 2. P&U EXT HR HRIS Standard Fulfillment Requests - Met - Last Month 3. FORMULA INDICATORS <ul style="list-style-type: none"> A. INTERNAL <ul style="list-style-type: none"> 1. HR - HRIS Standard Fulfillment Requests >= 90% B. EXTERNAL <ul style="list-style-type: none"> 2. HR - HRIS Standard Fulfillment Requests >= 90%
Output Parameters	<ul style="list-style-type: none"> 6. WIDGETS <ul style="list-style-type: none"> A. INTERNAL <ul style="list-style-type: none"> 1. HR - HRIS Standard Fulfillment Requests (I-3 3.2.4.5) 2. HRIS Standard Fulfillment Requests - Monthly PM B. EXTERNAL

- | | |
|--|---|
| | <ol style="list-style-type: none">1. HR - HRIS Standard Fulfillment Requests (I-3 3.2.4.5)2. HRIS Standard Fulfillment Requests - Monthly PM |
|--|---|

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR PM Dashboard

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization

Dashboard Tab: HRIS & LMS Oversight

External 2

Dashboard Name: P & U - Internal - HR PM Dashboard

Dashboard Group: Performance And Utilization

Dashboard Tab: HRIS & LMS Oversight

Data Source Table Metric[metric_instance]

Name of Analytic on Internal Dashboard: HR - HRIS Standard Fulfillment Requests (I-3 3.2.4.5)

Name of Analytic on External Dashboard: HR - HRIS Standard Fulfillment Requests (I-3 3.2.4.5)

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 90%, the SLI or PM is met

If the metric calculation is $<$ 90%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

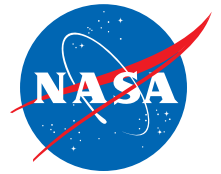
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

HRIS User Support (adhoc reports)

Document Version V.2.1

Date Last Modified 07/28/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information: no change

Effective Date of Change:

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I-3_FA_PWS Element_Metric: HRIS User Support (adhoc reports)
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.4.5
Performance Area:	HRIS User Support (adhoc reports)
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	YES
Contract Modification	
SN Story Number/Date Submitted	STRY0120248 / 01/02/2017
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of adhoc reports will be fulfilled within 3 business days upon validation of requirements from the civil servant.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:

a. HR cases

b. Category HRIS: ePBS

HRIS - GENERAL

HRIS – HRMES

HRIS – NAAS

HRIS – WICN

HRIS – NOPS

c. Subcategory: AD-HOC REPORTS

2. CALENDAR USED

3. TRIGGER/START CONDITION: Task Created

4. PAUSE CRITERIA:

5. EXCLUSION CRITERIA: Task Status set to Cancelled

6. MET CONDITION: Task completed within 3 NSSC business days

7. FILTER CONDITION: HRIS User Support Adhoc Reports (accurate and current)

8. Additional Criteria:

ACCEPTANCE CRITERIA:

Update the the HR - HRIS Ad-Hoc Report Requests (I-3 3.2.4.5) metric calculation and report in the following ways:

Metric calculation updates:

Current - Metric fires off of HRIS Cases and Catalog Tasks (TASK#).

New - The Metric fires only off of HRIS Cases, NOT Catalog Tasks (TASK#).

Note ONLY: The Service Catalog > NSSC HR Services Support Requests > HRIS Support Requests > HRIS Report Request form generates HRIS Cases with an AdHoc Report subcategory and assigns the case directly to HRIS L2.

Metric report update:

Current - Definition is HRIS User Support Adhoc Reports OR Definition is HRIS User Support Adhoc Reports Catalog.

New - Definition is HRIS User Support Adhoc Reports ONLY - Remove OR condition of HRIS User Support Adhoc Reports Catalog.

Note ONLY: The HR AdHoc Report Request form located in the Service Catalog > NSSC Services > IT - Applications/Systems > HR/HRIS Support subcategory has been removed. This is the only form that generates Catalog Tasks (TASK#) for HRIS AdHoc Reports.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	HR - HRIS Ad-Hoc Report Requests (I-3 3.2.4.5)
Input Parameters	
Output Parameters	

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ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name:

Dashboard Group:

Dashboard Tab:

External2

Dashboard Name:

Dashboard Group:

Dashboard Tab:

Data Source Table

Name of Analytic on Internal Dashboard:

Name of Analytic on External Dashboard:

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 90%, the SLI or PM is met

If the metric calculation is $<$ 90%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

eOPF Maintenance (eOPF documents)

Document Version V.2

Date Last Modified 07/22/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: eOPF Maintenance (eOPF documents)
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.5.1
Performance Area:	eOPF Maintenance (eOPF documents)
SO/SME	HR Service Officer Manager
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0318177 / 03/27/2018
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of documents will be filed in the employee's eOPF within 15 business days of receipt at the NSSC or after being processed by the NSSC.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR cases
 - b. Category eOPF Maintenance
 - c. Subcategory Modify eOPF-15 Days
2. CALENDAR USED NSSC Metric Days (excludes weekends, federal holidays and NSSC down days)
3. TRIGGER/START CONDITION: The metrics should start based upon date received
4. PAUSE CRITERIA: Pending task stops the clock.
5. EXCLUSION CRITERIA: Case status is changed to Closed Incomplete
6. MET CONDITION: Accumulated time between Start Condition and Stop Condition minus time in a Pause condition is less than 15 NSSC Metric days and Exclusion Criteria is not met.
7. FILTER CONDITION:
8. Additional Criteria:

ACCEPTANCE CRITERIA:

- Acceptance criteria Placement / Location:
 Dashboard: P & U - Internal - HR Dashboard / P & U - HR Dashboard (Both internal & External)
 Dashboard Tab: eOPF
 Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Data Source Table: Metric [metric instance]

Name of Analytic: HR - eOPF - Documents Filed On Time (I-3 - 3.2.5.1)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR - eOPF - Documents Filed On Time (I-3 - 3.2.5.1)

SLI Formula:

If the metric calculation is \Rightarrow 90% within 15 business days, the SLI is met

If the metric calculation is $<$ 90% within 15 business days, the SLI is not met

Conditions:

Definition Name: Documents Filed in Employees eOPF

Created on Last month

Value does not contain Excluded

OR Value is empty
 Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:
 Bar Graph – Displays Count for the Month
 Y-axis should show the percentage on the left and the counts on the right
 Breakdown: Center & Met/Not Met
 Add a threshold line (for the PM)

Hover Over Information: 9 **HR-eOPF-Documents filed On Time >= 90% INTERNAL**.waHR-eOPF-
 Documents filed On Time Dashboard: P & U - Internal - HR Dashboard
 Dashboard Tab: eOPF
 Dashboard Group: P & U - HR Dashboard

Data Source Table: Metric [metric instance]

Name of Analytic: HR - eOPF - Documents Filed On Time (I-3 - 3.2.5.1)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR - eOPF - Documents Filed On Time (I-3 - 3.2.5.1)

SLI Formula:
 If the metric calculation is \Rightarrow 90% within 15 business days, the SLI is met
 If the metric calculation is $<$ 90% within 15 business days, the SLI is not met
 Conditions:
 Definition Name: Documents Filed in Employees eOPF
 Created on Last month
 Value does not contain Excluded
 OR Value is empty
 Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:
 Bar Graph – Displays Count for the Month
 Y-axis should show the percentage on the left and the counts on the right
 Breakdown: Center & Met/Not Met
 Add a threshold line (for the PM)

Hover Over Information: **HR-eOPF-Documents filed On Time >= 90% INTERNAL**.

- Developer
- Requirement Readytruewasfalse
- Tester
- Update SetsFY18Q2R3-S1-HR-STRY0318177-P&U Deck eOPF Docs Filed-20180406-RO

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	HR - eOPF - Documents Filed On Time (I-3 - 3.2.5.1)
Input Parameters	<ol style="list-style-type: none"> 1. INDICATOR SOURCES <ol style="list-style-type: none"> a. P&U HR Scripted Metric Instances 2. AUTOMATED INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. P&U INT HR eOPF Documents Filed On Time - Monthly 2. P&U INT HR eOPF Documents Filed On Time - Met - Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. P&U INT HR eOPF Documents Filed On Time - Met - Monthly 2. P&U EXT HR eOPF Documents Filed On Time - Met - Last Month 3. FORMULA INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - eOPF - Documents Filed On Time >= 90% B. EXTERNAL <ol style="list-style-type: none"> 2. HR - eOPF - Documents Filed On Time >= 90%
Output Parameters	<ol style="list-style-type: none"> 6. WIDGETS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - eOPF - Documents Filed On Time (I-3 - 3.2.5.1) 2. eOPF Documents - Monthly SLI 3. P&U eOPF Stoplight Scores Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. HR - eOPF - Documents Filed On Time (I-3 - 3.2.5.1) 2. eOPF Documents - Monthly SLI 3. P&U eOPF Stoplight Scores Monthly

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ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR Dashboard / P & U - HR Dashboard

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization

Dashboard Tab: eOPF

External2

Dashboard Name: P & U - Internal - HR Dashboard / P & U - HR Dashboard

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization

Dashboard Tab: eOPF

Data Source Table Metric

Name of Analytic on Internal Dashboard: HR - eOPF - Documents Filed On Time (I-3 - 3.2.5.1)

Name of Analytic on External Dashboard: HR - eOPF - Documents Filed On Time (I-3 - 3.2.5.1)

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 90%, the SLI or PM is met

If the metric calculation is $<$ 90%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

eOPF Maintenance (OPF files)

Document Version V.2

Date Last Modified 07/22/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: eOPF Maintenance (OPF files)
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.5.1
Performance Area:	eOPF Maintenance (OPF files)
SO/SME	HR Service Office Manager
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0318178 / 03/27/2018
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of OPFs will be purged, validated, corrections completed and indexed in eOPF within 25 business days of receipt by the NSSC.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR cases
 - b. Category eOPF Maintenance
 - c. Subcategory Import OPF to eOPF
2. CALENDAR USED NSSC Business Days
3. TRIGGER/START CONDITION: The metrics should start based upon date received
4. PAUSE CRITERIA: Pending task stops the clock.
5. EXCLUSION CRITERIA: Case status is changed to Closed Incomplete
6. MET CONDITION: Accumulated time between Start Condition and Stop Condition minus time in a Pause condition is less than 25 NSSC Metric days and Exculsion Criteria is not met.
7. FILTER CONDITION:
8. Additional Criteria:

ACCEPTANCE CRITERIA:

- Acceptance criteria Placement / Location:
 Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)
 Dashboard Tab: eOPF & Financial Disclosure
 Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Data Source Table: Metric [metric instance]

Name of Analytic: HR - eOPF - Purged Validated and Indexed (I-3 - 3.2.5.1)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR - eOPF - Purged Validated and Indexed (I-3 - 3.2.5.1)

PM Percentage Calculation:

If the metric calculation is => 90% within 25 business days, the PM is met
 If the metric calculation is <90% within 25 business days, the PM is not met
 Conditions:

Definition Name: OPFs Purged Validated and Indexed
 Stoplight is displayed at the top of the top of the Analytic

PM Calculation Placed above the existing Bar Graph

Breakdown the count by month for current FY to last month
Counts on the Left axis

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met and by Center

Add a threshold line (for the PM)

Hover Over Information: 90% of OPFs will be purged, validated and indexed in eOPF within 25 business days of receipt by the NSSC.

Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard

Dashboard Tab: eOPF & Financial Disclosure

Dashboard Group: P & U - HR PM Dashboard

Data Source Table: Metric [metric instance]

Name of Analytic: HR - eOPF - Purged Validated and Indexed (I-3 - 3.2.5.1)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR - eOPF - Purged Validated and Indexed (I-3 - 3.2.5.1)

PM Percentage Calculation:

If the metric calculation is $\geq 90\%$ within 25 business days, the PM is met

If the metric calculation is $< 90\%$ within 25 business days, the PM is not met

Conditions:

Definition Name: OPFs Purged Validated and Indexed

Stoplight is displayed at the top of the top of the Analytic

PM Calculation Placed above the existing Bar Graph

Breakdown the count by month for current FY to last month

Counts on the Left axis

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met and by Center

Add a threshold line (for the PM)

Hover Over Information: 90% of OPFs will be purged, validated and indexed in eOPF within 25 business days of receipt by the NSSC.

- Update Sets FY18Q3R4-S1-HR-STRY0318178-P&U Deck eOPF PurgeValidatedIndexed-20180420-RO

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	HR - eOPF - Purged Validated and Indexed (I-3 - 3.2.5.1)
Input Parameters	<p>1. INDICATOR SOURCES</p> <p>a. P&U HR Scripted Metric Instances</p> <p>2. AUTOMATED INDICATORS</p> <p>A. INTERNAL</p> <p>1. P&U INT HR eOPF - Purged Validated and Indexed - Monthly</p> <p>2. P&U INT HR eOPF - Purged Validated and Indexed - Met - Monthly</p> <p>B. EXTERNAL</p> <p>1. P&U EXT HR eOPF - Purged Validated and Indexed - Last Month</p> <p>2. P&U EXT HR eOPF - Purged Validated and Indexed - Met - Last Month</p> <p>3. FORMULA INDICATORS</p> <p>A. INTERNAL</p> <p>1. HR - eOPF - Purged Validated and Indexed >= 90%</p> <p>B. EXTERNAL</p> <p>2. HR - eOPF - Purged Validated and Indexed >= 90%</p>
Output Parameters	<p>6. WIDGETS</p> <p>A. INTERNAL</p> <p>1. HR - eOPF - Purged Validated and Indexed (I-3 - 3.2.5.1)</p>

	<ul style="list-style-type: none">2. Purged Validated and Indexed - Monthly PMB. EXTERNAL1. HR - eOPF - Purged Validated and Indexed (I-3 - 3.2.5.1)2. Purged Validated and Indexed - Monthly PM
--	---

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR PM Dashboard

Dashboard Group: Performance And Utilization - Internal

Dashboard Tab: eOPF & Financial Disclosure

External2

Dashboard Name: P & U - HR PM Dashboard

Dashboard Group: Performance And Utilization

Dashboard Tab: eOPF & Financial Disclosure

Data Source Table Metric

Name of Analytic on Internal Dashboard: HR - eOPF - Purged Validated and Indexed (I-3 - 3.2.5.1)

Name of Analytic on External Dashboard: HR - eOPF - Purged Validated and Indexed (I-3 - 3.2.5.1)

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 90%, the SLI or PM is met

If the metric calculation is $<$ 90%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

NSSC ServiceNow – Human Resources Metrics and Utilization

PWS 3.2.5.2 – Personnel Action Request

Metric (SLI): 97% of personnel corrections and cancellation transactions that are received with all documentation by the NSSC will be processed within 2 pay periods.

Document Version	V.1
Date Last Modified	08/08/2022 Proposed New Metric for New Contract

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: TBD – This is a metric associated with the new contract and will go into effect at the same time as new the contract.

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element Metric: HRSD – PAR corrections and cancellations
Global Setting: Y/N	Yes
Functional Area:	Human Resources
PWS Section:	3.2.5.2
Performance Area:	Personnel Action Request
SO/SME	Human Resource Service Office Manager
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	NONE
I-3 Reportable	Yes
Contract Modification	N/A
SN Story Number/Date Submitted	TBD
SN PA Story/Date Submitted	
DEMAND #	
Metrics Team Review	
Metric I-3	97% of personnel corrections and cancellation transactions that are received with all documentation by the NSSC will be processed within 2 pay periods.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template – STATUS:

STORY #

DEFINITION NAME:

Description on metric definition: HRSD-PAR-Personnel Action Request Corrections and Cancellations Processing Timeliness – 97%

1. APPLIES TO:

- a. ServiceNow Module:** HRSD
- b. Category :** HR
- c. Subcategory :** PAR

2. CALENDAR USED: Standard Calendar

3. TRIGGER/START CONDITION:

Please update the following triggers on the BIDW - PAR - 1 – Corrections and Cancellations Processing Timeliness Categorization (HC) report & the BIDW - PAR - 1 - Utilization Categorization (HC):

- Received by NSSC
 - If correction or cancellation request is associated with a case from customer that generated from a record producer
- NSSC Receipt Date
 - Date case created (and assigned to NSSC) = ready for work (all approvals completed).

4. PAUSE CRITERIA/EXCLUSION CRITERIA: Case set to pending

5. BUSINESS CRITERIA:

Duration:

Created Business Rule:

'Set DBUS Ready State' to mark records 'Ready' to be pushed to DBUS when FPPS Transaction Number and Approval (u_hr_poc_approval) are populated.

Modified Business Rules:

'DBUS State to Pending on update' to exclude Personnel Action Request Cases.

Modified Script Include 'u_HRSD_PAPToDBUS' to:

- Remove check for specific services
- Pass the Approval Date as the Create Date, which in turn is used in BIDW as the received date.

(Note: Create Date was repurposed for this process. Create Date and Approval Date are the same for cases manually created and/or auto approved.)

- Pass an indicator that this case is catalog initiated, as applicable.
- Reformat transaction numbers entered as YY 9999999 to YYYY9999999 (the latter is how all transaction numbers come in from FPPS)
- Set nsr_status_desc to 'Closed' for case with the state of Closed Complete (needed for NBID processing) and to get the display value for all other states.

Created Fix Script 'Get FPPS Initial Receipt Dates' to capture all in-process cases, generated from a record producer which have an approval date and a fpps transaction number or any cases manually created from an employee or internal customer request. Mark these records as 'Ready' to be pushed to DBUS.

Modified DBUS table servicenow_owner.svcnow_hr_pap to add column 'catalog_initiated'. Modified DBUS view

servicenow_owner.svcnow_hr_pap_vw to add 'catalog_initiated'.

Modified BIDW table warehouse.rmdy_hr_activities to add column 'catalog_initiated'.

Modified BIDW package nssc_stage.load_rmdy_nsr_hr_acts_pkg to capture catalog initiated. Modified BIDW package

nssc_stage.load_fpps_data_pkg to

- Capture Receipt Data from ServiceNow case data

- Capture the related Case Number as the stat_hst_typ_desc

Created Client Script 'Check For Duplicate FPPS Transaction Num' to check for another case with the same transaction number. Displays message if another case found.

Created Script Include 'HRSDPARUtils_NSSCLibrary' with function to check for transaction number existing on another case. Called by Client Script Check For Duplicate FPPS Transaction Num.

Created Business Rule 'Check For Duplicate FPPS Transaction Num' to check for another case with the same

Additional Information:

transaction number and Aborts Action if found.

6. ADDITIONAL INFORMATION:

Received by NSSC

"if correction or cancellation action is associated with a case that generated from a record producer or any case associated with a FPPS transaction and the case is set to READY when created by customer, use as NSSC Receipt Date to be

captured for metrics reporting purposes. That would be the date that the case is assigned to a NSSC HR group.

11. FORMULA

TBD

ServiceNow Data – Metric Definition Template

Performance Analytics

TBD

Story Dependency: Metrics and Utilization Story Number: TBD

Name of Report: Personnel Action Request for Corrections and Cancellations Processing Timeliness (I-3 3.2.5.2)
SNTR due to HRSD Transition

Placement / Location: on the Internal and External dashboards – LIST ALL DASHBOARDS AND TABS

Internal

Dashboard Name: Performance and Utilization - Internal

Dashboard Group: P & U – Internal – HR Dashboard

Dashboard Tab: PAR

Dashboard Name: Performance and Utilization – Internal- Overall

Dashboard Group: P & U – Internal – Overall

Dashboard Tab:

External2

Dashboard Name: P&U - Overall

Dashboard Group: HR

Dashboard Tab: Scorecard by Month

Dashboard Name: P&U – HR Dashboard

Dashboard Group: SLI

Dashboard Tab: PAR

Name of Analytic on Internal Dashboard: HRSD-PAR-Personnel Action Request Corrections and Cancellations Processing Timeliness – 97%

Name of Analytic on External Dashboard: HRSD-PAR-Personnel Action Request Corrections and Cancellations Processing Timeliness – 97%

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met: If the metric calculation is $\geq 97\%$, the SLI is met

Not/Met: If the metric calculation is $< 97\%$, the SLI is not met

Conditions:

Definition Name: N/A

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI

97% of personnel corrections and cancellation transactions that are received with all documentation by the NSSC will be processed within 2 pay periods.

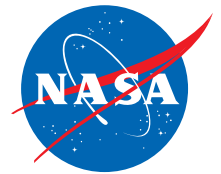
Global Settings:

Round up to nearest decimal point

APPENDIX A: PROCESS WORK INSTRUCTIONS – N/A

APPENDIX B: SERVICE NOW USER STORIES

TBD



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

PWS 3.2.5.2 – Personnel Action Processing

Metric (SLI): 97% of personnel transactions that are received at the NSSC by the established deadline are processed within 5 business days from the effective dates.

Document Version V.4

Date Last Modified 08/08/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics

Utilization

Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: 5/10/2022

Description of Change: HRSD PAP Metrics Story Timeliness & Utilization Metric Reports – Updates to Trigger

Please update the following triggers on the BIDW - PAP - 1 - Timeliness Categorization (HC) report & the BIDW - PAP - 1 - Utilization Categorization (HC):

- Received by NSSC
 - Current – if action is sent to SERVICE OFFICE MANAGER (SOM) PROC box.
 - New – if action is associated with a case that generated from a record producer with approval from Center.
- *Does Staffing reassign or create a new case? Staffing assigns their case to PAR.
- Late Action
 - Current – late if sent to SOM box after the due date.
 - New – late if case created after the due date. Only applies to center initiated actions (i.e. created by record producer).
- NSSC Receipt Date
 - Current – Date sent to SOM box.
 - New – Date case created (and assigned to NSSC) = ready for work (all approvals completed).

Contract Modification: N/A – HRSD Transition

Impact to existing Metrics/Utilization/Transactions: Change required for Metrics, Utilization and Transactions

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: 97% of personnel transactions that are received at the NSSC by the established deadline are processed within 5 business days from the effective dates.
Global Setting: Y/N	Yes
Functional Area:	Human Resources
PWS Section:	PWS 3.2.5.2
Performance Area:	Personnel Action Processing
SO/SME	Human Resource Service Office Manager
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	NONE
I-3 Reportable	Yes
Contract Modification	N/A - HRSD Transition
SN Story Number/Date Submitted	STRY0824459
SN PA Story/Date Submitted	STRY0800783
DEMAND #	DMND0004193
Metrics Team Review	
Metric I-3	Yes
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template Metrics and Utilization

STORY # **Metric Definition Template –**
STATUS:

DEFINITION NAME:

Description on metric definition: HRSD-PAR-Personnel Action Request Timeliness – 97%

1. APPLIES TO:

- a. **ServiceNow Module:** HRSD
- b. **Category :** HR
- c. **Subcategory :** PAP

2. CALENDAR USED: Standard Calendar

3. TRIGGER/START CONDITION:

Please update the following triggers on the BIDW - PAR - 1 - Timeliness Categorization (HC) report & the BIDW - PAP - 1 - Utilization Categorization (HC):

- Received by NSSC
 - o New – if action is associated with a case that generated from a record producer with approval from Center.
- *Does Staffing reassign or create a new case? Staffing assigns their case to PAR.
- Late Action
 - o New – late if case created after the due date. Only applies to center initiated actions (i.e. created by record producer).
- NSSC Receipt Date
 - o New – Date case created (and assigned to NSSC) = ready for work (all approvals completed).

4. PAUSE CRITERIA/EXCLUSION CRITERIA:

'DBUS State to Pending on update' to exclude Personnel Action Request Cases.

5. BUSINESS CRITERIA:

Duration:

Created Business Rule:

'Set DBUS Ready State' to mark records 'Ready' to be pushed to DBUS when FPPS Transaction Number and Approval (u_hr_poc_approval) are populated.

Modified Business Rules:

'DBUS State to Pending on update' to exclude Personnel Action Request Cases.

Modified Script Include 'u_HRSD_PAPToDBUS' to:

- Remove check for specific services
- Pass the Approval Date as the Create Date, which in turn is used in BIDW as the received date.
(Note: Create Date was repurposed for this process. Create Date and Approval Date are the same for cases manually created and/or auto approved.)
- Pass an indicator that this case is catalog initiated, as applicable.
- Reformat transaction numbers entered as YY 9999999 to YYYY9999999 (the latter is how all transaction numbers come in from FPPS)
- Set nsr_status_desc to 'Closed' for case with the state of Closed Complete (needed for NBID processing) and to get the display value for all other states.

Created Fix Script 'Get FPPS Initial Receipt Dates' to capture all in-process cases, generated from a record producer which have an approval date and a fpps transaction number. Mark these records as 'Ready' to be pushed to DBUS.

Modified DBUS table servicenow_owner.svcnow_hr_pap to add

column 'catalog_initiated'. Modified DBUS view

servicenow_owner.svcnow_hr_pap_vw to add 'catalog_initiated'.

Modified BIDW table warehouse.rmdy_hr_activities to add column 'catalog_initiated'.

Modified BIDW package nssc_stage.load_rmdy_nsr_hr_acts_pkg to

capture catalog initiated. Modified BIDW package

nssc_stage.load_fpps_data_pkg to

- Stop Loading Receipt Data from FPPS and to Start capturing Receipt Data from ServiceNow case data
- Capture the related Case Number as the stat_hst_typ_desc

Created Client Script 'Check For Duplicate FPPS Transaction Num' to check for another case with the same transaction number. Displays message if another case found.

Created Script Include 'HRSDPARUtils_NSSCLibrary' with function to check for transaction number existing on another case. Called by Client Script Check For Duplicate FPPS Transaction Num.

Created Business Rule 'Check For Duplicate FPPS Transaction Num' to check for another case with the same

Additional Information:

transaction number and Aborts Action if found.

6. ADDITIONAL INFORMATION:

Received by NSSC

Uncertain what 'with approval from Center' means.

"if action is associated with a case that generated from a record producer with approval from Center."

Is this to say case that generated from a record producer that had to go through an approval process? Or is one of the approvals considered to be 'from Center'? (when case is set to "Ready." A case is considered APPROVED by

the center either when the case goes through the approval workflow, OR when the HR POC bypasses the approval workflow. The case is set to READY when it is APPROVED by the center.)

NSSC Receipt Date

This should apply to the cases captured above as "Received by NSSC". If "Received by NSSC" is yes based on

Work notes:

Notes

above then "NSSC Receipt Date" needs to be captured for metrics reporting purposes. That would be the date that the case is assigned to a NSSC HR group.

11. FORMULA

$$\left(\frac{[[P\&U\ INT\ HRSD\ Personnel\ Action\ Processing\ Timeliness - Met - Monthly]]}{[[P\&U\ INT\ HRSD\ Personnel\ Action\ Processing\ Timeliness - Monthly]]} \right) * 100$$

Technical Design

METRIC DEFINITION:

<
Indicator - P&U INT HRSD Personnel Action Processing Timeliness - Met - Monthly [Automated view*]

Source
Additional conditions
Access control
Other
Collect breakdown matrix
Collection periods
Forecasting
Statistics exclusion

Facts table
BIDW FPPS combined data [u_bidw_fpps_combined_data]
[Show Schema Map](#)

Conditions
Add Filter Condition
Add "OR" Clause

All of these conditions must be met

Show Related Fields
AND
OR
X

Keywords
NOT LIKE
HR
AND
OR
X

Keywords
>
0
AND
OR
X

Keywords
are
Met Metric - Green
AND
OR
X

OR all of these conditions must be met

Keywords
on
This month@javascript:gs.l
AND
OR
X

Keywords
Like
HR
AND
OR
X

Keywords
>
0
AND
OR
X

Keywords
are
Met Metric - Green
AND
OR
X

<
Indicator - P&U INT HRSD Personnel Action Processing Timeliness - Monthly [Automated view*]

Source
Additional conditions
Access control
Other
Collect breakdown matrix
Collection periods
Forecasting
Statistics exclusion

Facts table
BIDW FPPS combined data [u_bidw_fpps_combined_data]
[Show Schema Map](#)

Conditions
Add Filter Condition
Add "OR" Clause

All of these conditions must be met

Show Related Fields
AND
OR
X

Keywords
NOT LIKE
HR
AND
OR
X

Keywords
>
0
AND
OR
X

OR all of these conditions must be met

Keywords
on
This month@javascript:gs.l
AND
OR
X

Keywords
Like
HR
AND
OR
X

Keywords
>
0
AND
OR
X

DEVELOPMENT:

Update Sets:

HR_STRY0824459_Core_BIDWPAPMetric_20220203_keh

HR_STRY0824459_Core_BIDWPAPMetric_ClientScript_20220203_keh (DO

Push Instructions:

NOT BATCH THIS UPDATE SET)

HR_STRY0824459_Core_BIDWPAPMetric_BusinessRule_20220203_keh (DO

NOT BATCH THIS UPDATE SET)

SA Instructions:

Run Fix Script: Get FPPS Initial

Receipt Dates DBA Instructions

(scripts checked into TFS - 35683)

DBUS - run scripts:

dbus_svcnow_hr_pap_add_catalog_initita

ted_column.sql

servicenow_owner.svcnow_hr_pap_vw.s

ql

BIDW - run scripts:

rmdy_hr_activities_add_catalog_initia

Validation Steps:

ted_column.sql

load_rmdy_nsr_hr_acts_pkg.sql

load_fpps_data_pks.sql

ServiceNow Data – Metric Definition Template

Performance Analytics

STRY0800783

Story Dependency: Metrics and Utilization Story Number: STRY0824459

Name of Report: Personnel Action Processing Timeliness (I-3 3.2.5.2) SNTR due to HRSD Transition

Placement / Location: on the Internal and External dashboards – LIST ALL DASHBOARDS AND TABS

Internal

Dashboard Name: Performance and Utilization - Internal

Dashboard Group: P & U – Internal – HR Dashboard

Dashboard Tab: PAP

Dashboard Name: Performance and Utilization – Internal- Overall

Dashboard Group: P & U – Internal – Overall

Dashboard Tab:

External2

Dashboard Name: P&U - Overall

Dashboard Group: HR

Dashboard Tab: Scorecard by Month

Dashboard Name: P&U – HR Dashboard

Dashboard Group: SLI

Dashboard Tab: PAP

Name of Analytic on Internal Dashboard: HRSD-PAR-Personnel Action Request Timeliness – 97%

Name of Analytic on External Dashboard: HRSD-PAR-Personnel Action Request Timeliness – 97%

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met: If the metric calculation is $\geq 97\%$, the SLI is met

Not/Met: If the metric calculation is $< 97\%$, the SLI is not met

Note: Data Source Table: STRY0800125

Conditions:

Definition Name: N/A

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI

97% of personnel transactions that are received at the NSSC by the established deadline are processed within 5 business days

Global Settings:

Round up to nearest decimal point

APPENDIX A: PROCESS WORK INSTRUCTIONS – N/A

APPENDIX B: SERVICE NOW USER STORIES

METRIC: STRY0824459

Report Title: Story Details

Run Date and Time: 25-07-2022 10:22:57 Central Daylight Time

Run by:

Table name: mm_story

Story			
Number:	STRY0824459	Release:	FY22Q1R15 - HR - HRSD - Stabilization - STRY0824459
Priority:	2 - High		
Status(state):	Complete	Sprint:	FY22Q1R15 - HR - HRSD - Stabilization - STRY0824459 - Sprint 1
Story Points:	20		
ITPMB Priority Fiscal year quarter:		Product:	HRSD ServiceNow Development
ITPMB Priority ITPMB Rank/Center Priority:	HR - HRSD - Personnel Action Processing FY22Q1	Type:	false
Demand Name:		Improvement:	10-05-2022 15:20:37
Demand ITPMB Priority Target:		Assignment Group:	
Demand ITPMB Rank/Center Priority:		Assigned to:	
		Closed:	
Blocked:			
false			
Blocked reason:			
Expedite:			
false			
Expedite Reason:			
License Review:			
false			
Short Description:			
HRSD – PAP – Metric Story: Timeliness & Utilization Metric Reports - Updates to triggers			
Parent:			
SPNT0012065			
Parent Parent:			
RLSE0011624			

Text	
User Story:	
As an HR Professional, I need to update some of the triggers on the Timeliness & Utilization reports.	
Acceptance criteria:	

Please update the following triggers on the BIDW - PAP - 1 - Timeliness Categorization (HC) report & the BIDW - PAP - 1 - Utilization Categorization (HC):

- Received by NSSC
 - o Current – if action is sent to Kellie Noel PROC box.
 - o New – if action is associated with a case that generated from a record producer with approval from Center.
- *Does Staffing reassign or create a new case? Per marsha, Staffing assigns their case to PAR.
- Late Action
 - o Current – late if sent to Kellie Noel box after the due date.
 - o New – late if case created after the due date. Only applies to center initiated actions (i.e. created by record producer).
- NSSC Receipt Date
 - o Current – Date sent to Kellie Noel box.
 - o New – Date case created (and assigned to NSSC) = ready for work (all approvals completed).

Analysis Notes:

Preliminary Technical Design:

Technical Design:

Email Correspondence attached.

YES, check for duplicate transaction, on save, is wonkey. Kept in separate update set such that easily can be pulled if customer does not like.

Created Business Rule:

'Set DBUS Ready State' to mark records 'Ready' to be pushed to DBUS when FPPS Transaction Number and Approval (u_hr_poc_approval) are populated.

Modified Business Rules:

'DBUS State to Pending on update' to exclude Personnel Action Processing Cases.

Modified Script Include 'u_HRSD_PAPToDBUS' to:

- Remove check for specific services
- Pass the Approval Date as the Create Date, which in turn is used in BIDW as the received date.
(Note: Create Date was repurposed for this process. Create Date and Approval Date are the same for cases manually created and/or auto approved.)
- Pass an indicator that this case is catalog initiated, as applicable.
- Reformat transaction numbers entered as YY 9999999 to YYYY9999999 (the latter is how all transaction numbers come in from FPPS)
- Set nsr_status_desc to 'Closed' for case with the state of Closed Complete (needed for NBID processing) and to get the display value for all other states.

Created Fix Script 'Get FPPS Initial Receipt Dates' to capture all in-process cases, generated from a record producer which have an approval date and a fpps transaction number. Mark these records as 'Ready' to be pushed to DBUS.

Modified DBUS table servicenow_owner.svcnow_hr_pap to add column 'catalog_initiated'.

Modified DBUS view servicenow_owner.svcnow_hr_pap_vw to add 'catalog_initiated'.

Modified BIDW table warehouse.mdy_hr_activities to add column 'catalog_initiated'.

Modified BIDW package nssc_stage.load_rmdy_nsr_hr_acts_pkg to capture catalog initiated.

Modified BIDW package nssc_stage.load_fpps_data_pkg to

- Stop Loading Receipt Data from FPPS and to Start capturing Receipt Data from ServiceNow case data
- Capture the related Case Number as the stat_hst_typ_desc

Created Client Script 'Check For Duplicate FPPS Transaction Num' to check for another case with the same transaction number. Displays message if another case found.

Created Script Include 'HRSDPARUtils_NSSCLibrary' with function to check for transaction number existing on another case. Called by Client Script Check For Duplicate FPPS Transaction Num.

Created Business Rule 'Check For Duplicate FPPS Transaction Num' to check for another case with the same transaction number and Aborts Action if found.

Additional Information:

Received by NSSC

Uncertain what 'with approval from Center' means.

"if action is associated with a case that generated from a record producer with approval from Center."

Is this to say case that generated from a record producer that had to go through an approval process? Or is one of the approvals considered to be 'from Center'? (when case is set to "Ready." A case is considered APPROVED by the center either when the case goes through the approval workflow, OR when the HR POC bypasses the approval workflow. The case is set to READY when it is APPROVED by the center.)

NSSC Receipt Date

Should this also only apply to cases generated from a record producer? Or for any case associated with a FPPS transaction?

This should apply to the cases captured above as "Received by NSSC". If "Received by NSSC" is yes based on above then "NSSC Receipt Date" needs to be captured for metrics reporting purposes. That would be the date that the case is assigned to a NSSC HR group.

Work notes:

Notes

Work notes:

Classification

Functional Area:	HR	Classification Ready:	true
Team:	HR	Requirement Ready:	true
Team function:	HR-Personnel Action Processing	Technical Design Ready:	true
Theme:	HRSD - RPA/HRA Staffing	Sizing Ready:	true
Nature:	Metrics/KPI/SLA	Charge Group:	D&E

Actors

Author:

civil servant

Business Analyst:

Developer:

KRISTINE HUNSTAD

Functional Testers:

Subject Matter Experts:

Development

Update Sets:

HR_STRY0824459_Core_BIDWPAPMetric_20220203_keh

HR_STRY0824459_Core_BIDWPAPMetric_ClientScript_20220203_keh (DO NOT BATCH THIS UPDATE SET)

HR_STRY0824459_Core_BIDWPAPMetric_BusinessRule_20220203_keh (DO NOT BATCH THIS UPDATE SET)

Push Instructions:

SA Instructions:

Run Fix Script: Get FPPS Initial Receipt Dates

DBA Instructions (scripts checked into TFS - 35683)

DBUS - run scripts:

dbus_svcnow_hr_pap_add_catalog_initiated_column.sql

servicenow_owner.svcnow_hr_pap_vw.sql

BIDW - run scripts:

rmdy_hr_activities_add_catalog_initiated_column.sql

load_rmdy_nsr_hr_acts_pkg.sql

load_fpps_data_pks.sql

Validation Steps:

Existence of
Business Rule:
'Set DBUS Ready State' to mark records 'Ready' to be pushed to DBUS when FPPS Transaction Number and Approval (u_hr_poc_approval) are populated.

Business Rules:
'DBUS State to Pending on update' to exclude Personnel Action Processing Cases.

Script Include 'u_HRSD_PAPToDBUS'

Fix Script 'Get FPPS Initial Receipt Dates' executed

Client Script 'Check For Duplicate FPPS Transaction Num'

Script Include 'HRSDPARUtils_NSSCLibrary'

Business Rule 'Check For Duplicate FPPS Transaction Num'

Modified DBUS table servicenow_owner.svcnow_hr_pap to add column 'catalog_initiated'.
Modified DBUS view servicenow_owner.svcnow_hr_pap_vw to add 'catalog_initiated'.
Modified BIDW table warehouse.rmdy_hr_activities to add column 'catalog_initiated'.
Modified BIDW package nssc_stage.load_rmdy_nsr_hr_acts_pkg to capture catalog initiated.
Modified BIDW package nssc_stage.load_fpps_data_pkg to

Client Script 'Check For Duplicate FPPS Transaction Num'

Script Include 'HRSDPARUtils_NSSCLibrary'

Business Rule 'Check For Duplicate FPPS Transaction Num'

Design/Code Review Notes:
DR done, possible data load doc updates

Related Records

Enhancement:

Legacy/OOB

Legacy Functionality:

OOB Functionality:

Related List Title: Scrum task List
Table name: rm_scrum_task
Query Condition : Story = STRY0824459 **Sort**
Order: Number in ascending order

▲ Number	Task Description	Short Description	Type	Status(state)	Assignment Group	Assigned to	Updated
STSK0098004	refinement	Refinement	Analysis	Complete			26-10-2021 13:47:01
STSK0098101	estimation	Estimation	Analysis	Complete			28-10-2021 13:42:06
STSK0098345	development	Development	Development	Complete		Developer	18-02-2022 13:11:52
STSK0098346	documentation	Documentation	Development	Complete		Developer	26-02-2022 12:48:42
STSK0098347	business_analyst	Business Analyst	Analysis	Draft			28-10-2021 13:42:07
STSK0104595	peer_review	Peer Review	Analysis	Complete		Developer	22-02-2022 15:48:05
STSK0104714	push_to_qa	Push to QA	Development	Complete		Developer	23-02-2022 08:01:22
STSK0104729	setup_test_automation	Setup Testing Automation	Testing	Ready			23-02-2022 08:01:24
STSK0104730	story_testing	Story Testing	Testing	Complete	HR QA	Developer	23-03-2022 15:20:50
STSK0106867	sprint_review	Sprint Review	Analysis	Complete		Developer	05-04-2022 13:48:03
STSK0107624	pending_deploym	Pending	Deve	Complete			10-05-2022 15:20:38

Performance Analytics STRY0800783

Report Title: Story Details
Run Date and Time: 25-07-2022 10:27:06 Central Daylight Time
Run by:
Table name: mm_story

Story			
Number:	STRY0800783	Release:	FY21Q4R11 - HR ServiceNow - PAP R3
Priority:	4 - Low		
Status(state):	Complete	Sprint:	FY21Q4R11 - HR ServiceNow - PAP R3 - Sprint 1
Story Points:	13		
ITPMB Priority Fiscal year quarter:		Product:	HRSD ServiceNow
ITPMB Priority ITPMB Rank/Center Priority:		Type:	Development
		Improvement:	false
Demand Name:	HR - HRSD - Personnel Action Processing	Assignment Group:	
Demand ITPMB Priority Target:	FY22Q1	Assigned to:	27-10-2021 10:30:42
Demand ITPMB Rank/Center Priority:		Closed:	
Blocked:			
false			
Blocked reason:			
Expedite:			
false			
Expedite Reason:			
License Review:			
false			
Short Description:			
Performance Analytic: a new analytic for HR - Personnel Action Processing Timeliness (I-3 3.2.5.2) SNTR due to HRSD Transition			
Parent:			
SPNT0011890			
Parent Parent:			
RLSE0011500			
Text			
User Story:			
As a member of the Metrics team I am requesting a new Performance Analytic due to the HRSD Transition for HR - Personnel Action Processing Timeliness (I-3 3.2.5.2) SNTR			
Acceptance criteria:			

Placement / Location:

Internal

Dashboard: Performance and Utilization - Internal

Dashboard Group: P & U – Internal – HR Dashboard

Dashboard Tab: PAP

External

Dashboard: Performance and Utilization

Dashboard Group: P & U – HR Dashboard

Dashboard Tab: PAP

Data Source Table: STRY0800125

Name of Analytic: (internal) HR - Personnel Action Processing Timeliness (I-3 - 3.2.5.2) SNTR

(external) HR - Personnel Action Processing Timeliness SNTR

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports:

SLI Percentage Calculation:

If the metric calculation is $\geq 97\%$, the SLI is metIf the metric calculation is $< 97\%$, the SLI is not met

Conditions:

Definition Name: N/A

Stoplight is displayed at the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: 97% of personnel transactions that are received at the NSSC by the established deadline are processed within 5 business days from the effective date.

Analysis Notes:**Preliminary Technical Design:****Technical Design:**

Final TD:

Created the indicators on indicator source 'P&U BIDW FPPS Combined Data'

Internal Dashboard...

Created automatic indicators:

- 'P&U INT HRSD Personnel Action Processing Timeliness - Met - Monthly'
- 'P&U INT HRSD Personnel Action Processing Timeliness - Monthly'

Created formulate indicator for internal called 'HRSD - PAP - Personnel Action Processing Timeliness- 97%'

Created widget configurations on internal dashboard:

- 'HR - Personnel Action Processing Timeliness (I-3 - 3.2.5.2) SNTR'

On widget configuration mirrored legacy widget for widget target and thresholds

- 'PAP Timeliness – Monthly SLI' (score/dial widget)

For Stoplight Scores, created formula indicator 'HRSD - PAP - Personnel Action Processing Timeliness - 97%' and added to indicator groups 'P&U INT HR PAP', 'P&U INT HR Dashboard', and 'P&U INT - Overall'.

External Dashboard...

Created automatic indicators:

- 'P&U EXT HRSD Personnel Action Processing Timeliness - Met – Last Month'
- 'P&U EXT HRSD Personnel Action Processing Timeliness - Last Month'

Created formulate indicator for external dashboard called 'HRSD - PAP - Personnel Action Processing Timeliness- 97%'

Created widget configurations on external dashboard:

- 'HR - Personnel Action Processing Timeliness SNTR'

On widget configuration mirrored legacy widget for widget target and thresholds

- 'PAP Timeliness – Monthly' (score/dial widget)

For Stoplight Scores, created formula indicator 'HRSD - PAP - Personnel Action Processing Timeliness - 97%' and added to indicator groups 'P&U EXT HR PAP', 'P&U EXT HR Dashboard', and 'P&U EXT - Overall'.

Made additional updates following QA testing. Updates made on update set version 2:

Modified automatic indicators by selecting checkbox labelled 'Collect records' to allow show records button to display on dashboard indicators

Centered internal dashboard widget title

Additional functional findings in TEST led to additional update set versions for fix

Centered widget titles on internal dashboard

Re-created HRSD stoplight widgets

included on update sets:

HR_STRY0800783_Global_PA_PAP_Timeliness_dashboard_unload_20211006

HR_STRY0800783_Global_PA_PAP_Timeliness_SNTR_due_20210921_MH_4

HR_STRY0800783_Global_PA_PAP_Timeliness_SNTR_due_20210921_MH_5

Original TD:

"Update Conditions on 'P&U HR Scripted Metric Instances' Indicator Source to contain metric definition mentioned in story

Create Automated Indicators for Monthly and Monthly Met

Create Formula Indicator (s) of (Met / Monthly automated indicators) * 100

Create Bar + Line (met/not met) Charts and place on the correct dashboard tab

Add request indicators to main tab along with the specified tab for stoplight scores

remember to include instructions to have an SA (or you if in QA) manually add the widget to the dashboard when moving environments"

Use colors same as legacy

Additional Information:

Work notes:

24-09-2021 11:30:57 - (Work notes)

PA Collection Jobs may need to be re-run for reports to display

21-09-2021 12:40:47 - (Work notes) During update set

push...

Accept all remote updates

Notes

Work notes:

24-09-2021 11:30:57 - (Work notes)

PA Collection Jobs may need to be re-run for reports to display

21-09-2021 12:40:47 - (Work notes) During update set

push...

Accept all remote updates

Classification

Functional Area:	HR	Classification Ready:	true
Team:	HR	Requirement Ready:	false
Team function:	PMO-Quality	Technical Design Ready:	false
Theme:		Sizing Ready:	true
Nature:	Metrics/KPI/SLA	Charge Group:	D&E

Actors

Author:

Business Analyst:

Developer:

Mitchell Hale

Functional Testers:

Subject Matter Experts:

Development

Update Sets:

HR_STRY0800783_Global_PA_Internal_HR_Dashboard_Load_20210921_MH_2
 HR_STRY0800783_Global_PA_External_HR_Dashboard_Load_20210921_MH_2
 HR_STRY0800783_Global_PA_PAP_Timeliness_SNTR_due_20210921_MH
 HR_STRY0800783_Global_PA_PAP_Timeliness_SNTR_due_20210921_MH_2
 HR_STRY0800783_Global_PA_PAP_Timeliness_SNTR_due_20210921_MH_3
 HR_STRY0800783_Global_PA_PAP_Timeliness_dashboard_unload_20211006
 HR_STRY0800783_Global_PA_PAP_Timeliness_SNTR_due_20210921_MH_4
 HR_STRY0800783_Global_PA_PAP_Timeliness_SNTR_due_20210921_MH_5

Push Instructions:

Load the following update sets in order of top to bottom:

HR_STRY0800783_Global_PA_Internal_HR_Dashboard_Load_20210921_MH_2
 HR_STRY0800783_Global_PA_External_HR_Dashboard_Load_20210921_MH_2
 HR_STRY0800783_Global_PA_PAP_Timeliness_SNTR_due_20210921_MH
 HR_STRY0800783_Global_PA_PAP_Timeliness_SNTR_due_20210921_MH_2
 HR_STRY0800783_Global_PA_PAP_Timeliness_SNTR_due_20210921_MH_3
 HR_STRY0800783_Global_PA_PAP_Timeliness_dashboard_unload_20211006
 HR_STRY0800783_Global_PA_PAP_Timeliness_SNTR_due_20210921_MH_4
 HR_STRY0800783_Global_PA_PAP_Timeliness_SNTR_due_20210921_MH_5

ACCEPT REMOTE UPDATES

PA Collection Jobs may need to be re-run for reports to display

Validation Steps:

TEST:

Add the following widgets to the internal dashboard (P & U - Internal - HR Dashboard) under the PAP tab:

HR - Personnel Action Processing Timeliness (I-3 - 3.2.5.2) SNTR'
 PAP Timeliness – Monthly SLI

Add the following widgets to the external dashboard (P & U - HR Dashboard) under the PAP tab:

HR - Personnel Action Processing Timeliness SNTR
 PAP Timeliness - Monthly

Design/Code Review Notes:

DR done

Related Records

Enhancement:

Legacy/OOB

Legacy Functionality:

STRY0306656 - As an HR QA Specialist, I need an analytic created for HR - Personnel Action Processing Timeliness (I-3 - 3.2.5.2).

OOB Functionality:

"HR PA Documentation can be found at

<https://nssc.groups.nasa.gov/sp/it/ServiceCatalog/ServiceNow/Forms/default.aspx?RootFolder=%2Fsp%2Fit%2FServiceCatalog%2FServiceNow%2FHR%20Service%20Delivery%20Application%2FOverarching&FolderCTID=0x012000423DF8CA80F452418A1063BFD9057521&View=%7B82DF5F50%2DCEB1%2D4DAD%2DABEB%2DA46DB23F8A04%7D&InitialTabId=Ribbon%2EDocument&VisibilityContext=WSSTabPersistence>

Direct Link is

<https://nssc.groups.nasa.gov/sp/it/ServiceCatalog/ServiceNow/HR%20Service%20Delivery%20Application/Overarching/HR%20PA%20Documentation.docx>

Related ListTitle: Scrum task List

Table name: rm_scrum_task

Query Condition : Story = STRY0800783 **Sort**

Order: Number in ascending order

11 Scrum tasks

▲ Number	Task Description	Short Description	Type	Status(state)	Assignment Group	Assigned to	Updated
STSK0094391	refinement	Refinement	Analysis	Complete			31-08-2021 13:06:32
STSK0094574	estimation	Estimation	Analysis	Complete			03-09-2021 10:40:18
STSK0094877	development	Development	Development	Complete			27-09-2021 11:34:20
STSK0094878	documentation	Documentation	Development	Draft			03-09-2021 10:40:18
STSK0094879	business_analyst	Business Analyst	Analysis	Draft			03-09-2021 10:40:19
STSK0095771	peer_review	Peer Review	Analysis	Complete			27-09-2021 11:34:34
STSK0095777	push_to_qa	Push to QA	Development	Complete			27-09-2021 11:34:45
STSK0095841	setup_test_automation	Setup Testing Automation	Testing	Ready			22-09-2021 10:18:41
STSK0095842	story_testing	Story Testing	Testing	Complete			27-09-2021 11:34:55
STSK0096068	sprint_review	Sprint Review	Analysis	Complete			28-09-2021 13:18:09
STSK0096165	pending_deployement	Pending Deployment Task	Development	Ready			28-09-2021 13:18:11

Related ListTitle: M2m Stories Stories List **Table**

name: u_m2m_stories_stories **Query**

Condition : Depends On = STRY0800783

Sort Order: None

M2m Stories Stories

I

Created	Depended On	Number	Short Description	Sprint	Status(state)	Short Description	Sprint	Status(state)
02-08-2021 15:52:00	STRY0800125	STRY0800125	HRSD – PAP – BIDW data for PAP Metric Reports	FY21Q4R11 - HR ServiceNow - PAP R3 - Sprint 1	Complete	Performance Analytic: a new analytic for HR - Personnel Action Processing Timeliness (J-3 3.2.5.2) SNTR due to HRSD Transition	FY21Q4R11 - HR ServiceNow - PAP R3 - Sprint 1	Complete

NSSC ServiceNow – Human Resources Metrics and Utilization

PWS 3.2.5.2 – Personnel Action Request

Metric (SLI): 97% of employee or internal requests for personnel transactions will be reviewed, validated and updates completed within 2 pay periods.

Document Version	V.1
Date Last Modified	08/08/2022 Proposed New Metric for New Contract

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics

Utilization

Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

This is a new proposed metric for the new contract.

Effective Date of Change: TBD – This is a metric associated with the new contract and will go into effect at the same time as new the contract.

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element Metric: HRSD PAR Employee or Internal Customer Requests
Global Setting: Y/N	Yes
Functional Area:	Human Resources
PWS Section:	PWS 3.2.5.2
Performance Area:	Personnel Action Request
SO/SME	Human Resource Service Office Manager
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	NONE
I-3 Reportable	Yes
Contract Modification	N/A
SN Story Number/Date Submitted	TBD
SN PA Story/Date Submitted	
DEMAND #	
Metrics Team Review	
Metric I-3	97% of employee or internal requests for personnel transactions will be reviewed, validated and updates completed within 2 pay periods.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template – STATUS:

STORY #

DEFINITION NAME:

Description on metric definition: HRSD-PAR-Personnel Action Request for Employee or Internal Customer
Timeliness – 97%

1. APPLIES TO:

- a. ServiceNow Module:** HRSD
- b. Category :** HR
- c. Subcategory :** PAR

2. CALENDAR USED: Standard Calendar

3. TRIGGER/START CONDITION:

Please update the following triggers on the BIDW - PAR - 1 – Employee or Internal Timeliness Categorization (HC) report & the BIDW - PAR - 1 - Utilization Categorization (HC):

- Received by NSSC
 - If action is associated with a case from employee or internal customer that generated from a record producer
- NSSC Receipt Date
 - Date case created (and assigned to NSSC) = ready for work (all approvals completed).

4. PAUSE CRITERIA/EXCLUSION CRITERIA: Case is set to pending

5. BUSINESS CRITERIA:

Duration:

Created Business Rule:

'Set DBUS Ready State' to mark records 'Ready' to be pushed to DBUS when FPPS Transaction Number and Approval (u_hr_poc_approval) are populated.

Modified Business Rules:

'DBUS State to Pending on update' to exclude Personnel Action Request Cases.

Modified Script Include 'u_HRSD_PAPToDBUS' to:

- Remove check for specific services
- Pass the Approval Date as the Create Date, which in turn is used in BIDW as the received date.

(Note: Create Date was repurposed for this process. Create Date and Approval Date are the same for cases manually created and/or auto approved.)

- Pass an indicator that this case is catalog initiated, as applicable.
- Reformat transaction numbers entered as YY 9999999 to YYYY9999999 (the latter is how all transaction numbers come in from FPPS)
- Set nsr_status_desc to 'Closed' for case with the state of Closed Complete (needed for NBID processing) and to get the display value for all other states.

Created Fix Script 'Get FPPS Initial Receipt Dates' to capture all in-process cases, generated from a record producer which have an approval date and a fpps transaction number or any cases manually created from an employee or internal customer request. Mark these records as 'Ready' to be pushed to DBUS.

Modified DBUS table servicenow_owner.svcnow_hr_pap to add column 'catalog_initiated'. Modified DBUS view

servicenow_owner.svcnow_hr_pap_vw to add 'catalog_initiated'.

Modified BIDW table warehouse.rmdy_hr_activities to add column 'catalog_initiated'.

Modified BIDW package nssc_stage.load_rmdy_nsr_hr_acts_pkg to capture catalog initiated. Modified BIDW package

nssc_stage.load_fpps_data_pkg to

- Capture Receipt Data from ServiceNow case data

- Capture the related Case Number as the stat_hst_typ_desc

Created Client Script 'Check For Duplicate FPPS Transaction Num' to check for another case with the same transaction number. Displays message if another case found.

Created Script Include 'HRSDPARUtils_NSSCLibrary' with function to check for transaction number existing on another case. Called by Client Script Check For Duplicate FPPS Transaction Num.

Created Business Rule 'Check For Duplicate FPPS Transaction Num' to check for another case with the same

Additional Information:

transaction number and Aborts Action if found.

6. ADDITIONAL INFORMATION:

Received by NSSC

"if action is associated with a case that generated from a record producer or any case associated with a FPPS transaction and the case is set to READY when created by customer (employee or internal customer), use as NSSC Receipt Date to be

captured for metrics reporting purposes. That would be the date that the case is assigned to a NSSC HR group.

11. FORMULA

TBD

ServiceNow Data – Metric Definition Template

Performance Analytics

TBD

Story Dependency: Metrics and Utilization Story Number: TBD

Name of Report: Personnel Action Request for Employee or Internal Customer Processing Timeliness (I-3 3.2.5.2)
SNTR due to HRSD Transition

Placement / Location: on the Internal and External dashboards – LIST ALL DASHBOARDS AND TABS

Internal

Dashboard Name: Performance and Utilization - Internal

Dashboard Group: P & U – Internal – HR Dashboard

Dashboard Tab: PAR

Dashboard Name: Performance and Utilization – Internal- Overall

Dashboard Group: P & U – Internal – Overall

Dashboard Tab:

External2

Dashboard Name: P&U - Overall

Dashboard Group: HR

Dashboard Tab: Scorecard by Month

Dashboard Name: P&U – HR Dashboard

Dashboard Group: SLI

Dashboard Tab: PAR

Name of Analytic on Internal Dashboard: HRSD-PAR-Personnel Action Request Employee or Internal Customer Processing Timeliness – 97%

Name of Analytic on External Dashboard: HRSD-PAR-Personnel Action Request Employee or Internal Customer Processing Timeliness – 97%

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met: If the metric calculation is $\geq 97\%$, the SLI is met

Not/Met: If the metric calculation is $< 97\%$, the SLI is not met

Conditions:

Definition Name: N/A

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI

97% of employee or internal requests for personnel transactions will be reviewed, validated and updates completed within 2 pay periods.

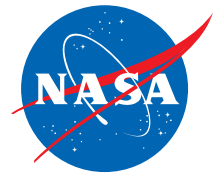
Global Settings:

Round up to nearest decimal point

APPENDIX A: PROCESS WORK INSTRUCTIONS – N/A

APPENDIX B: SERVICE NOW USER STORIES

TBD



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

Financial Disclosure Processing - Identification of employees required to file financial disclosure forms

Document Version V.3

Date Last Modified 07/28/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	HRSD - Financial Disclosures Employee Updates Completed (I-3 - 3.2.11) - SNTR
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.11
Performance Area:	Financial Disclosure Processing - Identification of employees required to file financial disclosure forms
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	STRY0689540 / 05/31/2022
SN PA Story/Date Submitted	STRY0689525 / 05/31/2022
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of the updates for employees identified as being required to file a financial disclosure shall be completed within 5 business days of the Center's request.
Tech Doc Location/Date Archived	/NSSC INTERNAL LIBRARY/SP_PMO/Q&PM/PERFORMANCE MGMT/Metric Business Rules/PWS 3.2 Human Resources/PWS 3.2.11 Financial Disclosures

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name = HRSD FD Employee Updates Completed

Description on metric definition:

1. APPLIES TO:
 - a. HRSD cases
 - b. Topic Category Financial Disclosures
 - c. Topic Detail Financial Disclosures
 - d. HR Service Add/Remove Filer
2. CALENDAR USED NSSC Business Days
3. TRIGGER/START CONDITION: Case Created
4. PAUSE CRITERIA: Case in Pending Status
5. EXCLUSION CRITERIA: Case is Cancelled or Closed Incomplete
6. MET CONDITION: Case created date is < 6 days from Case Closed
Date not including holidays and weekends (8:00am - 4:30pm), suspended time
7. FILTER CONDITION: Type: Bar Chart, Grouped by: Center Abbrev, Sorted by Center Abbrev, Stacked by: Met/Not Met
8. Additional Criteria: If the case is re-opened and re-closed, it should NOT re-fire the metric

- **ACCEPTANCE CRITERIA:** Acceptance criteria Placement/ Location:
Dashboard: Performance And Utilization - Internal
Dashboard Tab: Financial Disclosure
Dashboard Group: P & U - Internal - HR PM Dashboard

Data Source Table: Metric [metric_instance]

Name of Analytic: HRSD - Financial Disclosures Employees Updates Completed (I-3 - 3.2.11) - SNTR

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR - Financial Disclosure Updates For Employees Completed On Time (I-3 - 3.2.11)

SLI Percentage Calculation:

If the metric calculation is =>90%, the PM is met

If the metric calculation is <90%, the PM is not met

Conditions:

Definition Name: Updates Employees Req File On Time Case

Stoplight is displayed at the top of the Analytic
Created on Last Month

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

Hover Over Information: 90% of the updates for employees identified as being required to file a financial disclosure shall be completed within 5 business days of the Center's request.

Was Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard (Both internal & External)

Dashboard Tab: eOPF & Financial Disclosure

Dashboard Group: Performance And Utilization - Internal (Both Internal & External)

Data Source Table: Metric [metric_instance]

Name of Analytic: HR - Financial Disclosure Updates For Employees Completed On Time
(I-3 - 3.2.11)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR - Financial Disclosure Updates For Employees Completed On Time
(I-3 - 3.2.11)

SLI Percentage Calculation:

If the metric calculation is $\geq 90\%$, the PM is met

If the metric calculation is $< 90\%$, the PM is not met

Conditions:

Definition Name: Updates Employees Req File On Time Case

Updates Employees Req File On Time Task

Stoplight is displayed at the top of the Analytic

Created on Last Month

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

Hover Over Information: 90% of the updates for employees identified as being required to file a financial disclosure shall be completed within 5 business days of the Center's request.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	HRSD - Financial Disclosures Employees Updates Completed (I-3 - 3.2.11) - SNTR
Input Parameters	DEVELOPMENT: 1. DASHBOARD TARGETS A. P & U - Internal - HR PM Dashboard B. P & U - HR PM Dashboard (inactive) 2. INDICATOR SOURCES A. P&U HR Scripted Metric Instances 3. AUTOMATED INDICATORS (Internal Dashboard) A. P&U INT HR - Training Data Entered On Time - Monthly B. P&U INT HR - Training Data Entered On Time - Met - Monthly 4. AUTOMATED INDICATORS (External Dashboard) A. P&U EXT HR - Training Data Entered On Time - Last Month B. P&U EXT HR - Training Data Entered On Time - Met - Last Month 5. FORMULA INDICATORS - (Internal) A. HR - ALMS - Training Data Entered On Time - 95% 6. FORMULA INDICATORS - (External) A. HR - ALMS - Training Data Entered On Time - 95%
Output Parameters	11. WIDGETS - (External) A. HR - Training Data Entered On Time 1. Type = Time Series B. Training Data Entered on Time - Monthly PM 1. Type = Score

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ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number

Name of Report: HRSD - Financial Disclosures Employees Updates Completed (I-3 - 3.2.11) - SNTR

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: Performance And Utilization - Internal

Dashboard Group: P & U - Internal - HR PM Dashboard

Dashboard Tab: Financial Disclosure

External2

Dashboard Name:

Dashboard Group:

Dashboard Tab:

Data Source Table

Name of Analytic on Internal Dashboard: HRSD - Financial Disclosures Employees Updates Completed (I-3 - 3.2.11)

Name of Analytic on External Dashboard:

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is $\geq 90\%$, the SLI or PM is met

If the metric calculation is $< 90\%$, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

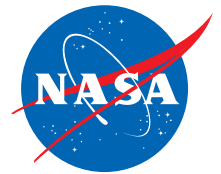
Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

Financial Disclosures Processing

Document Version V.3

Date Last Modified 07/26/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	HRSD – Financial Disclosures Upload Hard Copy Forms (I-3 – 3.2.11) - SNTR
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.11
Performance Area:	Financial Disclosures Processing
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	STRY0689574 / 05/31/2022
SN PA Story/Date Submitted	STRY0689322 / 05/31/2022
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of hard copy submissions of OGE Forms 450, 450A, 278 and 278-T shall be uploaded to EPTS within 2 business days of receipt.
Tech Doc Location/Date Archived	/NSSC INTERNAL LIBRARY/SP_PMO/Q&PM/PERFORMANCE MGMT/Metric Business Rules/PWS 3.2 Human Resources/PWS 3.2.11 Financial Disclosures

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name = HRSD Financial Disclosures Upload Forms

Description on metric definition:

1. APPLIES TO:
 - a. HRSD cases
 - b. Topic Category Financial Disclosures
 - c. Topic Detail Financial Disclosures
 - d. HR Service Upload Form
2. CALENDAR USED NSSC Business Days
3. TRIGGER/START CONDITION: Case created
4. PAUSE CRITERIA: Case is in Suspended status
5. EXCLUSION CRITERIA: Case is Cancelled or Closed Incomplete
6. MET CONDITION: Case creation date is < 3 days from Case Closed
Date not including holidays and weekends (8:00am - 4:30pm), suspended time
7. FILTER CONDITION: Type: Bar Chart, Grouped by: Center Abbrev, Sorted by Center Abbrev, Stacked by: Met/Not Met
8. Additional Criteria: If the case is re-opened and re-closed, it should NOT

re-fire the metric

- **ACCEPTANCE CRITERIA:** Acceptance criteria Placement/ Location:
Dashboard: P & U - Internal -HR Dashboard (Both internal & External)
Dashboard Tab: HR Transactions
Dashboard Group: Performance And Utilization - Internal (Both Internal & External)

Data Source Table:

Manual Indicator: User would have the ability to input the transaction counts for the previous month with a running total for FY

Name of Analytic: HRSD - Financial Disclosures Upload Hard Copy Forms (I-3 – 3.2.11) - SNTR

Dates to show trend: Created on Last Month

Frequency: Monthly

Type of Visualization:

Bar Graph – Displays Count for the Month

Added Hover Over Information: Transaction Count was

Placement/ Location:

Dashboard: P & U - Internal - xxx Dashboard (Both internal & External)

Dashboard Tab: Transactions

Dashboard Group: Performance And Utilization - Internal (Both Internal & External)

Data Source Table:

Manual Indicator: User would have the ability to input the transaction counts for the previous month with a running total for FY

Dates to show trend: Created on Last Month

Frequency: Monthly

Filters:

All of these conditions must be met:

Transaction Count of:

Type of Visualization:

Bar Graph – Displays Count for the Month

Total count or toggle to breakdown by center

OR

Pivot – Displays Count for the Month

Total count or toggle to breakdown by center

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	HRSD – Financial Disclosures Upload Hard Copy Forms (I-3 – 3.2.11) – SNTR
Input Parameters	<p>DEVELOPMENT:</p> <p>1. PA Dashboard & Tab Target</p> <p>A. Dashboard(s)</p> <p>P & U - Internal - Overall / P & U - Overall</p> <p>P & U - Internal - HR Dashboard / P & U - HR Dashboard</p> <p>B. Tab</p> <p>NSSC Transactions / Transactions</p> <p>2. MANUAL / FORMULA INDICATORS</p> <p>A. INTERNAL</p> <p>1. J17 - 3.2.11 - HR - Financial Disclosures</p> <p>B. EXTERNAL</p> <p>1. J17 - 3.2.11 - HR - Financial Disclosures</p>
Output Parameters	<p>4. WIDGETS</p> <p>A. INTERNAL</p> <p>1. HRSD - Financial Disclosures - Transactions (J-17 3.2.11)</p>

	<p>B. EXTERNAL</p> <p>1. HRSD - Financial Disclosures - Transactions (J-173.2.11)</p>
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ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number

Name of Report: HRSD - Financial Disclosures Upload Hard Copy Forms (I-3 – 3.2.11)

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal -HR Dashboard (Both internal & External)

Dashboard Group: Performance And Utilization - Internal (Both Internal & External)

Dashboard Tab: HR Transactions

External

Dashboard Name: P & U - Internal -HR Dashboard (Both internal & External) Dashboard

Group: Performance And Utilization - Internal (Both Internal & External)

Dashboard Tab: HR Transactions

Data Source Table Manual Indicator: User would have the ability to input the transaction counts for the previous month with a running total for FY

Name of Analytic on Internal Dashboard: HR - Financial Disclosures - Transactions (J-17 3.2.11)

Name of Analytic on External Dashboard: HR - Financial Disclosures - Transactions (J-17 3.2.11)

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is $\Rightarrow 90\%$, the SLI or PM is met

If the metric calculation is $< 90\%$, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

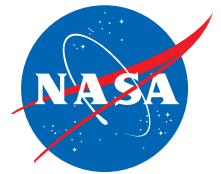
Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Payroll Debt Validations

Document Version

V.2

Date Last Modified

07/20/2022 Proposed New Metric for
New Contract

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: TBD – This is a metric associated with the new contract and will go into effect at the same time as new the contract.

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: Payroll Debt Validations
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.14
Performance Area:	Payroll Debt Validations
SO/SME	Human Resource Service Office Manager
TYPE: SLI/PM/OTHER	
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	NEW TBD
Approval – CS/SP	
Metrics Team Review	
Metric I-3	95% of all debt validations will be completed within 5 business days.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR Case:
 - b. Category:
 - c. Subcategory :
2. CALENDAR USED:
3. TRIGGER/START CONDITION:
4. PAUSE CRITERIA:
5. EXCLUSION CRITERIA:
6. MET CONDITION:
7. FILTER CONDITION:
8. Additional Criteria:

ACCEPTANCE CRITERIA: Acceptance criteria Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: Performance and Utilization - Internal

Dashboard Group: P & U – Internal – HR Dashboard

Dashboard Tab: Payroll

External

Dashboard Name: Performance and Utilization

Dashboard Group: P & U– HR Dashboard

Dashboard Tab: Payroll

Data Source Table: Metric [metric_instance]

Name of Analytic on Internal Dashboard: HR - Payroll debt validations completed on time (I-3 - 3.2.14)

Name of Analytic on External Dashboard: HR - Payroll debt validations completed on time

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

a. MET: The number of Metric Days between "Assignment to HR – Payroll L2" and "Case Closed" minus case pending time is < 5 metric days

1. See PDC0001342 for more information on calculating metric days

2. The intent is to drop partial days from the calculation (e.g., 3.9 days = Met)

b. NOT MET: The number of Metric Days between "Case Open" and "Case Closed" minus case pending time is => 5 metric days

Definition Name: Metric Definition is being created with story TBD

Conditions: Metric Date "on" Last Month, Value does not contain Excluded

SLI Percentage Calculation:

If the metric calculation is \Rightarrow 95%, the SLI is met

If the metric calculation is $<$ 95%, the SLI is not met

Stoplight is displayed at the top of the top of the Analytic

Indicator needs to be listed on the HR Service Level Indicators tab (Internal and External)

Indicator needs to be listed on the P&U – Overall group, P&U Scorecard – HR (Internal and External)

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center

Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information - 95% of Debt Validations will be completed within 5 business days

wasPlacement / Location: on the Internal and External dashboards

Internal

Dashboard Name: Performance and Utilization - Internal

Dashboard Group: P & U – Internal – HR Dashboard

Dashboard Tab: Payroll

External

Dashboard Name: Performance and Utilization

Dashboard Group: P & U– HR Dashboard

Dashboard Tab: Payroll

Data Source Table: Metric [metric_instance]

Name of Analytic on Internal Dashboard: HR - Payroll Debt Validations Responded to On Time (I-3 - 3.2.14)

Name of Analytic on External Dashboard: HR - Payroll Debt Validations Responded to On Time

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

a. MET: The number of Metric Days between "Assignment to HR – Payroll L2" and "Case Closed" minus case pending time is $<$ 5 metric days

1. See PDC0001342 for more information on calculating metric days

2. The intent is to drop partial days from the calculation (e.g., 3.9 days = Met)

b. NOT MET: The number of Metric Days between "Case Open" and "Case Closed" minus case pending time is \Rightarrow 5 metric days

Definition Name: Metric Definition is being created with story TBD

Conditions: Metric Date "on" Last Month, Value does not contain Excluded

SLI Percentage Calculation:

If the metric calculation is \Rightarrow 95%, the SLI is met

If the metric calculation is $<$ 95%, the SLI is not met

Stoplight is displayed at the top of the top of the Analytic

Indicator needs to be listed on the HR Service Level Indicators tab (Internal and External)

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	Performance Analytics - Payroll Time & Attendance - HR – Debt Validations Completed On Time (I-3 - 3.2.14)
Input Parameters	<p>Technical Design Modified Indicator Source "P&U HR Scripted Metric Instances" to include metric "Payroll Requests Responded To On Time"</p> <p>Created Automated Indicators for #Met and Total for both Internal and External Dashboards:</p> <p>P&U INT HR Payroll Requests Responded On Time - Monthly</p> <p>P&U INT HR Payroll Requests Responded On Time - Met - Monthly</p> <p>P&U EXT HR Payroll Requests Responded On Time - Last Month</p> <p>P&U EXT HR Payroll Requests Responded On Time - Met - Last Month</p> <p>Created Formula Indicators to calculate % Met for both Internal and External Dashboards:</p> <p>HR - Payroll Requests Responded On Time - 95%</p> <p>HR - Payroll Requests Responded On Time - 95%</p>
Output Parameters	

	<p>Created Widgets for Met Count: HR – Payroll Debt Validations Completed On Time (I-3 - 3.2.14) HR - Payroll Debt Validations Completed On Time Created Widgets for % Met: Payroll Request Responses - Monthly Payroll Request Responses - Monthly SLI Added Widgets to appropriate Dashboards ("P & U - Internal - HR Dashboard" and "P & U - HR Dashboard") and Unloaded Dashboards to Update SetwasDates to show trend: Created on Last Month --- Metric Date vs. Created on This one is dependent on Metric SLI Percentage Calculation is Target for Analytics Hover text is the short description of the widget</p> <p>Create Data Source Create Indicators for internal and external Associate indicators to the HR Jobs for PA Metrics Create formula indicator based on previous automated indicator built (met / total) Create target referencing formula indicator Apply the formula indicator to respective indicator groups Create 4 widgets (2 internal / 2 external) Add widgets to the dashboards</p>
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ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: Performance and Utilization - Internal

Dashboard Group: P & U – Internal – HR Dashboard

Dashboard Tab: Payroll

External2

Dashboard Name: Performance and Utilization

Dashboard Group: P & U– HR Dashboard

Dashboard Tab: Payroll

Data Source Table: Metric

Name of Analytic on Internal Dashboard: HR - Payroll Debt Validations Completed On Time (I-3 - 3.2.14)

Name of Analytic on External Dashboard: HR - Payroll Debt Validations Completed On Time

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 95%, the SLI or PM is met

If the metric calculation is $<$ 95%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

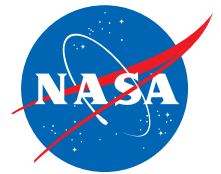
Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

Payroll / Time & Attendance Processing

Document Version V.2

Date Last Modified 07/25/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: Payroll / Time & Attendance Processing
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.14
Performance Area:	Payroll / Time & Attendance Processing
SO/SME	Human Resource Service Office Manager
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0318171
Approval – CS/SP	
Metrics Team Review	
Metric I-3	Process 99% Payroll/Time & Attendance (including pay and leave adjustments) accurately and on-time to the DOI.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a.
 - b. Category
 - c. Subcategory
2. CALENDAR USED
3. TRIGGER/START CONDITION:
4. PAUSE CRITERIA:
5. EXCLUSION CRITERIA:
6. MET CONDITION:
7. FILTER CONDITION:
8. Additional Criteria:

ACCEPTANCE CRITERIA: Acceptance criteria Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: Performance and Utilization - Internal

Dashboard Group: P & U – Internal – HR Dashboard

Dashboard Tab: Payroll

External

Dashboard Name: Performance and Utilization

Dashboard Group: P & U– HR Dashboard

Dashboard Tab: Payroll

Data Source Table: Metric [metric_instance]: u_fd_hr_errors_and_missings

Name of Analytic: HR - Payroll/Time & Attendance (I-3 3.2.3.6)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: Errors and Missings FD Last Month

SLI Formula: (Total Employee Count - Total Center NPO Errors Count)/Total Employee Count

Met: If calculation is equal or greater than 99% this is equal to Met

Not/Met: If calculation is less than 99% this is equal to Not Met

Conditions:

Category: Payroll Time & Attendance

SubCategory: Errors and Missings

Created on Last month

NOTE: The fields for both Center NPO Errors and Total Employee Count come from FD's in ServiceNow (see attachment for FD form screen shots).

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

Hover Over Information: Process 99% Payroll/Time & Attendance (including pay and leave adjustments) accurately and on-time to the DOI.

<u>REPORT REQUIREMENTS: METRICS AND UTILIZATION</u>	
Name of Report	
Report Content	Errors and Missing FD Last Month
Input Parameters	

	<ol style="list-style-type: none"> 1. INDICATOR SOURCES <ol style="list-style-type: none"> a. P&U FD HR Errors And Missings 2. AUTOMATED INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. P&U INT HR Payroll Time & Attendance - Emp Count - Monthly 2. P&U INT HR Payroll Time & Attendance - Center NPO Errors - Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. P&U EXT HR Payroll Time & Attendance - Emp Count - Last Month 2. P&U EXT HR Payroll Time & Attendance - Center NPO Errors - Last Month 3. FORMULA INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - Payroll/Time & Attendance >= 99% B. EXTERNAL <ol style="list-style-type: none"> 2. HR - Payroll/Time & Attendance >= 99% 4. JOBS (Existing) <ol style="list-style-type: none"> A. [PA HR Case] Daily Data Collection - P&U INTERNAL B. [PA HR Case] Historical Data Collection - P&U INTERNAL C. [PA HR Case] Daily Data Collection - P&U EXTERNAL D. [PA HR Case] Historical Data Collection - P&U EXTERNAL 5. WIDGETS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - Payroll/Time & Attendance (I-3 3.2.3.6) 2. Payroll - Monthly SLI 3. P&U Payroll Stoplight Scores Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. HR - Payroll/Time & Attendance (I-3 3.2.3.6) 2. Payroll - Monthly SLI 3. P&U Payroll Stoplight Scores Monthly 6. INDICATOR GROUPS <ol style="list-style-type: none"> A. P&U INT Payroll B. P&U EXT Payroll C. P&U INT HR Dashboard D. P&U EXT HR Dashboard E. P&U INT - Overall F. P&U EXT - Overall
Output Parameters	

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ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name:

Dashboard Group:

Dashboard Tab:

External2

Dashboard Name:

Dashboard Group:

Dashboard Tab:

Data Source Table

Name of Analytic on Internal Dashboard:

Name of Analytic on External Dashboard:

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 99%, the SLI or PM is met

If the metric calculation is $<$ 99%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

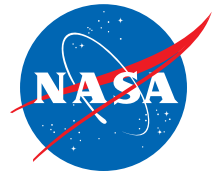
Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

Classification Services - Desk Audits/Position Reviews

Document Version V.3

Date Last Modified 08/14/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: 10/01/2022

Description of Change: The Classification team moved from legacy ServiceNow to HRSD. The update to this guide reflects updates in systems used.

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: Classification Services - Desk Audits/Position Reviews
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.15
Performance Area:	Classification Services - Desk Audits/Position Reviews
SO/SME	
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0887224 / 06/28/2022
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of all desk audits/position reviews will be completed within 30 business days upon receipt of complete package
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR cases
 - b. Category -Classification
 - c. Subcategory -Position Review/Desk Audit
2. CALENDAR USED- NSSC Metric Days (excludes weekends, federal holidays and NSSC down days)
3. TRIGGER/START CONDITION: Once the "Date Complete Package Received" has been added to the Functional Detail the metric should calculate based on the date provided.
4. PAUSE CRITERIA: Case is placed in Pending status.
5. EXCLUSION CRITERIA: Case status is changed to Closed Incomplete
6. MET CONDITION: Accumulated time between Date Completed Package Received and Stop Condition minus time in a Pause condition is less than 30 NSSC Metric days and Exclusion Criteria is not met.
7. FILTER CONDITION: 8. FILTER CONDITION: This report should have a filter condition that default to metric date during ("on") the last month; users should be able to change the report to use a "between" date range.
8. Additional Criteria:

ACCEPTANCE CRITERIA: 1. REPORT TITLE: "HR - Classification - Desk Audits/Position Reviews completed on time (I-3 - 3.2.15)"

2. APPLIES TO:
 - a. HR Cases
 - b. Category CLASSIFICATION
 - c. Subcategory of "POSITION REVIEW / DESK AUDIT"
3. CALENDAR USED: NSSC Metric Days (excludes weekends, federal holidays and NS SC down days)
4. TRIGGER/START CONDITION: Metric record should be created when the case is closed and the "Date Complete Package Received" field is populated on the Classification FD
5. PAUSE CRITERIA: NONE

6. EXCLUSION CRITERIA:

- a. If no Functional Detail exists, it is excluded from the report.
- b. If the Case is status is Closed Incomplete, it is excluded from the report.

7. MET CONDITION: less than 31 business days between "Date Complete Package Received" and Case Closed

8. FILTER CONDITION: This report should have a filter condition that default to metric date during ("on") the last month; users should be able to change the report to use a "between" date range.

9. REPORT DISPLAY: Shows a Met/Not Met stacked bar chart by Center; each bar should represent a Center with Met/Not Met showing in stacks. Report should be set to "Display Grid" turned on by default.

10. Additional Criteria:

- a. Metric Date will be set to the Case Closed date
- b. One metric record per Case.
- c. Metric value should be set to 1
- d. Upon deployment of this metric definition, execute the metric definition (refire the metric) on all Classification Cases closed during March 2018 and have subcategory of "POSITION REVIEW / DESK AUDIT"

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	HR - Classification - Desk Audits/Position Reviews completed on time (I-3 - 3.2.15)
Input Parameters	<p>Technical DesignMetric Definition: Name: HR Classification DeskAudit PosReview Table: HR Case Trigger: Case closed</p> <p>Business Rule: Name: HR Classification DeskAudit PosReview Table: HR Case Description: Former trigger of metric on case closed , deactivated and moved calculation to metric definition</p> <p>Report: Name: HR - Classification - Desk Audits/Position Reviews completed on time (I-3 - 3.2.15) Description: Updated as per requirements for story to use new field for considering metrics on last month</p> <p>Fix Script: Name: Update DeskAudit Metrics Description: Updates DeskAudit metric instances for the month of March 2018 (and any time after to the point of running the script) to match the changes made to the metric calculation in STRY0303003wasCreate metric definition and script</p> <p>Create fix script to run for those that have already closed.</p> <p>Create report</p>
Output Parameters	

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ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name:

Dashboard Group:

Dashboard Tab:

External2

Dashboard Name:

Dashboard Group:

Dashboard Tab:

Data Source Table

Name of Analytic on Internal Dashboard:

Name of Analytic on External Dashboard:

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 90%, the SLI or PM is met

If the metric calculation is $<$ 90%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

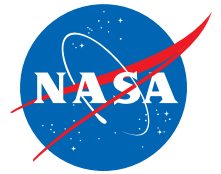
Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

Classification Services - New PDs

Document Version	V.3
Date Last Modified	08/14/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: 10/01/2022

Description of Change: The Classification team moved from legacy ServiceNow to HRSD. The update to this guide reflects updates in systems used.

In October 2019, NASA adopted Agency Standard Position Descriptions (ASPD) which modified the type of classification services provided by the NASA Classification team.

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: Classification Services - New PDs
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.15
Performance Area:	Classification Services - New PDs
SO/SME	
TYPE: SLI/PM/OTHER	SLM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0887013 / 6/27/2022
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of all classifications will be completed within 30 business days (Age of case)
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR cases
 - b. Category- Classification
 - c. Subcategory-New PD
2. CALENDAR USED -NSSC Metric Days (excludes weekends, federal holidays and NSSC down days)
3. TRIGGER/START CONDITION: The metrics should start based upon date received
4. PAUSE CRITERIA Case is placed in Pending status.
5. EXCLUSION CRITERIA: Case status is changed to Closed Incomplete
6. MET CONDITION: Accumulated time between Start Condition and Stop Condition is less than 30 NSSC Metric days and Exclusion Criteria is not met.
7. FILTER CONDITION:
8. Additional Criteria:

ACCEPTANCE CRITERIA: Acceptance criteria* Please work first to create the new tab

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: Performance and Utilization - Internal

Dashboard Group: P & U – Internal – HR Dashboard

Dashboard Tab: Classification (New Tab needs to be created)

External

Dashboard Name: Performance and Utilization

Dashboard Group: P & U– HR Dashboard

Dashboard Tab: Classification (New Tab needs to be created)

Data Source Table: Metric [metric instance]

Name of Analytic on Internal Dashboard: HR - Classification - Classifications completed on time (I-3 - 3.2.15)

Name of Analytic on External Dashboard: HR - Classification - Classifications completed on time

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR - Classification - Classifications completed on time (I-3 - 3.2.15)

SLI Formula:

Met: Count of completed classifications by center, processed in 30 Days or less

Not/Met: Count of completed classifications by center, processed in 30 Days or more

Conditions: Value does not contain excluded

Metric Date on Last Month

Definition Name: HR - Classification Completed on Time

SLI Percentage Calculation:

If the metric calculation is \Rightarrow 90%, the SLI is met

If the metric calculation is $<$ 90%, the SLI is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - 90% of all classifications will be complete within 30 business days

Placement / Location: on the Internal and External dashboards

was

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: Performance and Utilization - Internal

Dashboard Group: P & U – Internal – HR Dashboard

Dashboard Tab: Classification (New Tab needs to be created)

External

Dashboard Name: Performance and Utilization

Dashboard Group: P & U– HR Dashboard

Dashboard Tab: Classification (New Tab needs to be created)

Data Source Table: Metric [metric instance]

Name of Analytic on Internal Dashboard: HR - Classification - Classifications completed on time (I-3 - 3.2.15)

Name of Analytic on External Dashboard: HR - Classification - Classifications completed on time

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR - Classification - Classifications completed on time (I-3 - 3.2.15)

SLI Formula:

Met: Count of completed classifications by center, processed in 30 Days or less

Not/Met: Count of completed classifications by center, processed in 30 Days or more

Conditions: Value does not contain excluded

Metric Date on Last Month

Definition Name: HR - Classification Completed on Time

SLI Percentage Calculation:

If the metric calculation is \Rightarrow 90%, the SLI is met

If the metric calculation is $<$ 90%, the SLI is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - 90% of all classifications will be complete within 30 business days
Placement / Location: on the Internal and External dashboards

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	HR - Classification - Classifications completed on time (I-3 - 3.2.15)
Input Parameters	<p>DEVELOPMENT:</p> <p>1. INDICATOR SOURCES</p> <p>a. P&U HR Scripted Metric Instances</p> <p>i. adding definition: HR - Classification Completed on Time</p> <p>2. AUTOMATED INDICATORS</p> <p>A. INTERNAL</p> <p>1. P&U INT HR - Classification Completed on Time - Monthly</p> <p>2. P&U INT HR - Classification Completed on Time - Met - Monthly</p> <p>B. EXTERNAL</p> <p>1. P&U EXT HR - Classification Completed on Time - Last Month</p> <p>2. P&U EXT HR - Classification Completed on Time - Met - Last Month</p> <p>3. FORMULA INDICATORS</p> <p>A. INTERNAL</p> <p>1. HR - Classification - Classifications completed on time - 90%</p> <p>B. EXTERNAL</p> <p>2. HR - Classification - Classifications completed on time - 90%</p>
Output Parameters	

- | | |
|--|---|
| | <ul style="list-style-type: none">6. WIDGETSA. INTERNAL<ul style="list-style-type: none">1. HR - Classification - Classifications completed on time (I-3 - 3.2.15)2. Classifications Completed on Time - Monthly SLI3. P&U HR Classification Stoplight Scores MonthlyB. EXTERNAL<ul style="list-style-type: none">1. HR - Classification - Classifications completed on time2. Classifications Completed on Time - Monthly3. P&U HR Classification Stoplight Scores Monthly |
|--|---|

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: Performance and Utilization - Internal
Dashboard Group: P & U – Internal – HR Dashboard
Dashboard Tab: Classification (New Tab needs to be created)

External 2

Dashboard Name: Performance and Utilization
Dashboard Group: P & U– HR Dashboard
Dashboard Tab: Classification (New Tab needs to be created)
Data Source Table Metric

Name of Analytic on Internal Dashboard: HR - Classification - Classifications completed on time (I-3 - 3.2.15)

Name of Analytic on External Dashboard: HR - Classification - Classifications completed on time

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 90%, the SLI or PM is met

If the metric calculation is $<$ 90%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

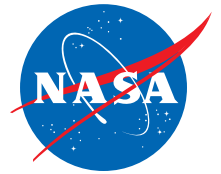
Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

Classification Services - PD Edits

Document Version V.3

Date Last Modified 08/14/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: 10/1/2022

Description of Change: The Classification team moved from legacy ServiceNow to HRSD. The update to this guide reflects updates in systems used.

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: Classification Services - PD Edits
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.15
Performance Area:	Classification Services - PD Edits
SO/SME	
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0871711 / 4/28/2022
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of all PD edits will be complete within 3 business days (Age of case)
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR cases
 - b. Category: Classification
 - c. Subcategory: New PD
2. CALENDAR USED: NSSC Metric Days (excludes weekends, federal holidays and NSSC down days)
3. TRIGGER/START CONDITION: The metrics should start based upon date received
4. PAUSE CRITERIA: Case is placed in Pending status.
5. EXCLUSION CRITERIA: Case status is changed to Closed Incomplete
6. MET CONDITION: Accumulated time between Start Condition and Stop Condition is less than 3 NSSC Metric days and Exclusion Criteria is not met.
7. FILTER CONDITION: 8. FILTER CONDITION: This report should have a filter condition that default to metric date (case closed) during ("on") the last month; users should be able to change the report to use a "between" date range.
8. Additional Criteria:

- ACCEPTANCE CRITERIA:

Acceptance criteria1. REPORT TITLE: "HR - Classification - PD Edits completed on time (I-3 - 3.2.15)"

2. APPLIES TO:
 - a. HR Cases
 - b. Category CLASSIFICATION
 - c. Subcategory of EDIT PD or ORGANIZATION CHANGES
3. CALENDAR USED: NSSC Metric Days (excludes weekends, federal holidays and NSSC down days)
4. TRIGGER/START CONDITION: Metric calculation begins at Case Open. Metric record should be created when the Case is Closed Complete
5. PAUSE CRITERIA: NONE
6. EXCLUSION CRITERIA:
 - a. If no Functional Detail exists, it is excluded from the report.
 - b. If the Case is status is Closed Incomplete, it is excluded from the report.

7. MET CONDITION: less than 4 business days between Case Opened and Case Closed
 8. FILTER CONDITION: This report should have a filter condition that default to metric date (case closed) during ("on") the last month; users should be able to change the report to use a "between" date range.
 9. REPORT DISPLAY: Shows a Met/Not Met stacked bar chart by Center; each bar should represent a Center with Met/Not Met showing in stacks. Report should be set to "Display Grid" turned on by default.
 10. Additional Criteria:
 - a. Metric Date will be set to the "Case Closed" date
 - b. One metric record per Case.
 - c. Metric Count should be set to "Number of PDs Edited" on the Classification FD
 - d. Upon deployment of this metric definition, execute the metric definition (refire the metric) on all Classification Cases closed during March 2018 and have subcategory of Edit PD or Organization Changes
- Legacy Functionality If an "Edit PD" metric definition exists, update it.
 - Technical Design Create metric definition and script

Create fix script to run for those that have already closed.

Create report.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	HR - Classification - PD Edits completed on time (I-3 - 3.2.15)
Input Parameters	
Output Parameters	

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ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name:

Dashboard Group:

Dashboard Tab:

External2

Dashboard Name:

Dashboard Group:

Dashboard Tab:

Data Source Table

Name of Analytic on Internal Dashboard:

Name of Analytic on External Dashboard:

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 90%, the SLI or PM is met

If the metric calculation is $<$ 90%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

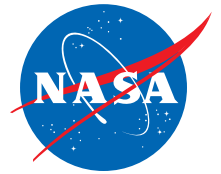
Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES



NASA Shared Services Center

NSSC – Human Resources Metrics and Utilization

Staffing Services – Certificate Issuance

Document Version V.1

Date Last Modified 8/10/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics

REPORTING SUMMARY:

Suggested Report Title for Metric and Utilization:	N/A
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.16
Performance Area:	Staffing Services – Certificate Issuance
SO/SME	Human Resources Staffing and Classification Branch, Chief
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	N/A
SN Story Number/Date Submitted	N/A
SN PA Story/Date Submitted	N/A
Approval – CS/SP	
Metrics Team Review	
Metric I-3	85% of vacancy announcements (excluding Pathways), Announcement Close to Certificate Issued shall be within 15 calendar days.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:

a. HR

b. Category: Staffing

c. Subcategory: Request New Hire

2. CALENDAR USED: NSSC Calendar Days

3. TRIGGER/START CONDITION: Vacancy Announcement Close Date (USASTaffing) populated.

4. PAUSE CRITERIA: n/a

5. EXCLUSION CRITERIA: Cancelled in USASTaffing

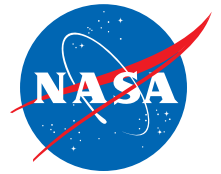
6. MET CONDITION: Vacancy Announcement Close Date to Certificate Issued Date \geq 15 calendar days.

7. FILTER CONDITION: n/a

8. Additional Criteria: Applies To: N/A

Performance Standard: 85% Met

REPORT DISPLAY: Report is automated delivery from USASTaffing at the beginning of every month.



NASA Shared Services Center

NSSC – Human Resources Metrics and Utilization

Staffing Services – Tentative Offer Sent

Document Version	V.1
Date Last Modified	8/10/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics

REPORTING SUMMARY:

Suggested Report Title for Metric and Utilization:	N/A
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.16
Performance Area:	Staffing Services – Tentative Offer Sent
SO/SME	Human Resources Staffing and Classification Branch, Chief
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	N/A
SN Story Number/Date Submitted	N/A
SN PA Story/Date Submitted	N/A
Approval – CS/SP	
Metrics Team Review	
Metric I-3	85% of vacancy announcements (excluding Pathways), Audit of Selection to Tentative Offer Sent shall be within 7 calendar days.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:

a. HR

b. Category: Staffing

c. Subcategory: Request New Hire

2. CALENDAR USED: NSSC Calendar Days

3. TRIGGER/START CONDITION: The date “Audit of Selection” is completed in USAStaffing.

4. PAUSE CRITERIA: n/a

5. EXCLUSION CRITERIA: Cancelled in USAStaffing

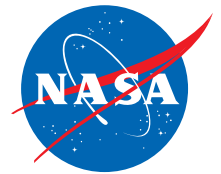
6. MET CONDITION: “Send Tentative Offer” date is completed in USAStaffing is Date \geq 7 calendar days.

7. FILTER CONDITION: n/a

8. Additional Criteria: Applies To: N/A

Performance Standard: 85% Met

REPORT DISPLAY: Report is automated delivery from USAStaffing at the beginning of every month.



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Workers' Compensation – Forms CA - 1

Document Version V.1

Date Last Modified 7/08/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change: No change date

Contract Modification:

Impact to existing Metrics/Utilization/Transactions:

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: Workers' Compensation Forms CA-1
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.20.1
Performance Area:	Workers' Compensation
SO/SME	Human Resource Service Officer Manager
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	98% of Forms CA-1, "Federal Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation" or Form CA-2, "Notice of Occupational Disease and Claim for Compensation" shall be submitted to the OWCP no later than 10 business days after receipt of notice from employee.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:

a. HR

b. Category: WORKERS COMPENSATION

c. Subcategory: Traumatic Injury or Occupational Injury

2. CALENDAR USED: NSSC Business Days

3. TRIGGER/START CONDITION: Metric should calculate when either

- Claim Form Submitted to DOL date is entered

- Claim Received Date is entered

- If either the Date Package Sent to DOI field or Claim Received Date field on the Functional Detail should change,

the metric should re-calculate based on the new

4. PAUSE CRITERIA: N/A

5. EXCLUSION CRITERIA: Case Closed Incomplete or Case does not have a Functional Detail

6. MET CONDITION: <11 business days from the Claim Received Date field to the Submitted to DOL Date field saved on the Workers' Comp Functional Detail

7. FILTER CONDITION: N/a

8. Additional Criteria: HISTORICAL REFERENCE : STRY0024913 |

STRY0151206

- Output: Met/Not Met Stacked bar chart by Center

Applies To: Cases with - Workers Compensation FD (value) Claim Type is (CA1 or CA2)

Detail should change, the metric should re-calculate based on the new date(s) and the Metric Report should update.

ACCEPTANCE CRITERIA:

Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Workers Compensation

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Data Source Table: Metric [metric_instance]

Name of Analytic: HR – Workers' Compensation CA1 and CA2 Forms Submitted to DOL on Time (I-3 3.2.20.1)

Dates to show trend: Metric Date on Last Month

Frequency: Monthly

Existing Reports: HR – Workers' Compensation CA1 and CA2 Forms Submitted to DOL on Time (I-3 3.2.20.1)

SLI Percentage Calculation:

If the metric calculation is $\geq 98\%$, the PM is met

If the metric calculation is $< 98\%$, the PM is not met

Conditions:

Definition Name: CA-1 And CA-2 Forms Submitted On Time

Stoplight is displayed at the top of the Analytic

Created on Last Month

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

Hover Over Information: 98% of Forms CA-1, "Federal Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation" or Form CA-2, "Notice of Occupational Disease and Claim for Compensation" shall be submitted to the OWCP no later than 10 business days after receipt of notice from employee.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	Analytic: HR – Workers' Compensation CA1 and CA2 Forms Submitted to DOL on Time (I-3 3.2.20.1)
Input Parameters	<p>A. INTERNAL</p> <ol style="list-style-type: none"> 1. P&U INT HR Workers Compensation CA1 and CA2 Forms Submitted to DOL on Time - Monthly 2. P&U INT HR Workers Compensation CA1 and CA2 Forms Submitted to DOL on Time - Met - Monthly <p>B. EXTERNAL</p> <ol style="list-style-type: none"> 1. P&U EXT HR Workers Compensation CA1 and CA2 Forms Submitted to DOL on Time 2. P&U EXT HR Workers Compensation CA1 and CA2 Forms Submitted to DOL on Time - Met
Output Parameters	<p>A. INTERNAL</p> <ol style="list-style-type: none"> 1. HR - Workers Compensation CA1 and CA2 Submitted to DOL on Time (I-3 3.2.20.1) 2. WC CA-1 and CA-2 to DOL - Monthly PM <p>B. EXTERNAL</p> <ol style="list-style-type: none"> 1. HR - Workers Compensation CA1 and CA2 Submitted to DOL on Time (I-3 3.2.20.1) 2. WC CA-1 and CA-2 to DOL - Monthly PM

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Workers Compensation

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

External2

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Workers Compensation

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Data Source Table: Metric [metric_instance]

Name of Analytic on Internal Dashboard: HR – Workers' Compensation CA1 and CA2 Forms Submitted to DOL on Time (I-3 3.2.20.1)

Name of Analytic on External Dashboard: HR – Workers' Compensation CA1 and CA2 Forms Submitted to DOL on Time (I-3 3.2.20.1)

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Percentage Calculation:

If the metric calculation is $\geq 98\%$, the PM is met

If the metric calculation is $< 98\%$, the PM is not met

Conditions:

Definition Name: CA-1 And CA-2 Forms Submitted On Time

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

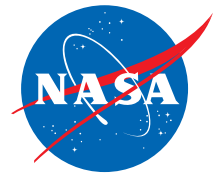
Hover Over Information: -

Hover Over Information: 98% of Forms CA-1, "Federal Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation" or Form CA-2, "Notice of Occupational

Disease and Claim for Compensation" shall be submitted to the WCP no later than 10 business days after receipt of notice from employee.

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Workers' Compensation – Forms CA - 7

Document Version V.1

Date Last Modified 7/8/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: no change date

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions:

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: Workers Comp Forms – CA-7
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.20.1
Performance Area:	Workers' Compensation
SO/SME	HR Service Office Manager
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	STRY0318219
SN PA Story/Date Submitted	2018-04-24
Approval – CS/SP	
Metrics Team Review	
Metric I-3	98% of Forms CA-7 “Claim for Compensation” shall be submitted to the OWCP no later than 5 business days after receipt of claim from employee.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:

a. HR

b. Category: WORKERS COMPENSATION

c. Subcategory: Traumatic Injury or Occupational Injury

2. CALENDAR USED: NSSC Calendar Days

3. TRIGGER/START CONDITION: CA7 was filed and would enter the date on the FD

4. PAUSE CRITERIA: N/A

5. EXCLUSION CRITERIA: CA7 Sent To Claimant date on Functional Detail is null/blank

6. MET CONDITION: CA7 Sent To Claimant date from Functional Detail is within 7 calendar days of End of COP date from Functional Detail

7. FILTER CONDITION: n/a

8. Additional Criteria: Applies To: Cases of Category WORKERS

COMPENSATION

Performance Standard: 100% Met

REPORT DISPLAY for "CA-7 Forms Provided To Employee On Time" shows a Met/Not Met stacked bar chart by Center

ACCEPTANCE CRITERIA:

Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Workers Compensation

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Data Source Table: Metric [metric_instance]

Name of Analytic: HR -WC CA-7 Submitted to DOL On Time (I-3 3.2.20.1)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR -WC CA-7 Submitted to DOL On Time (I-3 3.2.20.1)

PM Percentage Calculation:

If the metric calculation is \Rightarrow 98% within 5 business days, the PM is met

If the metric calculation is $<$ 98% within 5 business days, the PM is not met

Conditions

Definition Name: CA-7 Forms Submitted to DOL On Time

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

Hover Over Information: 98% of Forms CA-7 "Claim for Compensation" shall be submitted to the OWCP no later than 5 business days after receipt of claim from employee.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	Analytic: HR -WC CA-7 Submitted to DOL On Time (I-3 3.2.20.1)
Input Parameters	<ul style="list-style-type: none"> A. INTERNAL <ul style="list-style-type: none"> 1. P&U INT HR WC CA-7 Submitted to DOL - Monthly 2. P&U INT HR WC CA-7 Submitted to DOL - Met - Monthly B. EXTERNAL <ul style="list-style-type: none"> 1. P&U EXT HR WC CA-7 Submitted to DOL - Last Month 2. P&U EXT HR WC CA-7 Submitted to DOL - Met - Last Month
Output Parameters	<ul style="list-style-type: none"> A. INTERNAL <ul style="list-style-type: none"> 1. HR -WC CA-7 Submitted to DOL On Time (I-3 3.2.20.1) 2. WC CA-7 to DOL - Monthly PM B. EXTERNAL <ul style="list-style-type: none"> 1. HR -WC CA-7 Submitted to DOL On Time (I-3 3.2.20.1) 2. WC CA-7 to DOL - Monthly PM

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Workers Compensation

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

External2

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Workers Compensation

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Data Source Table: Metric [metric_instance]

Name of Analytic on Internal Dashboard: HR-WC CA-7 Submitted to DOL On Time (I-3 3.2.20.1)

Name of Analytic on External Dashboard: HR-WC CA-7 Submitted to DOL On Time (I-3 3.2.20.1)

Dates to show trend: Created on Last Month

Frequency: Monthly

PM Percentage Calculation:

If the metric calculation is \Rightarrow 98% within 5 business days, the PM is met

If the metric calculation is $<$ 98% withing 5 business days, the PM is not met

Conditions

Definition Name: CA-7 Forms Submitted to DOL On Time

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

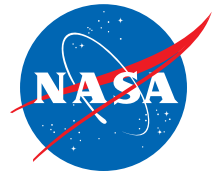
Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - 98% of Forms CA-7 "Claim for Compensation" shall be submitted to the OWCP no later than 5 business days after receipt of claim from employee.

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Employee Notices

Document Version V1.1

Date Last Modified 07/28/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics

Utilization

Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: No Changes Made

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	J.3_FA_PWS Element_Metric: Employee Notices
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.1.5
Performance Area:	Employee Notices
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
J-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0306542 / 2018-03-07
Approval – CS/SP	
Metrics Team Review	
Metric I-3	98% of employee notices are published in accordance with regulations by the negotiated timeline.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a.
 - b. Category
 - c. Subcategory
2. CALENDAR USED
3. TRIGGER/START CONDITION:
4. PAUSE CRITERIA:
5. EXCLUSION CRITERIA:
6. MET CONDITION:
7. FILTER CONDITION:
8. Additional Criteria:

Field Values:

Sub Doc:

Calculated Age

Start:

End:

Metric Date:

Metric Start:

Pending Duration:

Business Duration:

Duration:

ACCEPTANCE CRITERIA:

Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Notices, On-Boarding, Leave Pgrm

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: Employee Notices - Published in Accordance with Negotiated Timeline (J-3 - 3.2.1.5)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR - Employee Notices - Published in Accordance with Negotiated Timeline (J-3 - 3.2.1.5)

Dates to show trend: Created on last month

Frequency: Monthly

PM: (Formula)

Count of completed Employee notices processed in less than the negotiated timeline

Count of completed Employee notices processed in more than the negotiated timeline

Conditions:

Definition is Employee Notices Published in Accordance

Created on Last Month

Value does not contain Excluded

OR Value is empty

PM Percentage Calculation = Count of completed Employee notices processed in less than the negotiated timeline/Total employee notices processed

- If the metric calculation is $\geq 98\%$, the PM is met
- If the metric calculation is $< 98\%$, the PM is not met
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count of met and not met

Met and Not Met

By Center

PM Calculation – Placed above the existing Bar Graph

- Breakdown the metric score by month for current FY to last month
- y-axis should show the percentage on the left and the counts on the right
- Also with the percentages being on the left, adjusting the percentage range to have the monthly SLI data points high on the chart.
- Add a threshold line (PM)

Single Score – Placed to the top right margin of the analytic window

- Display current PM score with Met or Not-Met

Hover over: 98% of employee notices are published in accordance with regulations by the negotiated timeline.
wasPlacement / Location:

Dashboard: P & U - Internal - HR PM Dashboard

Dashboard Group: P & U - HR PM Dashboard

Dashboard Tab: Notices, On-Boarding, Leave Pgrm

Name of Analytic: Employee Notices - Published in Accordance with Negotiated Timeline (J-3 - 3.2.1.5)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR - Employee Notices - Published in Accordance with Negotiated Timeline (J-3 - 3.2.1.5)

Dates to show trend: Created on last month

Frequency: Monthly

PM: (Formula)

Count of completed Employee notices processed in less than the negotiated timeline

Count of completed Employee notices processed in more than the negotiated timeline

Conditions:

Definition is Employee Notices Published in Accordance

Created on Last Month

Value does not contain Excluded

OR Value is empty

PM Percentage Calculation = $\text{Count of completed Employee notices processed in less than the negotiated timeline} / \text{Total employee notices processed}$

- If the metric calculation is $\geq 98\%$, the PM is met
- If the metric calculation is $< 98\%$, the PM is not met
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count of met and not met
Met and Not Met
By Center

PM Calculation – Placed above the existing Bar Graph

- Breakdown the metric score by month for current FY to last month
- y-axis should show the percentage on the left and the counts on the right
- Also with the percentages being on the left, adjusting the percentage range to have the monthly SLI data points high on the chart.
- Add a threshold line (PM)

Single Score – Placed to the top right margin of the analytic window

- Display current PM score with Met or Not-Met

Hover over: 98% of employee notices are published in accordance with regulations by the negotiated timeline.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	HR - Employee Notices - Published in Accordance with Negotiated Timeline (J-3 - 3.2.1.5)
Report Content	Employee Notices - Published in Accordance with Negotiated Timeline (J-3 - 3.2.1.5)
Input Parameters	<ol style="list-style-type: none"> 1. INDICATOR SOURCES <ol style="list-style-type: none"> a. P&U HR Scripted Metric Instances 2. AUTOMATED INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. P&U INT HR Employee Notices - Monthly 2. P&U INT HR Employee Notices - Met - Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. P&U EXT HR Employee Notices - Last Month 2. P&U EXT HR Employee Notices - Met - Last Month 3. FORMULA INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - Employee Notices - Published >= 98% B. EXTERNAL <ol style="list-style-type: none"> 2. HR - Employee Notices - Published >= 98%
Output Parameters	<ol style="list-style-type: none"> 6. WIDGETS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. Employee Notices-Published in Accordance with Negotiated Timeline(J-3 - 3.2.1.5) 2. Employee Notices - Monthly PM 3. P&U Notices OnBoarding Leave Pgrm Stoplight Scores Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. Employee Notices-Published in Accordance with Negotiated Timeline(J-3 - 3.2.1.5) 2. Employee Notices - Monthly PM 3. P&U Notices OnBoarding Leave Pgrm Stoplight Scores Monthly

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR PM Dashboard

Dashboard Group: Performance And Utilization - Internal

Dashboard Tab: Notices, On-Boarding, Leave Pgrm

External2

Dashboard Name: P & U - HR PM Dashboard

Dashboard Group: Performance And Utilization

Dashboard Tab: Notices, On-Boarding, Leave Pgrm

Data Source Table Metric[metric_instance]

Name of Analytic on Internal Dashboard: Employee Notices - Published in Accordance with
Negotiated Timeline (J-3 - 3.2.1.5)

Name of Analytic on External Dashboard: Employee Notices - Published in Accordance with
Negotiated Timeline (J-3 - 3.2.1.5)

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI or PM Percentage Calculation:

If the metric calculation is $\geq 98\%$, the SLI or PM is met

If the metric calculation is $< 98\%$, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

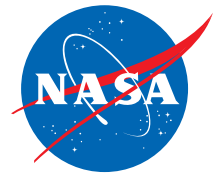
Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Development of Information Materials

Document Version	V.1.1
Date Last Modified	07/28/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: No changes made

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metric

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I-3_FA_PWS Element_Metric: Development of Information Materials
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.1.6
Performance Area:	Information Materials
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0306598 / 2018-03-07
Approval – CS/SP	
Metrics Team Review	
Metric I-3	95% of materials developed are accurately produced in accordance with the customer requirements and NASA styles.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR Cases
 - b. Category DEV_OF_INFO_MATERIALS
 - c. Subcategory
2. CALENDAR USED N/A
3. TRIGGER/START CONDITION: If the case status is set to Closed complete or Closed incomplete
4. PAUSE CRITERIA: N/A
5. EXCLUSION CRITERIA: N/A
6. MET CONDITION: Upon Case completion, the Customer Approval Required field on the Functional Details is checked and the Final Product Approved By Customer field is checked.
7. FILTER CONDITION: This report should have a filter condition that default to records closed during ("on") the last month; users should be able to change the report to use a "between" date range.
8. Additional Criteria:

ACCEPTANCE CRITERIA:

Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Info Materials & Military Deposits

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: HR - Information Materials Finalized and Distributed On Time (I-3 3.2.1.6)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR - Information Materials Finalized and Distributed On Time (I-3 3.2.1.6)

Dates to show trend: Created on last month

Frequency: Monthly

PM: (Formula)

Count of completed information Materials Finalized and Distributed On Time , processed in due date negotiated with the requester

Count of completed information Materials Finalized and Distributed On Time , processed after the due date negotiated with the requester

Conditions:

Definition is Information Materials Finalized And Distributed
 Created on Last month
 Value does not contain excluded

PM Percentage Calculation = Count of Met/Total * 100 (for each reporting month)

- If the performance measure metric calculation is $\geq 95\%$, the SLI is met
- If the performance measure metric calculation is $< 95\%$, the SLI is not met
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count of \leq and $>$

- Breakdown will have the two categories:

Met and Not Met

By Center

PM Calculation – Placed above the existing Bar Graph

- Breakdown the metric score by month for current FY to last month
- y-axis should show the percentage on the left and the counts on the right
- Also with the percentages being on the left, adjusting the percentage range to have the monthly SLI data points high on the chart.
- Add a threshold line (for the SLI)

Single Score – Placed to the top right margin of the analytic window

- Display current SLI score with Met or Not-Met

Hover over: 95% materials developed are finalized and distributed by the due date negotiated with the requester.

Was Placement / Location:

Dashboard: P & U - Internal - HR PM Dashboard / P & U - HR PM Dashboard (Both internal & External)

Dashboard Tab: Info Materials & Military Deposits

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: HR - Information Materials Finalized and Distributed On Time (I-3 3.2.1.6)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR - Information Materials Finalized and Distributed On Time (I-3 3.2.1.6)

Dates to show trend: Created on last month

Frequency: Monthly

PM: (Formula)

Count of completed information Materials Finalized and Distributed On Time , processed in due date negotiated with the requester

Count of completed information Materials Finalized and Distributed On Time , processed after the due date negotiated with the requester

Conditions:

Definition is Information Materials Finalized And Dist

Created on Last month

Value does not contain excluded

PM Percentage Calculation = Count of completed Change of Station Travel Vouchers by center, processed in 15 Days or less/Total Change of Station

- If the performance measure metric calculation is $\geq 95\%$, the SLI is met
- If the performance measure metric calculation is $< 95\%$, the SLI is not met
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count of \leq and $>$

- Breakdown will have the two categories:

Met and Not Met

By Center

PM Calculation – Placed above the existing Bar Graph

- Breakdown the metric score by month for current FY to last month
- y-axis should show the percentage on the left and the counts on the right
- Also with the percentages being on the left, adjusting the percentage range to have the monthly SLI data points high on the chart.
- Add a threshold line (for the SLI)

Single Score – Placed to the top right margin of the analytic window

- Display current SLI score with Met or Not-Met

Hover over: 95% materials developed are finalized and distributed by the due date negotiated with the requester.

REPORT REQUIREMENTS: METRICS AND UTILIZATION

Name of Report	HR - Information Materials Finalized and Distributed On Time (I-3 3.2.1.6)
Report Content	HR - Information Materials Finalized and Distributed On Time
Input Parameters	<ol style="list-style-type: none"> 1. INDICATOR SOURCES <ol style="list-style-type: none"> a. P&U HR Scripted Metric Instances 2. AUTOMATED INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. P&U INT HR Info Materials Finalized Distributed - Monthly 2. P&U INT HR Info Materials Finalized Distributed - Met - Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. P&U EXT HR Info Materials Finalized Distributed - Last Month 2. P&U EXT HR Info Materials Finalized Distributed - Met - Last Month 3. FORMULA INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - Information Materials Finalized and Distributed >= 95% B. EXTERNAL <ol style="list-style-type: none"> 2. HR - Information Materials Finalized and Distributed >= 95%
Output Parameters	<ol style="list-style-type: none"> 6. WIDGETS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - Information Materials Finalized and Distributed On Time (I-3 3.2.1.6) 2. P&U HR Info Materials & Military Deposits Stoplight Scores Monthly 3. Information Materials - Monthly PM B. EXTERNAL <ol style="list-style-type: none"> 1. HR - Information Materials Finalized and Distributed On Time (I-3 3.2.1.6) 2. P&U HR Info Materials & Military Deposits Stoplight Scores Monthly 3. Information Materials - Monthly PM

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR PM Dashboard

Dashboard Group: Performance And Utilization - Internal

Dashboard Tab: Info Materials & Military Deposits

External2

Dashboard Name: P & U - HR PM Dashboard

Dashboard Group: Performance And Utilization

Dashboard Tab: Info Materials & Military Deposits

Data Source Table Metric[metric_instance]

Name of Analytic on Internal Dashboard: HR - Information Materials Finalized and Distributed On Time (I-3 3.2.1.6)

Name of Analytic on External Dashboard: HR - Information Materials Finalized and Distributed On Time (I-3 3.2.1.6)

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI or PM Percentage Calculation:

If the metric calculation is $\geq 95\%$, the SLI or PM is met

If the metric calculation is $< 95\%$, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

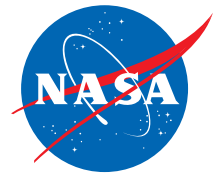
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

Off-site Training Purchases (documentation)

Document Version V.3

Date Last Modified 07/29/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: 07/29/2022

Description of Change: Updated verbiage to reflect transition from legacy ServiceNow into HR Service Delivery (HRSD).

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: Off-site Training Purchases (documentation)
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.22.2
Performance Area:	Off-site Training Purchases (documentation)
SO/SME	TBD
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0657255 / 07/28/2020
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of registration and procurement documentation shall be completed accurately within 5 business days of approved training request.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR cases
 - b. Category
 - c. Subcategory
2. CALENDAR USED
3. TRIGGER/START CONDITION:
4. PAUSE CRITERIA:
5. EXCLUSION CRITERIA:
6. MET CONDITION:
7. FILTER CONDITION:
8. Additional Criteria:

Metric Definition:

3.2.22.2 – Offsite Training Purchases (documentation):

I-3: 90% of registration and procurement documentation shall be completed accurately within 5 business days of approved training request.

Calendar Used: NSSC Business Days

When the Topic Category is "Training Administration", Topic Detail is "Offsite Training" and HR Service is "Non-Academic NSSC Purchase", calculate the difference between the "Funding Approval Date" and the "Payment/Registration Submitted On" and if it is less than 6 NSSC business days (exclude non business days), minus pending time then set the metric record to "MET".

When the Topic Category is "Training Administration", Topic Detail is "Offsite Training" and HR Service is one of "Academic NSSC Purchase", or "Academic NSSC Purchase w/book reimbursement" calculate the difference between the "Academic Approval Date" and the "Academic Authorization Submitted On" and if it is less than 6 NSSC business days (exclude non business days), minus pending time then set the metric record to "MET".

Note: Metric record should be generated upon saving the "Payment/Registration Submitted On" or "Academic Authorization Submitted On". Allow manual refiring of metric record. Exclude all cases with a status of "Closed Incomplete"

METRIC REPORT -

- Table = metric_instance
 - Bar chart
 - Aggregation = Count
 - Grouped by Funding Center Abbrev
 - Stacked by Met / Not Met
 - Display Grid
 - Grid display totals for "Met" and "Not Met" and include percentages. Model after the breakout by Center now but provide for overall.
 - Metric Definition "METRIC-DEFINITION-NAME-HERE "
 - Metric Date on Last month
 - Metric instance value does not contain Excluded
 - Order by Funding Center Abbrev
- Name of Report: 3.2.22.2 - Training Admin Offsite Training Purchases (documentation)

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	3.2.22.2 - Training Admin Offsite Training Purchases (documentation)
Input Parameters	DEVELOPMENT: 1. INDICATOR SOURCES

	<ul style="list-style-type: none">a. P&U HR Scripted Metric Instances2. AUTOMATED INDICATORS<ul style="list-style-type: none">A. INTERNAL<ul style="list-style-type: none">1. P&U INT HR Off Site Training - Monthly2. P&U INT HR Off Site Training - Met - MonthlyB. EXTERNAL<ul style="list-style-type: none">1. P&U EXT HR Off Site Training - Last Month2. P&U EXT HR Off Site Training - Met - Last Month3. FORMULA INDICATORS<ul style="list-style-type: none">A. INTERNAL<ul style="list-style-type: none">1. HR - Off Site Training >= 90%B. EXTERNAL<ul style="list-style-type: none">2. HR - Off Site Training >= 90%
Output Parameters	<ul style="list-style-type: none">6. WIDGETS<ul style="list-style-type: none">A. INTERNAL<ul style="list-style-type: none">1. HR Off Site Training-Purchasing And Registration On Time (I3 - 3.2.22.2)2. Off Site Training - Monthly SLIB. EXTERNAL<ul style="list-style-type: none">1. HR Off Site Training-Purchasing And Registration On Time (I3 - 3.2.22.2)2. Off Site Training - Monthly SLI

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name:

Dashboard Group:

Dashboard Tab:

External2

Dashboard Name:

Dashboard Group:

Dashboard Tab:

Data Source Table Metric

Name of Analytic on Internal Dashboard:

Name of Analytic on External Dashboard:

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 90%, the SLI or PM is met

If the metric calculation is $<$ 90%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

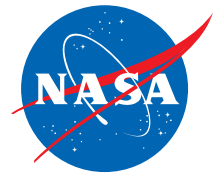
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

Off-site Training Purchases (information data requests)

Document Version V.3

Date Last Modified 07/29/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: 07/29/2022

Description of Change: Updated verbiage to reflect transition from legacy ServiceNow into HR Service Delivery (HRSD).

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: Off-site Training Purchases (information data requests)
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.22.2
Performance Area:	Off-site Training Purchases (information data requests)
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0664585 / 08/10/2020
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of completed Information Data Requests (IDR Form 0063) received at the NSSC are forwarded to NSSC Financial Management Division within 3 business days.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR cases
 - b. Category
 - c. Subcategory
2. CALENDAR USED
3. TRIGGER/START CONDITION:
4. PAUSE CRITERIA:
5. EXCLUSION CRITERIA:
6. MET CONDITION:
7. FILTER CONDITION:
8. Additional Criteria:

Metric Definition

3.2.22.2 - Off-site Training Purchases (information data requests)

- 90% of completed Information Data Requests (IDR Form 0063) received at the NSSC are forwarded to NSSC Financial Management Division within 3 business days.

New Metric Report:

- o Table = metric_instance
- o Report Title/Name: "3.2.22.2 - HRSD Training Administration Recoupment Action (IDR) - PM"
- o Bar chart
- o Aggregation = Count
- o Grouped by Funding Center
- o Stacked by Met / Not Met
- o Display Grid - Additionally provide total of Met vs. Not Met with count and percentage below current display grid.
- o Metric Definition

Topic Category – Training Administration; Topic Detail - Offsite Training; HR Service is one of Non-Academic NSSC Purchase; Academic NSSC Purchase; Academic NSSC Purchase w/book reimbursement; Non-Academic Reimbursement; or Academic Reimbursement; fire metric when "Escalation Type" is set to "Recoupment" on the Escalation/Recoupment tab, then calculate the time lapse between "Recoupment Action Required" date and "Recoupment Action Sent to FM" on FD using NSSC Business Day rules, minus pending time. Less than 4 NSSC business days = Met; Equal to or more than 4 NSSC business days = Not Met

- o Metric Date on Last month

- o Metric instance value does not contain Excluded
- o Sort/Order by Funding Center in alpha A to Z order

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	
Input Parameters	
Output Parameters	

--	--

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name:

Dashboard Group:

Dashboard Tab:

External2

Dashboard Name:

Dashboard Group

Dashboard Tab

Data Source Table Metrics

Name of Analytic on Internal Dashboard

Name of Analytic on External Dashboard:

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 90%, the SLI or PM is met

If the metric calculation is $<$ 90%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

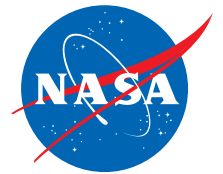
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

Off-site Training Purchases (notices)

Document Version V.3

Date Last Modified 07/29/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: 07/29/2022

Description of Change: Updated verbiage to reflect transition from legacy ServiceNow into HR Service Delivery (HRSD).

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: Off-site Training Purchases (notices)
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.22.2
Performance Area:	Off-site Training Purchases (notices)
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0664560 / 07/28/2020
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of registration confirmation notices shall be sent to the employee, manager and HR POC within 2 business days of completed registration.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR cases
 - b. Category
 - c. Subcategory
2. CALENDAR USED
3. TRIGGER/START CONDITION:
4. PAUSE CRITERIA:
5. EXCLUSION CRITERIA:
6. MET CONDITION:
7. FILTER CONDITION:
8. Additional Criteria:

Metric Definition:

3.2.22.2 - Off-site Training Purchases (notices)

- 90% of registration confirmation notices shall be sent to the employee, manager and HR POC within 2 business days of completed registration.

New Metric Report:

- o Table = metric_instance
- o Report Title/Name: "3.2.22.2 – HRSD Training Administration Purchase Notices - PM
- o Bar chart
- o Aggregation = Count
- o Grouped by Funding Center
- o Stacked by Met / Not Met
- o Display Grid - Additionally provide total of Met vs. Not Met with count and percentage below current display grid.
- o Metric Definition
- o Topic Category: Training Administration, Topic Detail: Offsite Training HR Service is: "Non-Academic NSSC Purchase", then measure the time lapse between "Payment/Registration Submitted On" and "Payment/Registration Notification Sent" on FD using NSSC Business Day rules, minus pending time. Less than 3 NSSC business days = Met; Equal to or more than 3 NSSC business days = Not Met (Note: A dependency story will need to be submitted to have the "Payment/Registration Notification Sent" field populated when the case fires the email)
- o -OR-
- o Topic Category: Training Administration, Topic Detail: Offsite Training HR Service is one of the following: "Academic NSSC Purchase" or "Academic NSSC Purchase w/book

reimbursement", then measure the time lapse between "Academic Authorization Submitted On" and "Academic Authorization" Notification Sent on FD using NSSC Business Day rules, minus pending time. Less than 3 NSSC business days = Met; Equal to or more than 3 NSSC business days = Not Met

- o Metric Date on Last month
- o Metric instance value does not contain Excluded
- o Sort/Order by Funding Center in alpha A to Z order

REPORT REQUIREMENTS: METRICS AND UTILIZATION

Name of Report	
Report Content	

**Output
Parameters**

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name:

Dashboard Group:

Dashboard Tab:

External2

Dashboard Name:

Dashboard Group:

Dashboard Tab:

Data Source Table Metrics

Name of Analytic on Internal Dashboard:

Name of Analytic on External Dashboard:

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 90%, the SLI or PM is met

If the metric calculation is $<$ 90%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

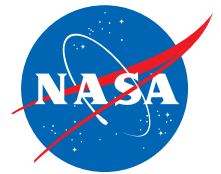
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

Off-site Training Purchases (SF-182s)

Document Version V.3

Date Last Modified 07/29/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: 07/29/22

Description of Change: Updated verbiage to reflect transition from legacy ServiceNow into HR Service Delivery (HRSD).

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: Off-site Training Purchases (SF-182s)
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.22.2
Performance Area:	Off-site Training Purchases (SF-182s)
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0664578 & STRY0856241 / 08/10/2020
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of completed SF-182's submitted to the NSSC for reimbursement shall be completed accurately within 3 business days of receipt.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR cases
 - b. Category
 - c. Subcategory
2. CALENDAR USED
3. TRIGGER/START CONDITION:
4. PAUSE CRITERIA:
5. EXCLUSION CRITERIA:
6. MET CONDITION:
7. FILTER CONDITION:
8. Additional Criteria:

Metric Definition:

3.2.22.2 - Off-site Training Purchases (SF-182s)

- 90% of completed SF-182's submitted to the NSSC for reimbursement shall be completed accurately within 3 business days of receipt.

New Metric Report:

- o Table = metric_instance
- o Report Title/Name: "3.2.22.2 - HRSD Training Administration Offsite Reimbursement SF-182s - PM"
- o Bar chart
- o Aggregation = Count
- o Grouped by Funding Center
- o Stacked by Met / Not Met
- o Display Grid - Additionally provide total of Met vs. Not Met with count and percentage below current display grid.
- o Metric Definition

Topic Category – Training Administration: Topic Detail - Offsite Training; HR Service is on of : "Non-Academic Reimbursement" or "Academic Reimbursement", then measure the time lapse between "Funding Approval Date" and "NSSC SF182 Approval Date" on FD using NSSC Business Day rules, minus pending time. Less than 4 NSSC business days = Met; Equal to or more than 4 NSSC business days = Not Met
- o Metric Date on Last month
- o Metric instance value does not contain Excluded

- o Sort/Order by Funding Center in alpha A to Z order

Update Metric or Report: 3.2.22.2 - HRSD Training Administration Offsite Reimbursement SF-182s – PM
(Ref. STRY0664578)

Topic Category: Training Administration
Topic Detail: Offsite Training

HR Service: Non-Academic Reimbursement
Measure the time lapse between "Funding Approval Date" and "NSSC SF182 Approval Date"

OR

HR Service: Academic Reimbursement
Measure the time lapse between "Academic Approval Date" and "NSSC SF182 Approval Date"

using NSSC Business Day rules, minus pending time.
Less than 4 NSSC business days = Met; Equal to or more than 4 NSSC business days = Not Met

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	
Input Parameters	
Output Parameters	

--	--

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name:

Dashboard Group:

Dashboard Tab

External2

Dashboard Name:

Dashboard Group:

Dashboard Tab:

Data Source Table Metric

Name of Analytic on Internal Dashboard

Name of Analytic on External Dashboard:

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 90%, the SLI or PM is met

If the metric calculation is $<$ 90%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

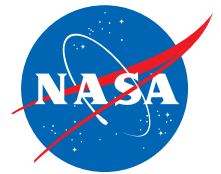
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

On-site Training Purchases Lead time for new award under \$25,000

10 Business Days

Document Version V.3

Date Last Modified 07/29/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: 07/29/2022

Description of Change: Updated verbiage to reflect transition from legacy ServiceNow into HR Service Delivery (HRSD).

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: On-site Training Purchases Lead time for new award under \$25,000
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.22.3
Performance Area:	On-site Training Purchases Lead time for new award under \$25,000
SO/SME	TBD
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0672863 / 08/22/2020
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of on-site training actions (less than or equal to \$25,000) are awarded within 10 business days of receipt of a complete purchase request package
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR cases
 - b. Category
 - c. Subcategory
2. CALENDAR USED
3. TRIGGER/START CONDITION:
4. PAUSE CRITERIA:
5. EXCLUSION CRITERIA:
6. MET CONDITION:
7. FILTER CONDITION:
8. Additional Criteria:

Metric Definition

3.2.22.3 – Onsite Training Purchase Lead time for new award under \$25,000:

I-3: 90% of on-site training actions (less than or equal to \$25,000) are awarded within 10 business days of receipt of a complete purchase request package.

Calendar Used: NSSC Business Days - (8:00am - 4:30pm)
PDC0001342

When the Topic Category is "Training Administration", Topic Detail is "Onsite Training" and HR Service is one of "Purchase Course w/SATERN Course Mgt. Support"; "Purchase Course w/Market Research & SATERN Support"; or "Purchase Training Tools", and the "Amount Purchased" is less than or equal to \$24,999, then calculate the difference between the "Course POC Final Confirmation" and the "Final Award Issued", minus pending time; if it is less than 11 NSSC business days (exclude non business days), set the metric record to "MET", otherwise "NOT MET".

Note: Metric record should be generated upon saving the "Final Award Issued" and validation that the "Funding Center" field is populated on the HR Service. Allow manual refiring of metric record. Exclude all cases with a status of "Closed Incomplete"

METRIC REPORT -

Report Name: 3.2.22.3 – HRSD Onsite Training Admin Lead time for new award under \$25,000 (SLI)

- Table = metric_instance
- Bar chart
- Aggregation = Count
- Grouped by Funding Center
- Stacked by Met / Not Met
- Display Grid
 - Grid display totals for "Met" and "Not Met" and include percentages. Model after the breakout by Center now, but provide for tally for overall of total count of "Met" vs "Not Met" and percentages
- Metric Definition "METRIC-DEFINITION-NAME-HERE "
- Metric Date on Last month
- Metric instance value does not contain Excluded
- Order by Funding Center

Created Metric Definition:

Created Business Rule to calculate/re-calculate/store metric (allows for refiring): Calculate Offsite Training Purchases Metric

Created Report:

Created Fix Script: Onsite Training Purchases To Date to capture metric for existing records which already meet trigger criteria

Split Analytic into STRY0720947

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	
Input Parameters	
Output Parameters	

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ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name:

Dashboard Group:

Dashboard Tab:

External2

Dashboard Name:

Dashboard Group:

Dashboard Tab:

Data Source Table

Name of Analytic on Internal Dashboard:

Name of Analytic on External Dashboard:

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 90%, the SLI or PM is met

If the metric calculation is $<$ 90%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

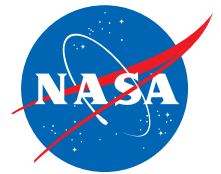
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

On-site Training Purchases Lead time for new award under \$25,000

7 Business Days

Document Version V.3

Date Last Modified 07/29/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: 07/29/22

Description of Change: Updated verbiage to reflect transition from legacy ServiceNow into HR Service Delivery (HRSD).

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I-3_FA_PWS Element_Metric: On-site Training Purchases Lead time for new award under \$25,000
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.22.3
Performance Area:	On-site Training Purchases Lead time for new award under \$25,000
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0672778 / 08/22/2020
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of award packages are prepared for Contracting Officer's action and signature within 7 business days of receipt of the complete technical package.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR cases
 - b. Category
 - c. Subcategory
2. CALENDAR USED
3. TRIGGER/START CONDITION:
4. PAUSE CRITERIA:
5. EXCLUSION CRITERIA:
6. MET CONDITION:
7. FILTER CONDITION:
8. Additional Criteria:

Metric Definition:

3.2.22.3 - On-site Training Purchases Lead time for new award under \$25,000

- 90% of award packages are prepared for Contracting Officer's action and signature within 7 business days of receipt of the complete technical package.

Calendar Used: NSSC Business Days

- Metric Definition:

When the Topic Category is "Training Administration", Topic Detail is "Onsite Training" and HR Service is one of "Purchase Course w/SATERN Course Mgt. Support"; "Purchase Course w/Market Research & SATERN Support"; or "Purchase Training Tools", and the "Amount Purchased" is less than or equal to \$24,999, then calculate the difference between the "Course POC Final Confirmation" and the "Complete Package Sent" minus pending time; if it is less than 8 NSSC business days (exclude non business days), minus pending time then set the metric record to "MET", otherwise "NOT MET".

Note: Allow metric to refire when the "Complete Package Sent" is updated and saved.

Report Details:

- o Table = metric_instance
- o Report Title/Name: 3.2.22.3 – HRSD Onsite Training Admin Lead time for new awards under \$25,000 - (PM)
- o Bar chart
- o Aggregation = Count

- o Grouped by Funding Center
 - o Stacked by Met / Not Met
 - o Display Grid - Grid display totals for "Met" and "Not Met" and include percentages.
- Model after the breakout by Center now, but provide for tally for overall of total count of "Met" vs "Not Met" and percentages

- o Metric Definition

When the Topic Category is "Training Administration", Topic Detail is "Onsite Training" and HR Service is one of "Purchase Course w/SATERN Course Mgt. Support"; "Purchase Course w/Market Research & SATERN Support"; or "Purchase Training Tools", and the "Amount Purchased" is less than or equal to \$24,999, then calculate the difference between the "Course POC Final Confirmation" and the "Complete Package Sent" minus pending time; if it is less than 8 NSSC business days (exclude non business days), minus pending time then set the metric record to "MET", otherwise "NOT MET".

- o Metric Date on Last month
- o Metric instance value does not contain Excluded
- o Order by Funding Center in alpha A to Z order

Split Analytic into STRY0720933

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	
Input Parameters	
Output Parameters	

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ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name:

Dashboard Group:

Dashboard Tab:

External2

Dashboard Name:

Dashboard Group:

Dashboard Tab

Data Source Table Metric

Name of Analytic on Internal Dashboard:

Name of Analytic on External Dashboard:

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 90%, the SLI or PM is met

If the metric calculation is $<$ 90%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

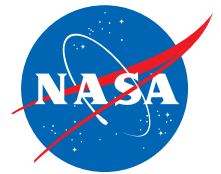
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

On-site Training Purchases Lead time for new awards over \$25,000

Document Version V.3

Date Last Modified 07/29/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change: Updated verbiage to reflect transition from legacy ServiceNow into HR Service Delivery (HRSD).

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I-3_FA_PWS Element_Metric: On-site Training Purchases Lead time for new awards over \$25,000
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.22.4
Performance Area:	On-site Training Purchases Lead time for new awards over \$25,000
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0672780 / 8/22/2020
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of award packages are prepared for Contracting Officer's action and signature within 25 business days of receipt of the complete technical package.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR cases
 - b. Category
 - c. Subcategory
2. CALENDAR USED
3. TRIGGER/START CONDITION:
4. PAUSE CRITERIA:
5. EXCLUSION CRITERIA:
6. MET CONDITION:
7. FILTER CONDITION:
8. Additional Criteria:

Metric Definition:

3.2.22.4 - On-site Training Purchases Lead time for new awards over \$25,000

- 90% of award packages are prepared for Contracting Officer's action and signature within 25 business days of receipt of the complete technical package.
- Calendar Used: NSSC Business Days

When the Topic Category is "Training Administration", Topic Detail is "Onsite Training" and HR Service is one of "Purchase Course w/SATERN Course Mgt. Support"; "Purchase Course w/Market Research & SATERN Support"; or "Purchase Training Tools", and the "Amount Purchased" is more than or equal to \$25,000, then calculate the difference between the "Course POC Final Confirmation" and the "Complete Package Sent", minus pending time; if it is less than 26 NSSC business days (exclude non business days), minus pending time then set the metric record to "MET", otherwise "NOT MET".

Note: Allow metric to refire when the "Complete Package Sent" is updated and saved.

Report Details:

- o Table = metric_instance

- o Report Title/Name: 3.2.22.4 – HRSD Onsite Training Admin Lead time for new awards over \$25,000 - (PM)
- o Bar chart
- o Aggregation = Count
- o Grouped by Funding Center
- o Stacked by Met / Not Met
- o Display Grid: Grid display totals for "Met" and "Not Met" and include percentages. Model after the breakout by Center now, but provide for tally for overall of total count of "Met" vs "Not Met" and percentages
- o Metric Definition – When the Topic Category is "Training Administration", Topic Detail is "Onsite Training" and HR Service is one of "Purchase Course w/SATERN Course Mgt. Support"; "Purchase Course w/Market Research & SATERN Support"; or "Purchase Training Tools", and the "Amount Purchased" is more than or equal to \$25,000, then calculate the difference between the "Course POC Final Confirmation" and the "Complete Package Sent", minus pending time; if it is less than 26 NSSC business days (exclude non business days), minus pending time then set the metric record to "MET", otherwise "NOT MET".
- o Metric Date on Last month
- o Metric instance value does not contain Excluded
- o Order by Funding Center in alpha A to Z order

Split Analytic into STRY0720942

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	
Input Parameters	
Output Parameters	

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ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name:

Dashboard Group:

Dashboard Tab:

External2

Dashboard Name:

Dashboard Group:

Dashboard Tab:

Data Source Table Metric

Name of Analytic on Internal Dashboard:

Name of Analytic on External Dashboard:

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 90%, the SLI or PM is met

If the metric calculation is $<$ 90%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

On-site Training Purchases Lead time for new awards over \$25,000

Document Version V.3

Date Last Modified 07/29/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: 07/29/2022

Description of Change: Updated verbiage to reflect transition from legacy ServiceNow into HR Service Delivery (HRSD).

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I-3_FA_PWS Element_Metric: On-site Training Purchases Lead time for new awards over \$25,000
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.22.4
Performance Area:	On-site Training Purchases Lead time for new awards over \$25,000
SO/SME	TBD
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0673511 / 08/24/2022
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of on-site training actions (greater than \$25,000) are awarded within 30 business days of receipt of a complete purchase request package.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR cases
 - b. Category
 - c. Subcategory
2. CALENDAR USED
3. TRIGGER/START CONDITION:
4. PAUSE CRITERIA:
5. EXCLUSION CRITERIA:
6. MET CONDITION:
7. FILTER CONDITION:
8. Additional Criteria:

Metric Definition:

3.2.22.4 – Onsite Training Purchase Lead time for new award over \$25,000:

I-3: 90% of on-site training actions (greater than \$25,000) are awarded within 30 business days of receipt of a complete purchase request package.

Calendar Used: NSSC Business Days

When the Topic Category is "Training Administration", Topic Detail is "Onsite Training" and HR Service is one of "Purchase Course w/SATERN Course Mgt. Support"; "Purchase Course w/Market Research & SATERN Support"; or "Purchase Training Tools", and the "Amount Purchased" is more than or equal to \$25,000, then calculate the difference between the "Course POC Final Confirmation" and the "Final Award Issued" minus pending time; if it is less than 31 NSSC business days (exclude non business days), minus pending time then set the metric record to "MET", otherwise "NOT MET".

Note: Metric record should be generated upon saving the "Final Award Issued" and validation that the "Funding Center" field is populated on the FD. Allow manual refiring of metric record. Exclude all cases with a status of "Closed Incomplete"

METRIC REPORT -

Report Name: 3.2.22.4 – HRSD Onsite Training Admin Lead time for new award over \$25,000 (SLI)

- Table = metric_instance
- Bar chart
- Aggregation = Count

- Grouped by Funding Center
- Stacked by Met / Not Met
- Display Grid
 - Grid display totals for "Met" and "Not Met" and include percentages. Model after the breakout by Center now, but provide for tally for overall of total count of "Met" vs "Not Met" and percentages
- Metric Definition "METRIC-DEFINITION-NAME-HERE "
- Metric Date on Last month
- Metric instance value does not contain Excluded
- Order by Funding Center

Created Metric Definition:

Created Business Rule to calculate/re-calculate/store metric (allows for refiring): Calculate Offsite Training Purchases Metric

Created Report:

Created Fix Script: Onsite Training Purchases To Date to capture metric for existing records which already meet trigger criteria

Split Analytic into STRY0720952

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	
Input Parameters	
Output Parameters	

--	--

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name:

Dashboard Group:

Dashboard Tab:

External2

Dashboard Name:

Dashboard Group:

Dashboard Tab:

Data Source Table

Name of Analytic on Internal Dashboard:

Name of Analytic on External Dashboard:

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 90%, the SLI or PM is met

If the metric calculation is $<$ 90%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

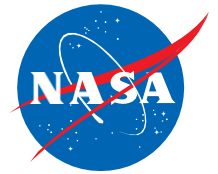
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

**Administration and Oversight of the Agency Learning Management System
(course offerings)**

Document Version	V.3
Date Last Modified	07/29/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: 07/29/2022

Description of Change: Updated verbiage to reflect transition from legacy ServiceNow into HR Service Delivery (HRSD).

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I-3_FA_PWS Element_Metric: Administration and Oversight of the Agency Learning Management System (course offerings)
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.22.5
Performance Area:	Administration and Oversight of the Agency Learning Management System (course offerings)
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0673522 / 08/24/2020
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of course offerings shall be updated on the list of training requirements and schedule of course offerings within 5 business days of completion of vendor procurement action.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR cases
 - b. Category
 - c. Subcategory
2. CALENDAR USED
3. TRIGGER/START CONDITION:
4. PAUSE CRITERIA:
5. EXCLUSION CRITERIA:
6. MET CONDITION:
7. FILTER CONDITION:
8. Additional Criteria:

ACCEPTANCE CRITERIA: 3.2.22.5 - Administration and Oversight of the Agency Learning Management System (course offerings)

- 90% of course offerings shall be updated on the list of training requirements and schedule of course offerings within 5 business days of completion of vendor procurement action.

Metric Definition:

Topic Category – Training Administration: Topic Detail - Onsite SAL Support; HR Service is : "SATERN Course/Class Mgt. Support Purchase Related" then Calculate time lapse between "Final Award Issued" and the first entry and saving of "Class ID #", minus pending time that occurs between these two dates being captured, using NSSC Business Day rules. Less than 6 NSSC business days = Met; Equal to or more than 6 NSSC business days = Not Met

Metric Date on Last month

Metric instance value does not contain Excluded

Metric Report:

Table = metric_instance

Report Title/Name: "3.2.22.3 -HRSD Training Administration Onsite - Course Offering - PM"

Bar chart

Aggregation = Count

Grouped by Funding Center

Stacked by Met / Not Met

Display Grid - Additionally provide total of Met vs. Not Met with count and percentage below current display grid.

REPORT REQUIREMENTS: METRICS AND UTILIZATION**Name of Report****Report Content****Input Parameters****Output
Parameters**

--	--

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number

Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name:

Dashboard Group:

Dashboard Tab:

External2

Dashboard Name:

Dashboard Group:

Dashboard Tab:

Data Source Table

Name of Analytic on Internal Dashboard:

Name of Analytic on External Dashboard:

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is $\geq 90\%$, the SLI or PM is met

If the metric calculation is $< 90\%$, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

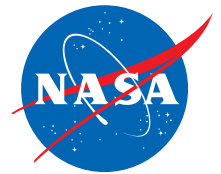
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

HR Learning Management - Post-Course Products Available On Time

Document Version

V.3

Date Last Modified

07/29/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: 07/29/2022

Description of Change: Updated verbiage to reflect transition from legacy ServiceNow into HR Service Delivery (HRSD).

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I-3_FA_PWS Element_Metric: HR Learning Management - Post-Course Products Available On Time (I-3: 3.2.2.2)
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.2.2
Performance Area:	HR Learning Management - Post-Course Products Available On Time (I-3: 3.2.2.2)
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0673554 / 08/24/2020
Approval – CS/SP	
Metrics Team Review	
Metric I-3	98% of post course products (grades, modifications, rosters, etc) are accurate, completed, and available no later than 3 business days after completion of the course.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR cases
 - b. Category
 - c. Subcategory
2. CALENDAR USED
3. TRIGGER/START CONDITION:
4. PAUSE CRITERIA:
5. EXCLUSION CRITERIA:
6. MET CONDITION:
7. FILTER CONDITION:
8. Additional Criteria:

Metric Definition:

3.2.2.2 - Administration and Oversight of the Agency Learning Management System

(Post-course data)

- 98% of post course products (grades, modifications, rosters, etc.) are accurate, completed and available no later than 3 business days after completion of the course.

Metric Report:

- o Table = metric_instance
- o Report Title/Name: "3.2.2.2 -HRSD Training Administration Onsite & Offsite - Post-course data - PM"
- o Bar chart
- o Aggregation = Count
- o Grouped by Funding Center
- o Stacked by Met / Not Met
- o Display Grid - Additionally provide total of Met vs. Not Met with count and percentage below current display grid.
- o Metric Definition

For Topic Category – Training Administration, Topic Detail - Onsite SAL Support, HR Service - SATERN Roster Processing Only: Calculate time lapse between "Case creation Date" and "Roster Processing task is Resolved" using NSSC Business Day rules and excluding Pending time. "Less than 4 NSSC business days = Met; Equal to or more than 4 NSSC business days = Not Met (ROSTER)

-OR-

For Topic Category – Training Administration, Topic Detail - Onsite SAL Support, HR Service is one of - SATERN Course/Class Mgt. Support Only or SATERN Course/Class Mgt. Support Purchase Related: If a Modification task is created then calculate time lapse between the Modification Task create date and the Modification Task resolved date using NSSC Business Day rules and excluding Pending time. "Less than 4 NSSC business days = Met; Equal to or more than 4 NSSC business days = Not Met (ONSITE SATERN MODIFICATIONS)

-OR-

For Topic Category – Training Administration, Topic Detail Offsite Training, HR Service is one of - Academic NSSC Purchase, Academic NSSC Purchase w/book reimbursement, Academic Reimbursement: Calculate time lapse between "Training Attendance Verification To Do Action Complete" and "Record Training Verification" task is resolved using NSSC Business Day rules and excluding Pending time. "Less than 4 NSSC business days = Met; Equal to or more than 4 NSSC business days = Not Met (GRADES)

- o Metric Date on Last month
- o Metric instance value does not contain Excluded
- o Sort/Order by Funding Center in alpha A to Z order

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	HR Learning Management - Post-Course Products Available On Time (I-3: 3.2.2.2)
Input Parameters	
Output Parameters	

--	--

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name:

Dashboard Group:

Dashboard Tab:

External2

Dashboard Name:

Dashboard Group:

Dashboard Tab:

Data Source Table

Name of Analytic on Internal Dashboard:

Name of Analytic on External Dashboard:

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 98%, the SLI or PM is met

If the metric calculation is $<$ 98%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

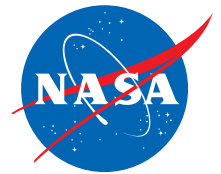
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

Administration and Oversight of the Agency Learning Management System (course offerings)

Document Version V.3

Date Last Modified 07/29/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change: 07/29/2022

Description of Change: Updated verbiage to reflect transition from legacy ServiceNow into HR Service Delivery (HRSD).

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element_Metric: Administration and Oversight of the Agency Learning Management System (training data entry)
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.22.5
Performance Area:	Administration and Oversight of the Agency Learning Management System (training data entry)
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0664550/ 08/10/2020
Approval – CS/SP	
Metrics Team Review	
Metric I-3	95% of training data shall be entered accurately within 7 business days of receipt.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR cases
 - b. Category:
 - c. Subcategory :
2. CALENDAR USED:
3. TRIGGER/START CONDITION:
4. PAUSE CRITERIA:
5. EXCLUSION CRITERIA:
6. MET CONDITION:
7. FILTER CONDITION:
8. Additional Criteria:

Metric Definition:

3.2.22.5 - Administration and Oversight of the Agency Learning Management System (training data entry)
95% of training data shall be entered accurately within 7 business days of receipt.

Table = metric_instance

Report Title/Name: "3.2.22.5 -HRSD Training Administration Offsite - Training Data Entry - PM"

Bar chart

Aggregation = Count

Grouped by Funding Center

Stacked by Met / Not Met

Display Grid - Additionally provide total of Met vs. Not Met with count and percentage below current display grid.

For Topic Category – Training Administration; Topic Detail - Offsite Training; and HR Service is one of the following: "No Cost or "Project-Funded @ Center", then measure the time lapse between "Funding Approval Date" and "NSSC SF182 Approval Date" on FD using NSSC Business Day rules, minus pending time. Less than 8 NSSC business days = Met; Equal to or more than 8 NSSC business days = Not Met. Exclude cases that are "Closed Incomplete"

Metric Date on Last month

Metric instance value does not contain Excluded

Sort/Order by Funding Center in alpha A to Z order

Name of Report:

<u>REPORT REQUIREMENTS: METRICS AND UTILIZATION</u>	
Name of Report	
Report Content	3.2.22.5 -HRSD Training Administration Offsite - Training Data Entry – PM
Input Parameters	
Output Parameters	

--	--

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name:

Dashboard Group:

Dashboard Tab

External2

Dashboard Name:

Dashboard Group:

Dashboard Tab:

Data Source Table:

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is $\geq 95\%$, the SLI or PM is met

If the metric calculation is $< 95\%$, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

Online Course Management Support Services

Document Version V.2

Date Last Modified 04/12/2018

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I-3_FA_PWS Element_Metric: Online Course Management Support Services
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.22.6
Performance Area:	Online Course Management Support Services
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0315262 / 03/21/2018
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of course updates shall be completed accurately within 5 business days of receipt of course content and funding approval, with the exception of Agency-wide mandated training.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a. HR cases
 - b. Category SATERN ONLINE CONTENT
 - c. Subcategory UPDATE COURSE CONTENT
2. CALENDAR USED NSSC Business Metric Days
3. TRIGGER/START CONDITION: TASK ASSIGNED TO HR - ONLINE CONTENT DEVELOPMENT L2
4. PAUSE CRITERIA: Pending or Task Assignment Group set to HR - ONLINE CONTENT DEVELOPMENT L3
5. EXCLUSION CRITERIA: Case Status set to Closed Cancelled
6. MET CONDITION: Task resolved in under 5 days based on the NSSC Business Metric Days

Conditions for Metric:

Functional Details Tab:

Process Type = Update

Customer Approval Received date minus Queue Date minus Pending days

7. FILTER CONDITION:

8. Additional Criteria:

- **ACCEPTANCE CRITERIA:** Acceptance criteria Placement/ Location:
Dashboard: P & U - Internal - HR PM Dashboard/ P & U - HR PM Dashboard (Both internal & External)
Dashboard Tab: HRIS and LMS Oversight
Dashboard Group: Performance And Utilization - Internal/ Performance And Utilization (Both Internal & External)

Name of Analytic: HR - Online Course Management - Course Updates Completed On Time (I-3 3.2.22.6)

Data Source: Table:

- Metric [metric_instance]

Existing Reports:

- HR - Online Course Management - Course Updates Completed On Time (I-3 3.2.22.6)

Dates to show trend: Created on Last Month

Frequency: Monthly

PM Percentage Calculation = $\frac{\text{Count of completed Count of Course Updates Completed on Time by center, processed in 5 Days or less}}{\text{Total Count of Course Updates Completed on Time}}$

- If the metric calculation is $\geq 90\%$, the PM is met
- If the metric calculation is $< 90\%$, the PM is not met
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count of ≤ 5 and > 5 by Center for the Month

- Breakdown will have the two categories:
- By Center Met/Not Met

PM Calculation – Placed above the existing Bar Graph

- Breakdown the metric score by month for current FY to last month
- y-axis should show the percentage on the left and the counts on the right
- Also with the percentages being on the left, adjusting the percentage range to have the monthly PM data points high on the chart.
- Add a threshold line (for the PM)

Single Score – Placed to the top right margin of the analytic window

- Display current PM score with Met or Not-Met

Hover Over Information: 90% of course updates shall be completed accurately within 5 business days of receipt of course content and funding approval, with the exception of Agency-wide mandated training.

was Placement / Location:

Dashboard Name: P&U Internal HR PM Dashboard

Dashboard Tab: HRIS and LMS Oversight

Dashboard Group: P&U HR PM Dashboard

Name of Analytic: HR - Online Course Management - Course Updates Completed On Time (I-3 3.2.22.6)

Data Source: Table:

- Metric [metric_instance]

Existing Reports:

- HR - Online Course Management - Course Updates Completed On Time (I-3 3.2.22.6)

Dates to show trend: Created on Last Month

Frequency: Monthly

PM Percentage Calculation = $\frac{\text{Count of completed Count of Course Updates Completed on Time by center, processed in 5 Days or less}}{\text{Total Count of Course Updates Completed on Time}}$

- If the metric calculation is $\geq 90\%$, the PM is met
- If the metric calculation is $< 90\%$, the PM is not met
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count of ≤ 5 and > 5 by Center for the Month

- Breakdown will have the two categories:
- By Center Met/Not Met

PM Calculation – Placed above the existing Bar Graph

- Breakdown the metric score by month for current FY to last month
- y-axis should show the percentage on the left and the counts on the right
- Also with the percentages being on the left, adjusting the percentage range to have the monthly PM data points high on the chart.
- Add a threshold line (for the PM)

Single Score – Placed to the top right margin of the analytic window

- Display current PM score with Met or Not-Met

Hover Over Information: 90% of course updates shall be completed accurately within 5 business days of receipt of course content and funding approval, with the exception of Agency-wide mandated training.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	HR - Online Course Management - Course Updates Completed On Time (I-3 3.2.22.6)
Input Parameters	DEVELOPMENT: 1. INDICATOR SOURCES a. P&U HR Scripted Metric Instances

	<p>2. AUTOMATED INDICATORS</p> <p>A. INTERNAL</p> <ol style="list-style-type: none"> 1. P&U INT HR Online Course Management - Monthly 2. P&U INT HR Online Course Management - Met Monthly <p>B. EXTERNAL</p> <ol style="list-style-type: none"> 1. P&U EXT HR Online Course Management - Last Month 2. P&U EXT HR Online Course Management - Met - Last Month <p>3. FORMULA INDICATORS</p> <p>A. INTERNAL</p> <ol style="list-style-type: none"> 1. HR - Online Course Management $\geq 90\%$ <p>B. EXTERNAL</p> <ol style="list-style-type: none"> 2. HR - Online Course Management $\geq 90\%$
Output Parameters	<p>A. INTERNAL</p> <ol style="list-style-type: none"> 1. HR - Online Course Management - Course Updates Completed On Time (I-3 3.2.22.6) 2. Online Course Management - Monthly PM 3. P&U HRIS and LMS Oversight Stoplight Scores Monthly <p>B. EXTERNAL</p> <ol style="list-style-type: none"> 1. HR - Online Course Management - Course Updates Completed On Time (I-3 3.2.22.6) 2. Online Course Management - Monthly PM 3. P&U HRIS and LMS Oversight Stoplight Scores Monthly

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR PM Dashboard
Dashboard Group: Performance And Utilization - Internal
Dashboard Tab: HRIS and LMS Oversight

External2

Dashboard Name: P & U - HR PM Dashboard
Dashboard Group: Performance And Utilization (Both Internal & External)
Dashboard Tab: HRIS and LMS Oversight
Data Source Table Metric

Name of Analytic on Internal Dashboard: HR - Online Course Management - Course Updates
Completed On Time (I-3 3.2.22.6)

Name of Analytic on External Dashboard: HR - Online Course Management - Course Updates
Completed On Time (I-3 3.2.22.6)

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is \Rightarrow 90%, the SLI or PM is met

If the metric calculation is $<$ 90%, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES



NASA Shared Services Center

NSSC ServiceNow – Human Resources Metrics and Utilization

SES Case Documentation – Appointment Certification Support

Document Version	V.2.1
Date Last Modified	07-28-2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:

Brief Description:

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I-3_FA_PWS Element_Metric: SES Case Documentation – Appointment Certification Support
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.23.2
Performance Area:	SES Case Documentation – Appointment Certification Support
SO/SME	TBD
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0306919 / 03/07/2018
Approval – CS/SP	
Metrics Team Review	
Metric I-3	100% of SES Appointment ECQ documents that are received at the NSSC, by the established timeline will be delivered to OCHCO, prior to two business days before the OPM deadline. Reference I-22, SES Process Timeline
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a.
 - b. Category
 - c. Subcategory
2. CALENDAR USED
3. TRIGGER/START CONDITION:
4. PAUSE CRITERIA:
5. EXCLUSION CRITERIA:
6. MET CONDITION:
7. FILTER CONDITION:
8. Additional Criteria:

ACCEPTANCE CRITERIA:

Acceptance criteria Placement / Location:

Dashboard: P & U - Internal - HR Dashboard / P & U - HR Dashboard (Both internal & External)

Dashboard Tab: SES

Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: HR - SES Case Documentation – Appt Certification Docs Forwarded to OCHCO On Time (I-3 - 3.2.23.2)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR - SES Case Documentation – Appt Certification Docs Forwarded to OCHCO On Time (I-3 - 3.2.23.2)

Dates to show trend: Created

Frequency: Monthly

Breakdowns:

When drilling down on the bar graph: met/not met and center

SLI: (Formula)

Metric Calculation Percentage = sum of met count/sum of total count

If the metric calculation is = 100%, the SLI is met

If the metric calculation is

The calculation % SLI is displayed and met or not met

Conditions:

Definition is Appt Cert Docs Forwarded to OCHM on Time

Created on Last Month

Value does not contain Excluded or Value is empty

Type of Visualization:

Bar Graph – Displays Count Met/Not Met by Center for the Month

Trend Line – Placed above the Bar Graph

Breakdown the metric score by month for current FY to last month

Single Score – Placed to the top right margin of the analytic window

- Display current SLI score with Met or Not-Met

SLI Calculation – Placed above the existing Bar Graph

Breakdown the metric score by month for current FY to last month

y-axis should show the percentage on the left and the counts on the right

Also with the percentages being on the left, adjusting the percentage range to have the monthly SLI data points high on the chart.

Add a threshold line (for the SLI)

Hover over: 100% of SES Appointment ECQ documents that are received at the NSSC, by the established timeline will be delivered to OCHCO, prior to two business days before the OPM deadline. Reference I-22, SES Process

TimeLine. Was Placement / Location:

Dashboard: P&U Dashboard Internal

Dashboard Tab: HR Dashboard

Dashboard Group: Inquiries and Classification

Name of Analytic: HR - SES Case Documentation – Appt Certification Docs Forwarded to OCHCO On Time (I-3 - 3.2.23.2)

Data Source: Table:

Metric[metric_instance]

Existing Reports:

HR - SES Case Documentation – Appt Certification Docs Forwarded to OCHCO On Time (I-3 - 3.2.23.2)

Dates to show trend: Created

Frequency: Monthly

Breakdowns:

When drilling down on the bar graph: met/not met and center

SLI: (Formula)

Metric Calculation Percentage = sum of met count/sum of total count

If the metric calculation is = 100%, the SLI is met

If the metric calculation is

The calculation % SLI is displayed and met or not met

Conditions:

Definition is Appt Cert Docs Forwarded to OCHM on Time

Created on Last Month

Value does not contain Excluded or Value is empty

Type of Visualization:

Bar Graph – Displays Count Met/Not Met by Center for the Month

Trend Line – Placed above the Bar Graph

Breakdown the metric score by month for current FY to last month

Single Score – Placed to the top right margin of the analytic window

- Display current SLI score with Met or Not-Met

SLI Calculation – Placed above the existing Bar Graph

Breakdown the metric score by month for current FY to last month

y-axis should show the percentage on the left and the counts on the right

Also with the percentages being on the left, adjusting the percentage range to have the monthly SLI data points high on the chart.

Add a threshold line (for the SLI)

Hover over: 100% of SES Appointment ECQ documents that are received at the NSSC, by the established timeline will be delivered to OCHCO, prior to two business days before the OPM deadline. Reference I-22, SES Process Timeline.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	HR - SES Case Documentation – Appt Certification Docs Forwarded to OCHCO On Time (I-3 - 3.2.23.2)
Input Parameters	<p>DEVELOPMENT:</p> <ol style="list-style-type: none"> 1. INDICATOR SOURCES <ol style="list-style-type: none"> a. P&U HR Scripted Metric Instances 2. AUTOMATED INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. P&U INT HR SES Case Documentation - Monthly 2. P&U INT HR SES Case Documentation - Met - Monthly B. EXTERNAL <ol style="list-style-type: none"> 1. P&U EXT HR SES Case Documentation - Last Month 2. P&U EXT HR SES Case Documentation - Met - Last Month 3. FORMULA INDICATORS <ol style="list-style-type: none"> A. INTERNAL <ol style="list-style-type: none"> 1. HR - SES Case Documentation - Appt Cert Docs \geq 100% B. EXTERNAL <ol style="list-style-type: none"> 2. HR - SES Case Documentation - Appt Cert Docs \geq 100%
Output Parameters	

6. WIDGETS

A. INTERNAL

1. SES Case Documentation -Appt Certification Docs Forwarded to OCHCO (I-3 - 3.2.23.2)

2. SES Case Documentation - Monthly SLI

3. P&U Senior Executive Service (SES) Stoplight Scores Monthly

4. P&U Scorecard - Internal

5. P&U Scorecard - Monthly - Internal

B. EXTERNAL

1. SES Case Documentation -Appt Certification Docs Forwarded to OCHCO (I-3 - 3.2.23.2)

2. SES Case Documentation - Monthly SLI

3. P&U Senior Executive Service (SES) Stoplight Scores Monthly

4. P&U Scorecard - Internal

5. P&U Scorecard - Monthly - Internal

ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR Dashboard

Dashboard Group: Performance And Utilization - Internal

Dashboard Tab: SES

External2

Dashboard Name: P & U - HR Dashboard (Both internal & External)

Dashboard Group: Performance And Utilization (Both Internal & External)

Dashboard Tab: SES

Data Source Table Metric

Name of Analytic on Internal Dashboard: HR - SES Case Documentation – Appt Certification Docs
Forwarded to OCHCO On Time (I-3 - 3.2.23.2)

Name of Analytic on External Dashboard: HR - SES Case Documentation – Appt Certification Docs
Forwarded to OCHCO On Time (I-3 - 3.2.23.2)

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is $\geq 100\%$, the SLI or PM is met

If the metric calculation is $< 100\%$, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

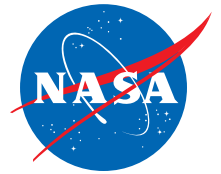
Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition



NASA Shared Services Center

NSSC ServiceNow –Human Resources Metrics and Utilization

Presidential Rank Awards Support

Document Version V.2.1

Date Last Modified 07/28/2022

Reference: Contract Attachment I-26 Business Rules

NASA Shared Services Center
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529

OVERVIEW:**Brief Description:**

The following ServiceNow Business Rules outline the requirements in order to process the report data requirements and also provides the supporting information/documentation for validation/verification purposes which allow for:

Metrics
Utilization
Performance Analytics

Note: See Appendix A – Work Instructions

If applicable:

If this is being updated as the result of a Change, please provide the following information:

Effective Date of Change:

Description of Change:

Contract Modification:

Impact to existing Metrics/Utilization/Transactions: Metrics

REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I-3_FA_PWS Element_Metric: Presidential Rank Awards Support
Global Setting: Y/N	Yes
Functional Area:	HR
PWS Section:	3.2.23.3
Performance Area:	Presidential Rank Awards Support
SO/SME	TBD
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	N/A
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	STRY0318207 / 03/27/2018
Approval – CS/SP	
Metrics Team Review	
Metric I-3	100% of PRA Nominations that are received at the NSSC by the established timeline be forwarded to OCHCO prior to five business days before the OPM deadline.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template

Metrics and Utilization

Metric Definition Template

Definition Name =

Description on metric definition:

1. APPLIES TO:
 - a.
 - b. Category
 - c. Subcategory
2. CALENDAR USED
3. TRIGGER/START CONDITION:
4. PAUSE CRITERIA:
5. EXCLUSION CRITERIA:
6. MET CONDITION:
7. FILTER CONDITION:
8. Additional Criteria:

- **ACCEPTANCE CRITERIA:** Acceptance criteria Placement / Location:
 Dashboard: P & U - Internal - HR Dashboard / P & U - HR Dashboard (Both internal & External)
 Dashboard Tab: PRA
 Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Data Source Table: Metric [metric_instance]

Name of Analytic: HR Presidential Rank Awards - Nominations Forwarded to OCHCO On Time (I-3 3.2.23.3)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR Presidential Rank Awards - Nominations Forwarded to OCHCO On Time

SLI Formula:

If the metric calculation is \Rightarrow 100%, the SLI is met

If the metric calculation is $<$ 100%, the SLI is not met

Conditions:

Definition Name: Presidential Rank Awards To OCHCO On Time

Created on Last month

Value does not contain Excluded

OR value is empty

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

Hover Over Information: 100% of PRA Nominations that are received at the NSSC by the established timeline be forwarded to OCHCO prior to five business days before the OPM deadline was Placement/ Location:

Dashboard: P & U - Internal - HR Dashboard

Dashboard Tab: PAP

Dashboard Group: P & U - HR Dashboard

Data Source Table: Metric [metric_instance]

Name of Analytic: HR Presidential Rank Awards - Nominations Forwarded to OCHCO On Time (I-3 3.2.23.3)

Dates to show trend: Created on Last Month

Frequency: Monthly

Existing Reports: HR Presidential Rank Awards - Nominations Forwarded to OCHCO On Time

SLI Formula:

If the metric calculation is \Rightarrow 100%, the SLI is met

If the metric calculation is $<$ 100%, the SLI is not met

Conditions:

Definition Name: Presidential Rank Awards To OCHCO On Time

Created on Last month

Value does not contain Excluded

OR value is empty

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the PM)

Hover Over Information: 100% of PRA Nominations that are received at the NSSC by the established timeline be forwarded to OCHCO prior to five business days before the OPM deadline.

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	HR Presidential Rank Awards - Nominations Forwarded to OCHCO On Time
Input Parameters	<p>DEVELOPMENT:</p> <p>1. INDICATOR SOURCES</p> <p>a. P&U HR Scripted Metric Instances</p> <p>2. AUTOMATED INDICATORS</p> <p>A. INTERNAL</p> <p>1. P&U INT HR Presidential Rank Awards - Monthly</p> <p>2. P&U INT HR Presidential Rank Awards - Met - Monthly</p> <p>B. EXTERNAL</p> <p>1. P&U EXT HR Presidential Rank Awards - Last Month</p> <p>2. P&U EXT HR Presidential Rank Awards - Met - Last Month</p> <p>3. FORMULA INDICATORS</p> <p>A. INTERNAL</p> <p>1. HR - Presidential Rank Awards \geq 100%</p> <p>B. EXTERNAL</p> <p>2. HR - Presidential Rank Awards \geq 100%</p>
Output Parameters	<p>6. WIDGETS</p> <p>A. INTERNAL</p> <p>1. HR Presidential Rank Awards - Nominations Forwarded to OCHCO On Time (I-3 3.2.23.3)</p>

	<ul style="list-style-type: none">2. Presidential Rank Awards - Monthly SLI3. P&U Presidential Rank Awards Stoplight Scores Monthly <p>B. EXTERNAL</p> <ul style="list-style-type: none">1. HR Presidential Rank Awards - Nominations Forwarded to OCHCO On Time (I-3 3.2.23.3)2. Presidential Rank Awards - Monthly SLI3. P&U Presidential Rank Awards Stoplight Scores Monthly
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ServiceNow Data – Metric Definition Template Performance Analytics

Story Dependency: Metrics and Utilization Story Number
Name of Report:

Placement / Location: on the Internal and External dashboards

Internal

Dashboard Name: P & U - Internal - HR Dashboard

Dashboard Group: Performance And Utilization - Internal

Dashboard Tab: PRA

External2

Dashboard Name: P & U - HR Dashboard (Both internal & External)

Dashboard Group: Performance And Utilization (Both Internal & External)

Dashboard Tab: PRA

Data Source Table Metric

Name of Analytic on Internal Dashboard: HR Presidential Rank Awards - Nominations Forwarded to OCHCO On Time (I-3 3.2.23.3)

Name of Analytic on External Dashboard: HR Presidential Rank Awards - Nominations Forwarded to OCHCO On Time (I-3 3.2.23.3)

Dates to show trend: Created on Last Month

Frequency: Monthly

SLI Formula:

Met:

Not/Met:

Conditions:

Definition Name

SLI or PM Percentage Calculation:

If the metric calculation is $\Rightarrow 100\%$, the SLI or PM is met

If the metric calculation is $< 100\%$, the SLI or PM is not met

Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count for the Month

Y-axis should show the percentage on the left and the counts on the right

Breakdown: Center & Met/Not Met

Add a threshold line (for the SLI)

Hover Over Information: - SLI or PM definition

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES