Service Level Indicators (SLI) are indicative of overall NSSC performance and most have a component of SP performance and Civil Service performance. The SP will report on NSSC SLI performance in accordance with DRD 2.5-2 and as contained in the applicable NSSC Service Level Agreements. The SP shall support the development of remedial action plans where service standards fall below indicated SLIs and performance measures. The SLIs and performance measures listed in this attachment represent the Government's intent to verify and validate SP performance on a routine basis. For Award Term Option determinations, the SP will not be held accountable if the SP demonstrates not meeting a SLI or Performance Measure for reasons outside of its control that negatively impacted performance. **No outstanding SLI or Performance Measure shall exceed 30 calendar days beyond the due date.** Definitions of terms can be found in Attachment I-20.

PWS Section	Performance Area	Service Level Indicator or Performance Standard	SLI (Y/N)	Method of Surveillance
2.0				
2.17	Customer Satisfaction	90% Customer Satisfaction Rating	Y	Review of automated workload systems, data warehouse, survey responses and desk audits
3.1				
3.1.1	Accounts Payable Payments	Process 98% of payments on time.	Y	Review of automated workload system, data warehouse and desk audits
3.1.1	Accounts Payable Invoice Process	Process 98% of invoices on time. SP has a total of 7 business days to complete their required actions for Net30 invoices. This includes: 3 business days to route invoices for required actions, 3 business days to post invoices once Center actions are complete and 1 business day for CLIN validation and to create the payment proposal.	N	Review of automated workload systems, data warehouse and desk audits
3.1.1	Accounts Payable Interest Payments	Pay no more than $200 in interest penalties per $1,000,000 in payments.	Y	Review of automated workload systems, data warehouse and desk audits
3.1.1	Accounts Payable 6.2 Invoice Escalation	Utilize the criteria of NASA's Continuous Monitoring Program (CMP) 6.2 (Review and Validate Accounts Payable Aging 2100.1000) to identify monthly exceptions. The NSSC will be red or green based on 90% of exceptions being escalated in accordance with the Agency procedures. Exceptions identified as invoices pending Cost, SBIRs, Finals, supplemental documentation (SD) that require no IRIS actions, and Credit Memos are excluded from escalation.	N	Review of automated workload systems, data warehouse and desk audits
3.1.1	Accounts Payable 6.11 Invoice Escalation	Utilize the criteria of NASA's Continuous Monitoring Program (CMP) 6.11 (Validate the status of parked open invoices) to identify monthly exceptions. The NSSC will be red or green based on 90% of exceptions being escalated in accordance with the Agency procedures. Exceptions identified as invoices pending Cost, SBIRs, Finals, supplemental documentation (SD) that require no IRIS actions, and Credit Memos are excluded from escalation.	N	Review of automated workload systems, data warehouse and desk audits
3.1.1	Working Capital Fund - Advances	95% of advances with complete funds commitment documents shall be processed within four business days by NSSC AP.	N	Review of automated workload systems, data warehouse and desk audits
3.1.1.2	Grants-Advance reconciliation	98% of the advances shall be reconciled by the end of the month with the balance reconciled	N	Review of automated workload systems,

PWS Section	Performance Area	Service Level Indicator or Performance Standard	SLI (Y/N)	Method of Surveillance
		before the end of the following period.		data warehouse and desk audits
3.1.2	Process Collections	Post 98% of collections (direct and reimbursable) without error.	N	Review of automated workload systems, data warehouse and desk audits
3.1.2	Execute Dunning Process	Process delinquent demand (Dunning) letters with no more than 5 instances per month that are processed late or with errors.	N	Review of automated workload systems, data warehouse and desk audits
3.1.2	Accounts Receivable Billings	98 % of bills shall be created without error attributed to the NSSC.	Y	Review of automated workload systems, data warehouse and desk audits
3.1.2	Accounts Receivable Debt Waiver Requests	SP has 10 business days of touch time to process Debt Waiver packages. This includes: Create Draft Debt Waiver Summary Template, obtain and upload supporting documentation to route to applicable functional area, upon receipt of completed debt waiver summary template from the functional area, combine Debt Waiver package, route to applicable functional area for review, route for approval/denial decision, and notify customer and Department of Interior of final decision. Note: Compile Debt Waiver packages, route for review and obtain approval/denial decision within 50 business days of waiver request	N	Review of automated workload systems, data warehouse and desk audits
3.1.4	Fund Balance with Treasury	Submit SF224 to Treasury according to established deadlines.	N	Review of automated workload systems, data warehouse and desk audits
3.1.4	Fund Balance with Treasury Escalation	The SP shall ensure 90% of all FBwT differences are no less than 30 days old. Note: SP has a total of 20 calendar days to resolve all outstanding differences. All differences greater than 6 business days old must be escalated by the SP. All differences that the SP is responsible for posting should be posted within 3 days once dependent actions are complete. All dependent actions (supporting documentation, funding, cost, etc.) shall be requested within 3 days of the receipt of the transaction.	Y	Review of automated workload systems, data warehouse and desk audits
3.1.4	Fund Balance with Treasury Escalation	Utilize criteria of Continuous Monitoring Program Activity 2.a3 (Reconcile Fund Balance with Treasury (FBwT) Between SAP to Treasury) to identify cumulative exceptions. All FBWT differences shall be escalated within the month received but not longer than 6 business days from document reference date. Any difference greater than 6 business days old that has not been escalated will result in a red exception status. Additionally, exceptions would be excluded as a graded item if the transaction FBWT difference is a result from HHS for all ALCs, or State Department for JSC's ALC.	N	Review of automated workload systems, data warehouse and desk audits
3.1.5.1	Domestic Travel Disbursement Services	Validate and process 90% of domestic travel expense reports within 4 business days of receipt of complete expense report	Y	Review of automated workload systems, data warehouse and

PWS Section	Performance Area	Service Level Indicator or Performance Standard	SLI (Y/N)	Method of Surveillance
		(including adequate funding).		desk audits
3.1.5.2.1	Change of Station Travel Payments (en route, miscellaneous expense, fixed temporary, house hunting)	Validate, process and place on a payment proposal 90% of enroute, miscellaneous expense allowances, fixed temporary quarters, and house hunting vouchers within 6 business days of receipt of complete voucher (including adequate funding). *Note: SP has 4 days to process, post and pay voucher.*	Y	Review of automated workload systems, data warehouse and desk audits
3.1.5.2.1	Change of Station Travel Payments (actual temporary quarters, real estate, constructive and all others)	Validate, process and place on a payment proposal 90% of actual temporary quarters vouchers, real estate vouchers, constructive vouchers, and all other vouchers within 15 business days of receipt of a complete voucher (including adequate funding) *Note: SP has 11 days to process, post and pay voucher. 4 days are allocated to the CS review and approval.*	Y	Review of automated workload systems, data warehouse and desk audits
3.1.5.2.1	Change of Station Travel Payments (Relocation Income Tax Allowance (RITA) and Extended TDY Tax Reimbursement Allowance (ETTRA))	Validate, process and place on a payment proposal 90% of RITA and ETTRA vouchers within 20 days of receipt of a complete voucher (including adequate funding). *Note: SP has 14 days to process, post and pay voucher. 6 days are allocated to the CS review and approval*	Y	Review of automated workload systems, data warehouse and desk audits
3.1.5.3	Foreign Travel Payments	Validate and process 90% of foreign travel expense reports within 5 business days of receipt of complete expense report (including adequate funding).	Y	Review of automated workload system, data warehouse and desk audits
3.1.5.4	Extended TDY (ETDY) Travel Payments	Validate and process 90% of ETDY expense reports within 4 business days of receipt of a complete expense report (including adequate funding).	Y	Review of automated workload systems, data warehouse and desk audits
3.1.5.6	ETDY Travel Authorization Preparation	90% of ETDY Travel Authorizations shall be created and routed in the travel system within 4 business days from receipt of a complete travel request.	Y	Review of automated workload systems, data warehouse and desk audits
3.1.5.6	ETDY Travel Voucher Preparation	90% of ETDY Travel Vouchers shall be created and routed in the travel system within 3 business days from receipt of a complete travel request.	Y	Review of automated workload systems, data warehouse and desk audits
3.1.5.6	ETDY Traveler Contact Time	98% of ETDY Travelers shall be contacted within 2 business days of receipt of an NSSC ticket assignment when the NSSC is contacted by e-mail.	N	Review of automated workload systems, data warehouse and desk
3.1.5.6	ETDY Counseling Contact Time	ETDY Travelers requesting counseling shall be contacted within 2 business days from receipt of a NSSC Customer Contact Center (CCC) ticket.	N	Review of automated workload systems, data warehouse and desk audits
3.1.8	PCS/TCS Relocation Authorization Services	90% of approved Change of Station (COS) Travel Authorizations shall be delivered to the traveler within 25 business days from receipt of a complete and accurate Relocation Web Form from the Center. *Note: Relocation Contractor has 10 days, and SP has 10 days to receive relocation orders, complete authorization, estimate costs, create Electronic File Copy (EFC), and distribute approved orders. 5 days are allocated to the CS review, approval,*	Y	Review of automated workload systems, data warehouse and desk audits

PWS Section	Performance Area	Service Level Indicator or Performance Standard	SLI (Y/N)	Method of Surveillance
		and obligation.		
3.1.12	NSSC Travel Processing	90% of NSSC Travel Authorizations will be entered into the system for approval within 4 business days from receipt of a complete and accurate travel request form.	N	Review of automated workload systems, data warehouse and desk audits
3.2				
3.2.1.1	Drug Testing Administration - Random and Voluntary Testing	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.	N	Review of automated workload systems, data warehouse and desk audits
3.2.1.1	Drug Testing Administration - Random and Voluntary Testing	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.	N	Review of automated workload systems, data warehouse and desk audits
3.2.1.1	Drug Testing Administration - Reasonable Suspicion and Post- accident	98% of reasonable suspicion and post-accident/unsafe practice tests shall be scheduled within 2 hours of notification by the Center Management Official.	N	Review of automated workload systems, data warehouse and desk audits
3.2.1.1	Drug Testing Administration - Pre-employment Testing	95% 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.	N	Review of automated workload systems, data warehouse and desk audits
3.2.1.2	Employment Inquiries	85% of inquiries shall be responded to within 3 business days.	N	Review of automated workload systems, data warehouse and desk audits
3.2.1.3	Classification Appeals	100% of all classification appeals shall be submitted to Classification Program Manager within 25 calendar days.	N	Review of automated workload systems, data warehouse and desk audits
3.2.1.4	Employee Recognition and Awards Processing (Administrator Ceremony)	98% of all deliverables for the Agency Administrator Honor Awards ceremony shall be accurate as negotiated with the requester.	N	Review of automated workload system, data warehouse and desk audits
3.2.1.4	Employee Recognition and Awards Processing (Administrator Ceremony)	98% of all deliverables for the Agency Administrator Honor Awards ceremony shall be delivered timely as negotiated with the requester.	N	Review of automated workload systems, data warehouse and desk audits
3.2.1.4	Employee Recognition and Awards Processing	98% of Awards/recognition items/supplies shall be delivered to Center Awards POC/recipient accurately.	Y	Review of automated workload systems, data warehouse and desk audits
3.2.1.4	Employee Recognition and Awards Processing	98% of Awards/recognition items/supplies shall be delivered to Center Awards POC/recipient on-time as negotiated between the NSSC SP, NSSC Civil Servants and the customer.	Y	Review of automated workload systems, data warehouse and desk audits
3.2.1.7	Suitability (Reciprocity Packages)	Upon notification from the Center, 98% of reciprocity actions shall be verified within current investigation systems and reciprocity packages shall be prepared and forwarded to CS within 3 business days.	N	Review of automated workload systems, data warehouse, and investigation systems
3.2.1.7	Suitability (Investigations)	98% of investigations shall be initiated within 14 calendar days of Applicant's Entry on Duty (EOD) effective date.	N	Review of automated workload systems, data warehouse, and investigation systems

PWS Section	Performance Area	Service Level Indicator or Performance Standard	SLI (Y/N)	Method of Surveillance
3.2.1.7	Suitability (Adjudication Packages)	98% of adjudication packages shall 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.	N	Review of automated workload systems, data warehouse, and investigation systems
3.2.1.7	Suitability (Proposed Action Letters)	98% of proposed Action letters shall be sent no later than 30 calendar days prior to the effective date of the proposed action.	N	Review of automated workload systems, data warehouse, and investigation systems
3.2.1.7	Suitability (Notifications)	98% of Suitability Notifications shall be verified in the current investigation system and the Centers will be notified of verification within 3 business days.	N	Review of automated workload systems, WTTS, and investigation systems
3.2.1.8	Suitability (Employee Investigations Initiated Due to a Change in Risk Level)	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 new position.	N	Review of automated workload systems, data warehouse, and investigation systems
3.2.3.1	Benefits Processing (claims, enrollments, changes)	97% of claims, enrollments and changes shall be processed within 5 business days after receipt.	N	Review of automated workload systems, data warehouse and desk audits
3.2.3.1	Benefits Processing (beneficiary forms)	95% of Beneficiary forms shall be signed, filed, and maintained in accordance with OPM's Guide to Personnel Recordkeeping within 5 business days.	N	Review of automated workload systems, data warehouse and desk audits
3.2.3.1	Benefits Processing (Counseling)	90% of counseling and inquiry requests shall be completed within 3 business days after receipt of request.	N	Review of automated workload systems, data warehouse and desk audits
3.2.3.2	Retirement Estimates	90% of retirement estimate and package requests shall be completed within 15 business days. Employees shall be notified of any delays.	Y	Review of automated workload system, data warehouse and desk audits
3.2.3.2	Retirement Packages (DOI submission)	95% of completed retirement packages shall be sent to DOI no later than 5 business days after completion of retirement action.	N	Review of automated workload systems, data warehouse and desk audits
3.2.3.2	Retirement Services	90% of draft retirement forms shall be reviewed and responded to with further instructions within 5 business days of receipt.	N	Review of automated workload systems, data warehouse and desk audits
3.2.3.2	Retirement Services	90% of Retirement Service Computation Dates (SCD) shall be updated within 10 business days of receiving a request to update or upon discovering an incorrect retirement SCD.	N	Review of automated workload systems, data warehouse and desk audits
3.2.3.2	Retirement Packages (NSSC CS review)	98% of retirement packages shall be sent within 5 business days to the CS to be reviewed/approved after receiving all documents required for a complete retirement package.	N	Review of automated workload systems, data warehouse and desk audits
3.2.3.2	Retirement Packages (expedited)	90% of expedited retirement actions are processed by COB the next business day after receipt of the request (Definition of an Expedited Action – Retirement applications that must be expedited because the employee is retiring within 7 business days.) Conditions: Meeting this SLI is predicated on receipt of a complete retirement application package.	Y	Review of automated workload systems, data warehouse and desk audits
3.2.3.3	In-processing	97% of applicants/employees shall be contacted within 3 business days of job acceptance.	N	Review of automated workload systems, data warehouse and desk audits

PWS Section	Performance Area	Service Level Indicator or Performance Standard	SLI (Y/N)	Method of Surveillance
3.2.3.4	Civilian and Military Deposits	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.	N	Review of automated workload systems, data warehouse and desk audits
3.2.5.1	eOPF Maintenance (eOPF documents)	90% of documents shall be filed in the employee's eOPF within 15 business days of receipt at the NSSC or after being processed by the NSSC.	Y	Review of automated workload systems, data warehouse and desk audits
3.2.5.1	eOPF Maintenance (OPF files)	90% of OPFs shall be purged, validated, corrections completed and indexed in eOPF within 25 business days of receipt by the NSSC.	N	Review of automated workload systems, data warehouse and desk audits
3.2.5.2	Personnel Action Request	97% of personnel transactions and service requests that are received by the NSSC by the established deadline shall be processed within 5 business days from the effective dates.	Y	Review of automated workload systems, data warehouse and desk audits
3.2.5.2	Personnel Action Request	97% of personnel transactions are processed accurately as defined by regulations and references.	Y	Review of automated workload systems, data warehouse and desk audits
3.2.5.2	Personnel Action Request	85% of employee or internal NSSC requests for personnel transactions shall be reviewed, validated, updated and completed within 2 pay periods.	N	Review of automated workload systems, data warehouse and desk audits
3.2.5.2	Personnel Action Request	97% of personnel corrections and cancellation transactions that are received with all documentation by the NSSC shall be processed within 2 pay periods.	N	Review of automated workload systems, data warehouse and desk audits
3.2.11	Financial Disclosures Processing	90% of hard copy submissions of OGE Forms 450, 278 and 278-T shall be uploaded to EPTS within 2 business days of receipt.	N	Review of automated workload systems, data warehouse and desk audits
3.2.11	Financial Disclosure Processing - Identification of employees required to file financial disclosure forms	90% of the updates for employees identified as being required to file a financial disclosure form shall be completed within 5 business days of the Center's request.	N	Review of automated workload systems, data warehouse and desk audits
3.2.14	Payroll / Time & Attendance Processing	99% of all Payroll/Time & Attendance submissions (including pay and leave adjustments) shall be processed accurately and submitted on-time to DOI.	Y	Review of automated workload systems, data warehouse and desk audits
3.2.14	Payroll Support to Supervisors & Employees	90% of Payroll inquiries related to coding the proper hour type in WebTADS for the current pay period will be responded to within 3 business days. (Note: During the last 4 days of a pay period, the Customer Contact Center shall provide a warm hand-off to a Payroll SME, if they are unable to answer payroll/time and attendance related question(s).	Y	Review of automated workload systems, data warehouse and desk audits
3.2.14	Payroll	95% of debt validations shall be completed within 5 business days.	N	Review of automated workload systems, data warehouse and desk audits
3.2.15	Classification Services	90% of all classifications shall be completed within 30 business days.	Y	Review of automated workload systems, data warehouse and desk audits
3.2.15	Classification Services	90% of all Position Description (PD) edits shall be completed within 3 business days.	Y	Review of automated workload systems, data warehouse and desk audits

PWS Section	Performance Area	Service Level Indicator or Performance Standard	SLI (Y/N)	Method of Surveillance
3.2.15	Classification Services	90% of all desk audits/position reviews shall be completed within 30 business days of receipt of complete package.	Y	Review of automated workload systems, data warehouse and desk audits
3.2.16	HR Staffing	85% of certificates issued shall be sent to the customer within 15 calendar days of the vacancy announcement closed dates (excluding Pathways).	Y	Review of automated workload systems, data warehouse and desk audits
3.2.16	HR Staffing	85% of tentative offers shall be sent to the selectee within 7 calendar days after the completion of the selection audit (excluding Pathways).	Y	Review of automated workload systems, data warehouse and desk audits
3.2.17	Suitability (Reinvestigations)	98% of Reinvestigations shall be initiated on public trust positions within 14 calendar days of notification that a reinvestigation is due.	N	Review of automated workload systems, data warehouse, and investigation systems
3.2.20.1	Workers' Compensation	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 Office of Workers' Compensation Programs (OWCP) no later than 10 business days after receipt of notice from employee.	N	Review of automated workload systems, data warehouse and desk audits
3.2.20.1	Workers' Compensation	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.	N	Review of automated workload systems, data warehouse and desk audits
3.2.21.1	Employee Notices	98% of employee notices shall be published in accordance with regulations by the negotiated timeline.	N	Review of automated workload systems, data warehouse and desk audits
3.2.21.2	Information Materials	95% materials developed shall be finalized and distributed by the due date negotiated with the requester.	N	Review of automated workload systems, data warehouse and desk audits
3.2.21.2	Information Materials	95% of materials developed shall be accurately produced in accordance with the customer requirements and NASA approved style guides.	N	Review of automated workload systems, data warehouse and desk audits
3.2.22.1	Online Course Management Support Services	90% of course updates shall be completed accurately within 5 business days of receipt of course content and funding approval (exception; Agency-wide mandated training).	N	Review of automated workload systems, data warehouse and desk audits
3.2.22.2	Off-site Training Purchases (documentation)	90% of registration and procurement documentation shall be completed accurately within 5 business days of approved training request.	Y	Review of automated workload systems, data warehouse and desk audits
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.	N	Review of automated workload systems, data warehouse and desk audits
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.	N	Review of automated workload systems, data warehouse and desk audits
3.2.22.2	Off-site Training Purchases (information data requests)	90% of completed Information Data Requests (IDR Form 0063) received at the NSSC shall be forwarded to NSSC Financial Management Division within 3 business days.	N	Review of automated workload systems, data warehouse and desk audits
3.2.22.3	On-site Training	90% of on-site training actions (less than or equal		Review of automated

PWS Section	Performance Area	Service Level Indicator or Performance Standard	SLI (Y/N)	Method of Surveillance
	Purchases Lead time for new award under $25,000	to $25,000) shall be awarded within 10 business days of receipt of a complete purchase request package.	Y	workload systems, data warehouse and desk audits
3.2.22.3	On-site Training Purchases Lead time for new award under $25,000	90% of award packages shall be prepared for Contracting Officer's action and signature within 7 business days of receipt of the complete technical package.	N	Review of automated workload systems, data warehouse and desk audits
3.2.22.4	Administration and Oversight of the Agency Learning Management System (Post-course data)	98% of post course products (grades, modifications, rosters, etc.) shall be accurate, completed and available no later than 3 business days after completion of the course.	N	Review of automated workload systems, data warehouse and desk audits
3.2.22.4	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 7 business days of completion of vendor procurement action.	N	Review of automated workload systems, data warehouse and desk audits
3.2.22.4	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.	N	Review of automated workload systems, data warehouse and desk audits
3.2.23.3	Presidential Rank Awards (PRA) Support	100% of PRA Nominations that are received at the NSSC by the established timeline shall be forwarded to OCHCO within 5 business days of the OPM deadline.	Y	Review of automated workload systems, data warehouse and desk audits
3.3				
3.3.3, 3.3.7, 3.3.15	Entering obligations and administrative actions into procurement and finance systems	99% of obligations and administrative actions shall be completed in the procurement and financial systems within 24 hours after CO-signed award or modification.	N	Review of automated workload systems, data warehouse and desk audits
3.3.2	Transfer to Closeout Contractor for Grants	90% of grant files shall be transferred to the closeout contractor within 10 calendar days from the end of the period of performance.	N	Review of automated workload systems, data warehouse and desk audits
3.3.15	Transfer to Closeout Contractor for contracts using Simplified Acquisition Procedures (SAP)	95% of files shall be transferred to the closeout contractor within 30 days upon physical completion.	N	Review of automated workload systems, data warehouse and desk audits
3.3.3, 3.3.7	Transfer to Closeout Contractor for contracts using Firm-Fixed Price Contracts, other than Simplified Acquisition Procedures (SAP)	95% of files shall be transferred to the closeout contractor within 60 days upon physical completion.	N	Review of automated workload system, data warehouse and desk audits
3.3.3, 3.3.7	Transfer to Closeout Contractor for all others	95% of files shall be transferred to the closeout contractor within 90 days upon physical completion.	N	Review of automated workload system, data warehouse and desk audits
3.3.2.1	Grant lead time for new awards	95% of Grant award packages shall be prepared for grant officer signature within 29 calendar days of receipt of a technical requirements package. GO will approve/sign award document within 35 calendar days of receipt of technical requirements package.	Y	Review of automated workload systems, data warehouse and desk audits
3.3.2.2	Grant lead time for administrative supplements and changes	95% of funding supplements shall be prepared for grant officer signature within 14 calendar days of receipt of required documents.	N	Review of automated workload systems, data warehouse and desk audits
3.3.2.2	Grant lead time for Principal Investigator (PI)	90% of PI Transfer packages shall be prepared within 90 calendar days of receipt of request.	N	Review of automated workload systems,

PWS Section	Performance Area	Service Level Indicator or Performance Standard	SLI (Y/N)	Method of Surveillance
	Transfers			data warehouse and desk audits
3.3.2.2	Grant lead time for routine monitoring including but not limited to reports monitoring review and transaction testing review	90% of required documents shall be prepared for grant officer signature within 5 calendar days of due date.	N	Review of automated workload systems, data warehouse and desk audits
3.3.3.1	NASA SBIR/STTR lead time for Phase I awards	95% of Phase I awards shall be prepared for contracting officer's (CO) signature within 30 calendar days of receipt of requirements package. CO will approve/sign award document within 35 calendar days of receipt of requirements package.	Y	Review of automated workload systems, data warehouse and desk audits
3.3.3.1	NASA SBIR/STTR lead time for Phase II awards	95% of Phase II awards shall be prepared for CO signature within 40 calendar days of receipt of requirements package. CO will approve/sign award document within 45 calendar days of receipt of requirements package.	Y	Review of automated workload systems, data warehouse and desk audits
3.3.3.1	NASA SBIR/STTR lead time for Phase III awards	90% of Phase III award packages shall be prepared for CO signature within 40 calendar days following receipt of a requirement package (statement of work and Purchase request). CO will approve/sign award document within 45 calendar days of receipt of requirements package.	Y	Review of automated workload systems, data warehouse and desk audits
3.3.3.2	Unilateral SBIR/STTR Modifications	90% of modifications shall be prepared for CO signature within 14 calendar days of receipt of required documentation.	N	Review of automated workload systems, data warehouse and desk audits
3.3.3.2	Bilateral SBIR/STTR Modifications	90% of bilateral modifications shall be prepared for CO signature within 21 calendar days of complete requirements package.	N	Review of automated workload systems, data warehouse and desk audits
3.3.3.2	Bilateral SBIR/STTR Phase II Enhancement Modifications	90% of Phase II Enhancement modifications shall be prepared for CO signature within 40 calendar days of complete requirements package.	N	Review of automated workload systems, data warehouse and desk audits
3.3.14	Grants Management Services (GMS)	90% of GMS packages with budget justification and PR shall be released to the Prep / Processor team within 6 calendar days of receipt of a complete technical requirements package.	Y	Review of automated workload systems, data warehouse and desk audits
3.3.15.1	Simplified Acquisition Awards	90% of all SAT packages that include a synopsis shall be prepared for CO review and signature within 28 calendar days of receipt of complete package. CO will approve/sign award document within 35 calendar days of receipt of complete package.	Y	Review of automated workload systems, data warehouse and desk audits
3.3.15.1	Simplified Acquisition Awards	90% of all SAT packages that do not include a synopsis shall be prepared for CO review and signature within 23 calendar days of receipt of complete package. CO will approve/sign award document within 30 calendar days of receipt of complete package.	Y	Review of automated workload systems, data warehouse and desk audits
3.3.15.1	Simplified Acquisition Awards - Expedited	90% of expedited SAT packages shall be prepared for CO review and signature as soon as possible but not to exceed the date in the "need by date" of the SAT request once receipt of complete package.	N	Review of automated systems, data warehouse and desk audits
3.3.15.1	Simplified Acquisition Awards - Urgent	90% of SAT packages shall be prepared for CO review and signature as soon as possible but not to exceed 2 calendar days of receipt of complete package.	N	Review of automated systems, data warehouse and desk audits

PWS Section	Performance Area	Service Level Indicator or Performance Standard	SLI (Y/N)	Method of Surveillance
3.3.15.2	Simplified Acquisition Administration	90% of modification requests shall be prepared for CO review and signature within 10 business days of receipt of notice that a modification is needed.	N	Review of automated systems, data warehouse and desk audits
3.8				
3.8.2	Innovative and Transformational Projects	For each new IT system developed or adopted by NSSC, 90% of the Knowledge Articles, User Guides, Training sessions and documents needed for integration with other enterprise contracts (e.g., data flow diagram, data and system integration documentation, data dictionary, code design documentation, customization documentation) will be delivered to NSSC for review no later than 3 business days prior to the initial software release.	N	Review of automated workload system, data warehouse and desk audits
3.8.2	Innovative and Transformational Projects	90% of enterprise architecture artifacts are provided for IT projects or initiatives during the formulation stage.	N	Review of automated workload system, data warehouse and desk audits
3.8.2	Innovative and Transformational Projects	90% of required IT project management documents/gate products are complete by the respective key decision point review by the applicable IT Governance Board	N	Review of automated workload system, data warehouse and desk audits
3.8.2	Innovative and Transformational Projects	95% of all NSSC developed and adopted applications are updated in the AART application registration system within 7 business days of an initial software release or applicable software change.	N	Review of automated workload system, data warehouse and desk audits
3.8.2	Innovative and Transformational Projects	95% of new Innovative and Transformational Projects critical incident tickets shall be resolved within 24 hours.	N	Review of automated workload system, data warehouse and desk audits
3.8.2	Innovative and Transformational Projects	90% of new Innovative and Transformational Projects high incident tickets shall be resolved within three days.	N	Review of automated workload system, data warehouse and desk audits
3.8.2	Innovative and Transformational Projects	90% of new Innovative and Transformational Projects low incident tickets shall be resolved within seven days.	N	Review of automated workload system, data warehouse and desk audits