National Aeronautics and Space Administration

NSSC NASA Shared Services Center

NSSC ServiceNow – Financial Management

Metrics and Utilization

Accounts Payable – 98% on time

Document Version	V.2
Date Last Modified	10/01/2020

Reference: Contract Attachment I-26 Business Rules

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

RELEASED - Printed documents may be obsolete; validate prior to use.

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: 3.1.1 Accounts Payable Payments
Global Setting: Y/N	Yes
Functional Area:	Finance
PWS Section:	3.1.1
Performance Area:	Accounts Payable
SO/SME	
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0286546
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	Process 98 % of payments on time
Tech Doc Location/Date Archived	

REPORT REQUIREMENTS: METRICS AND UTILIZATION

Name of Report	AP - Count of Payments by Center - Summary by Document Type
Report Content	Tab Summaries: 1. Count of payments per Center. Totals at right. (no breakout – just totals by center) 2. Breakout by Document Type Count of payments per Center (on top), per Document Type (on left). Totals at right and bottom. FY15 Forward: • Credit Card Payments • Vendor Invoice (KR) • Invoice – Gross (RE) • Credit Card (ZD) • GBL Invoice (ZG) • Shipping Invoice (ZN) • Credit Card (ZT-ZO) • Earned Award Fee (RM) Pre FY15 • Credit Card (ZD) • Credit Card (ZT-ZO-ZU) • GBL Invoice (ZG) • Invoice – Gross (RE) • Invoice – Utility(RU) • ARRA Invoicing (RF) • MM – Utility Payment (KU) • Shipping Invoice (ZN) • Vendor Invoice (KR) Detail Fields: • Business Area/Center • Payment Run ID • Cleared Document Number (5600 and 1900) • Vendor Number • Vendor Name • Reference • Schedule Number

- Document Type
- Payment Method
- Payment Document
- Clearing Document Number (1300)
- Invoice Gross Amount
- Net Amount
- Discount / Penalty Amount
- Document Date
- Posting Date
- Payment Run Date
- Clearing Date

Count of Payments excluding Credit Card Payments
Non-credit card payments identified by: FY15
Forward: Payment Method = C D, or F
Pre FY15: Payment Method C, D, or X
Document Type NOT KG, RZ, or KW
Clearing Document (first four positions) <> 2000 Payment
Run Id (first two positions) not NS or NM FY15 Forward:
Payment Run Id (position 2) NOT IN (X,L,E,R)
Pre FY15: Payment Run Id (position two) NOT IN (X, L,
E)
Vendor Number does not start with 900000 Do
not count if:
"Net Amount" is less than $0 and "Debit/Cred" is "S"

Count of Credit Card Payments
Credit card payments identified by: Pre
FY15:
Payment Run Id (position two) = X
Payment Method = D or X
Clearing Document (first four positions) <> 2000
Document Type <> KG or KW
Document Type <> RE if Negative Dollar Amount FY15
Forward:
Payment Run ID (position 2) = X

Count distinct **Payment Run ID** Numbers; (each number should be counted one time only (that is, if the same Payment Run ID was used for more than one invoice, it should only be counted as one payment – for credit cards only)

Pre FY15: Where multiple document types are found for one

	payment run id, report the payment under the document type which is most often used.
Input Parameters	Document type is one of KR, RE, RF, ZD, ZG, ZN, ZT, ZO, RM Payment distinct doc type is not null Payment clearing date on last month Data from SAP Payments {u_bidw_sap_payments}
Output Parameters	Payment distinct doc type by center

REPORT REQUIREMENTS: METRICS AND UTILIZATION

Name of Report	AP - WSR Count and Sum of Interest Payments by Center - Summary Count
Report Content	Paid is determined by payment Clearing Date is not null. Interest payment is determined by positive discount penalty amount in Disc/Pen Amount field. Do not include discounts on credit memos – identified by Document type RE, RM, KR, ZN, ZG and net amount < 0 Payment Method must be: C –Treasury Check D – Bank Transfer (ACH) F - A/P Foreign with US Bank (IAT) X – Credit Card Payment Run ID where: • The first 2 digits do not equal “NS” **For Count only**: • If the second digit of the Payment Run ID is “X” – Duplicate Payment Run IDs must be rolled up and counted as 1 Manual Adjustments supersede1300 clearing document requirement.
Input Parameters	Table is SAP Payments {u_bidw_sap_payments} Payment clearing date is on last month Penalty amount is not emplty USD Payment method is one of C, D, F and X

Output Parameters	Payment month description by center

ServiceNow Data – Metric Definition Template Performance Analytics

Placement / Location:
Dashboard: P & U - Internal - FM Dashboard / P & U - FM Dashboard (Both internal & External)
Dashboard Tab: AP
Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: 3.1.1 Accounts Payable Payments
Data Source: Table:
- SAP Payments [u_bidw_sap_payments]

Existing Reports:
- AP - Count of Payments by Center - Summary by Document Type
- AP - WSR Count and Sum of Interest Payments by Center - Summary Count

Dates to show trend: Payment Clearing date

Frequency: Monthly

SLI: (Formula)
Count of AP - Count of Payments by Center Summary by Document Type
Count of AP - WSR Count and Sum of Interest Payments by Center - Summary Count
Conditions:
For AP - Count of Payments by Center - Summary by Document Type
Payment distinct doc type is not blank
Clearing date on Last Month
Document Type is one of KR, RE, RF, ZD, ZG, ZN, ZT, ZO, RM
For AP - WSR Count and Sum of Interest Payments by Center - Summary Count
Payment Clearing date on Last Month
Penalty Amount is not empty
Payment Method is one of "C, D, F, X"
Penalty Amount is greater than 0 USD

SLI Percentage Calculation = ((AP - Count of Payments by Center - Summary by Document Type "minus" AP - WSR Count and Sum of Interest Payments by Center - Summary Count) "divided by" (AP - Count of Payments by Center - Summary by Document Type)) by center and total.

- If the metric calculation is => 98%, the SLI is met
- If the metric calculation is
- Stoplight is displayed of the top of the Analytic

Type of Visualization:
Bar Graph – Displays Count Payments on Time by Center for the Month
- Breakdown will have the one categories:
  Payments on Time by Center
  Breakdown by Center Met/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)

Single Score – Placed to the top might margin of the analytic window
  - Display current SLI score with Met or Not-Met

Hover Over Information: Process 98 % of payments on time

DEVELOPMENT:

1. INDICATOR SOURCES
   a. P&U BIDW SAP Payments.All.Monthly.Monthly

2. AUTOMATED INDICATORS
   A. INTERNAL
      1. P&U INT FM WSR Count & Sum of Interest Payments - Monthly
      2. P&U INT FM Dollar Amount of Paid Invoices - Monthly
      3. P&U INT FM AP Count of Payments by Center - Monthly
      4. P&U INT FM AP - WSR Count and Sum of Interest Payments by Center - Summary Count - Monthly
   B. EXTERNAL
      1. P&U EXT FM WSR Count & Sum of Interest Payments - Last Month
      2. P&U EXT FM Dollar Amount of Paid Invoices - Last Month
      3. P&U EXT FM AP Count of Payments by Center - Last Month
      4. P&U EXT FM AP - WSR Count and Sum of Interest Payments by Center - Summary Count - Last Month

3. FORMULA INDICATORS
   A. INTERNAL
      1. Accounts Payable - On Time Payments: >=98%
   B. EXTERNAL

      2. Accounts Payable - On Time Payments: >=98%

4. BREAKDOWN SOURCES
   A. BIDW SAP Late Reason Description
   B. BIDW SAP Document Types
   C. BIDW SAP Payment Method
   D. BIDW SAP Payment Dollar Doc Type
   E. BIDW SAP Payment Center

5. AUTOMATED BREAKDOWN
   A. Late Reason Description
   B. Document Type
   C. Payment Method
   D. Payment Dollar Doc Type
   E. SAP Payment Center

5. JOBS (EXISTING)
   A. [PA BIDW SAP Payments] Historical Data Collection - P&U INTERNAL
   B. [PA BIDW SAP Payments] Daily Data Collection - P&U INTERNAL
   C. [PA BIDW SAP Payments] Daily Data Collection - P&U EXTERNAL
   D. [PA BIDW SAP Payments] Historical Data Collection - P&U EXTERNAL

6. WIDGETS
   A. INTERNAL
      1. FM AP Payments - Monthly SLI
      2. 3.1.1 Accounts Payable Payments
      3. FM AP Payments - Monthly Total
      4. FM AP Paid Invoices - Monthly Total
   B. EXTERNAL
      1. FM AP Payments - Monthly SLI
      2. 3.1.1 Accounts Payable Payments
      3. FM AP Payments - Monthly Total
      4. FM AP Paid Invoices - Monthly Total

7. INDICATOR GROUPS
   A. P&U INT FM Accounts Payable
   B. P&U EXT FM Accounts Payable

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

National Aeronautics and Space Administration

NASA Shared Services Center

NSSC ServiceNow – Financial Management

Metrics and Utilization

Accounts Payable Interest Payments – 3.1.1

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REPORTING SUMMARY :

Suggested Report Title for Metric and Utilization:	I.3_FA_PWS Element Metric: Accounts Payable Interest Payments
Global Setting: Y/N	Yes
Functional Area:	Finance
PWS Section:	3.1.1
Performance Area:	Accounts Payable
SO/SME	
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0288647
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	Pay no more than $200 in interest penalties per $1,000,000 in payments
Tech Doc Location/Date Archived	

<table>
<tr><td colspan="2"><h2><u>REPORT REQUIREMENTS: METRICS AND UTILIZATION</u></h2></td></tr>
<tr><td>Name of Report</td><td>AP - WSR Count and Sum of Interest Payments by Center - Summary Dollars</td></tr>
<tr><td>Report Content</td><td>
<u>Tab Summaries:</u>
1. <u>Count</u> of payments per Center. Totals at right. (no breakout – just totals by center)
2. <u>Breakout by Document Type</u>
Count of payments per Center (on top), per Document Type (on left). Totals at right and bottom.

FY15 Forward:
• Credit Card Payments
• Vendor Invoice (KR)
• Invoice – Gross (RE)
• Credit Card (ZD)
• GBL Invoice (ZG)
• Shipping Invoice (ZN)
• Credit Card (ZT-ZO)
• Earned Award Fee (RM)

Pre FY15
• Credit Card (ZD)
• Credit Card (ZT-ZO-ZU)
• GBL Invoice (ZG)
• Invoice – Gross (RE)
• Invoice – Utility(RU)
• ARRA Invoicing (RF)
• MM – Utility Payment (KU)
• Shipping Invoice (ZN)
• Vendor Invoice (KR)

<u>Detail</u>
Fields:
• Business Area/Center
• Payment Run ID
• Cleared Document Number (5600 and 1900)
• Vendor Number
• Vendor Name
• Reference
• Schedule Number
</td></tr>
</table>

	• Document Type • Payment Method • Payment Document • Clearing Document Number (1300) • Invoice Gross Amount • Net Amount • Discount / Penalty Amount • Document Date • Posting Date • Payment Run Date • Clearing Date **Count of Payments excluding Credit Card Payments** Non-credit card payments identified by: FY15 Forward: Payment Method = C D, or F Pre FY15: Payment Method C, D, or X Document Type NOT KG, RZ, or KW Clearing Document (first four positions) <> 2000 Payment Run Id (first two positions) not NS or NM FY15 Forward: Payment Run Id (position 2) NOT IN (X,L,E,R) Pre FY15: Payment Run Id (position two) NOT IN (X, L, E) Vendor Number does not start with 900000 Do not count if: “Net Amount” is less than $0 and “Debit/Cred” is “S” **Count of Credit Card Payments** Credit card payments identified by: Pre FY15: Payment Run Id (position two) = X Payment Method = D or X Clearing Document (first four positions) <> 2000 Document Type <> KG or KW Document Type <> RE if Negative Dollar Amount FY15 Forward: Payment Run ID (position 2) = X Count distinct **Payment Run ID** Numbers; (each number should be counted one time only (that is, if the same Payment Run ID was used for more than one invoice, it should only be counted as one payment – for credit cards only)

	Pre FY15: Where multiple document types are found for one payment run id, report the payment under the document type which is most often used.
Input Parameters	Table is SAP Payments {u_bidw_sap_payments} Payment clearing date is on Last month Payment method is one of C, D, F or X Penalty amount is not empty USD
Output Parameters	Payment month description by center

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	Dollar Amount of Paid Invoices
Report Content	Paid is determined by payment Clearing Date is not null. Interest payment is determined by positive discount penalty amount in Disc/Pen Amount field. Do not include discounts on credit memos – identified by Document type RE, RM, KR, ZN, ZG and net amount < 0 Payment Method must be: C –Treasury Check D – Bank Transfer (ACH) F - A/P Foreign with US Bank (IAT) X – Credit Card Payment Run ID where: • The first 2 digits do not equal "NS" **For Count only**: • If the second digit of the Payment Run ID is "X" – Duplicate Payment Run IDs must be rolled up and counted as 1 Manual Adjustments supersede1300 clearing document requirement.
Input Parameters	Table is SAP Payments {u_bidw_sap_payments} Payment clearing date on Last month Document type is one of KR, RE, RF, RM, ZD, ZO, or KG

	Payment method is one of C, D, X or F Payment dollars document type is not empty Manually adjusted is M or Payment clearing document starts with 1300
Output Parameters	Payment dollars document type by center

ServiceNow Data – Metric Definition Template
Performance Analytics

Placement / Location:
Dashboard: P & U - Internal - FM Dashboard / P & U - FM Dashboard (Both internal & External)
Dashboard Tab: AP
Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: 3.1.1 Accounts Payable Interest Payments
Data Source: Table:
- SAP Payments [u_bidw_sap_payments]

Existing Reports:
- AP - WSR Count and Sum of Interest Payments by Center - Summary Dollars
- Dollar Amount of Paid Invoices

Dates to show trend: Payment Clearing date

Frequency: Monthly

SLI: (Formula)
Count of AP - WSR Count and Sum of Interest Payments by Center - Summary Dollars
Count of AP - Dollar Amount of Paid Invoices
Conditions:
For Dollar Amount of Paid Invoices
Payment clearing date on last month
Document type is one of KR, RE, RF, RM, ZD, ZG, ZN, ZT, ZO, KG
Payment method is one of C, D, X or F
Payment dollars document type is not empty
Manually adjusted is M
Payment Clearing document starts with 1300

For AP - WSR Count and Sum of Interest Payments by Center - Summary Dollars
Payment Clearing date on Last Month
Payment Method is one of "C, D, F, X"
Penalty Amount is not empty USD

SLI Percentage Calculation = AP -
WSR Count and Sum of Interest Payments by Center -
Summary Dollars /(Dollar Amount of Paid Invoices/1,000,000)

- If the metric calculation is => $200, the SLI is NOT met

- Stoplight is displayed of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Interest penalties per
- Breakdown will have the one categories:
  Payments on Time by Center
  Breakdown by Center Met/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
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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 might margin of the analytic window
  - Display current SLI score with Met or Not-Met

Hover Over Information: Pay no more than $200 in interest penalties per $1,000,000 in payments

DEVELOPMENT:

1. INDICATOR SOURCES
   a. P&U BIDW SAP Payments.All.Monthly.Monthly

2. AUTOMATED INDICATORS
   A. INTERNAL
      1. P&U INT FM WSR Count & Sum of Interest Payments - Monthly
      2. P&U INT FM Dollar Amount of Paid Invoices - Monthly
   B. EXTERNAL
      1. P&U EXT FM WSR Count & Sum of Interest Payments - Last Month
      2. P&U EXT FM Dollar Amount of Paid Invoices - Last Month

3. FORMULA INDICATORS
   A. INTERNAL
      1. Accounts Payable - Int.
      2. Dollar AMT Paid Invoices / 1M in Payments
   B. EXTERNAL
      1. Accounts Payable - Int.
      2. Dollar AMT Paid Invoices / 1M in Payments

4. BREAKDOWN SOURCES
   - A. BIDW SAP Late Reason Description
   - B. BIDW SAP Document Types
   - C. BIDW SAP Payment Method
   - D. BIDW SAP Payment Dollar Doc Type
   - E. BIDW SAP Payment Center

5. AUTOMATED BREAKDOWN
   - A. Late Reason Description
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   - D. Payment Dollar Doc Type
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5. JOBS
   - A. [PA BIDW SAP Payments] Historical Data Collection - P&U INTERNAL
   - B. [PA BIDW SAP Payments] Daily Data Collection - P&U INTERNAL
   - C. [PA BIDW SAP Payments] Daily Data Collection - P&U EXTERNAL
   - D. [PA BIDW SAP Payments] Historical Data Collection - P&U EXTERNAL

6. WIDGETS
   - A. INTERNAL
     1. 3.1.1 Accounts Payable Interest Payments
     2. FM AP Interest Payment
     3. P&U FM Accounts Payable Stoplight Scores Monthly
   - B. EXTERNAL
     1. 3.1.1 Accounts Payable Interest Payments
     2. FM AP Interest Payment
     3. P&U FM Accounts Payable Stoplight Scores Monthly

7. INDICATOR GROUPS
   - A. P&U INT FM Accounts Payable
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Existing Reports:
- AP - WSR Count and Sum of Interest Payments by Center - Summary Dollars
- Dollar Amount of Paid Invoices

Dates to show trend: Payment Clearing date

Frequency: Monthly

SLI: (Formula)
Count of AP - WSR Count and Sum of Interest Payments by Center - Summary Dollars
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      2. P&U EXT FM Dollar Amount of Paid Invoices - Last Month

3. FORMULA INDICATORS
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      1. Accounts Payable - Int.
      2. Dollar AMT Paid Invoices / 1M in Payments
   B. EXTERNAL
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    B. BIDW SAP Document Types
    C. BIDW SAP Payment Method
    D. BIDW SAP Payment Dollar Doc Type
    E. BIDW SAP Payment Center

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    B. Document Type
    C. Payment Method
    D. Payment Dollar Doc Type
    E. SAP Payment Center

5. JOBS
    A. [PA BIDW SAP Payments] Historical Data Collection - P&U INTERNAL
    B. [PA BIDW SAP Payments] Daily Data Collection - P&U INTERNAL
    C. [PA BIDW SAP Payments] Daily Data Collection - P&U EXTERNAL
    D. [PA BIDW SAP Payments] Historical Data Collection - P&U EXTERNAL

6. WIDGETS
    A. INTERNAL
        1. 3.1.1 Accounts Payable Interest Payments
        2. FM AP Interest Payment
        3. P&U FM Accounts Payable Stoplight Scores Monthly
    B. EXTERNAL
        1. 3.1.1 Accounts Payable Interest Payments
        2. FM AP Interest Payment
        3. P&U FM Accounts Payable Stoplight Scores Monthly

7. INDICATOR GROUPS
    A. P&U INT FM Accounts Payable
    B. P&U EXT FM Accounts Payable

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

National Aeronautics and Space Administration

nssc NASA Shared Services Center

NSSC ServiceNow – Financial Management

Metrics and Utilization

Working Capital Fund Advances – 3.1.1

Document Version	V.2
Date Last Modified	10/01/2020

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: Working Capital Fund Advances
Global Setting: Y/N	Yes
Functional Area:	Finance
PWS Section:	3.1.1
Performance Area:	Accounts Payable
SO/SME	
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0291079
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	95% of advances with complete funds commitment documents are processed within four business days by NSSC AP
Tech Doc Location/Date Archived	

REPORT REQUIREMENTS: METRICS AND UTILIZATION

Name of Report	Working Capital Fund
Report Content	Summary Graph: Stacked bar chart. Total Dollar amount (left) per Center (bottom). Crosstab: Dollar amount per Center (top) per Month (left). Totals at right and bottom. Crosstab: Total Count per Center per Month. Totals at right and bottom. Detail Fields: • Business Area/Center • Stat (Status) • User • Text • Clrng doc • Document No • Account (Vendor Number) • Reference • Type (Document Type) • PM (Payment Method) • LC amnt (Net Amount) • Pstng Date • Clearing Date Count of WCF Advance Transactions – Count of WCF Advance transactions where the clearing date and clearing document number (1500*) are not null and the first two positions of the user id are NS. Count is to be only the transactions with clearing document numbers. No dollar amount to be reported. Identified by: Vendor #'s 146217 157375 167746 167747 167748 167749

167750
167751
169067

KD – Vendor Down Payment
And
Clearing doc # starts with 1500*

Count and Sum of WCF Liquidation Transactions –Count and Sum of WCF Liquidation transactions (Doc Type KR) where the posting date, document number (1900*), and Special G/L Indicator of “Q” are not null and the first two positions of the user id are NS. The 1900* document number transactions that have the same 1900* doc number are to be counted as one (1) transaction.

Total dollar amount for liquidations (Doc Type KR) based on “LC amnt” and to be multiplied by negative 1 so that dollar amount appears positive for reporting purposes.

Identified by:

- Vendor #’s
- 146217
- 157375
- 167746
- 167747
- 167748
- 167749
- 167750
- 167751
- 169067

KR – Vendor Invoice
And
Doc # starts with 1900*
And
Special G/L Indicator of “Q”

Input Parameters	Document type is KD Posting date on Last month
Output Parameters	Posting month year by Center

ServiceNow Data – Metric Definition Template
Performance Analytics

Placement / Location:
Dashboard: P & U - Internal - FM Dashboard / P & U - FM Dashboard (Both internal & External)
Dashboard Tab: Performance Measures
Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: 3.1.1 Accounts Payable Payments
Data Source: Table:
- SAP FBL1N Data [u_sap_fbl1n_data]

Existing Reports:
- Count of Working Capital Fund (WCF) Advance Transactions

Dates to show trend: Posting date

Frequency: Monthly

SLI: (Formula)
Count of completed Working Capital Fund (WCF) Advance Transactions by center, processed

Conditions:
Document Type is KD
Posting Date on Last month

Performance Measure Calculation = Number of advances with complete funds commitment documents that are processed within 4 business days/Total number of advances with complete funds commitment documents that are processed

- If the metric calculation is => 95%, the Performance Measure is met
- If the metric calculation is
- Stoplight is displayed of the top of the Analytic

Type of Visualization:
Bar Graph – Displays Count Payments on Time by Center for the Month
- Breakdown will have the one categories:
  - Payments on Time by Center
  - Breakdown by Center Met/Not Met

Performance Measure 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 Performance Measure data points high on the chart.
- Add a threshold line (for the Performance Measure)

Single Score – Placed to the top might margin of the analytic window
  - Display current Performance Measure score with Met or Not-Met

Hover Over Information: 95% of advances with complete funds commitment documents are processed within four business days by NSSC AP

Type of Visualization:
Bar Graph – Displays Count Payments on Time by Center for the Month
- Breakdown will have the one categories:
    Payments on Time by Center
  Breakdown by Center Met/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)

Single Score – Placed to the top might margin of the analytic window
  - Display current SLI score with Met or Not-Met

Hover Over Information: Process 98 % of payments on time

DEVELOPMENT:

1. INDICATOR SOURCES
   a. P&U SAP FBL1N Data.PostingDate.ThisMonth
   b. P&U FM Scripted Metric Instances

2. AUTOMATED INDICATORS
   A. INTERNAL
      1. P&U INT FM SAP FBL1N Data - Monthly
      2. P&U INT FM WCF Advances - Monthly

        3. P&U INT FM WCF Advances Met - Monthly
    B. EXTERNAL
        1. P&U EXT FM SAP FBL1N Data - Last Month
        2. P&U EXT FM WCF Advances - Last Month
        3. P&U EXT FM WCF Advances Met - Last Month

3. FORMULA INDICATORS
    A. INTERNAL
        1. Working Capital Fund Advances: >=95%
    B. EXTERNAL
        2. Working Capital Fund Advances: >=95%

4. BREAKDOWN SOURCES
    A. Core Location.Center Abbreviation
    B. Metric Instance Met / Not Met
    C. Locations

5. AUTOMATED BREAKDOWN
    A. Center Abbreviation
    B. Metric Center Abbreviation
    C. Metric Met / Not Met
    D. Metric Location

5. JOBS
    A. INTERNAL
        1. [PA Metric.All] Daily Data Collection - P&U INTERNAL
        2. [PA Metric.All] Historical Data Collection - P&U INTERNAL
        3. [PA SAP FBL1N Data] Daily Data Collection - P&U EXTERNAL
        4. [PA SAP FBL1N Data] Historical Data Collection - P&U EXTERNAL
    B. EXTERNAL
        1. [PA Metric.All] Daily Data Collection - P&U EXTERNAL
        2. [PA Metric.All] Historical Data Collection - P&U EXTERNAL
        3. [PA SAP FBL1N Data] Daily Data Collection - P&U EXTERNAL
        4. [PA SAP FBL1N Data] Historical Data Collection - P&U EXTERNAL

6. WIDGETS
    A. INTERNAL
        1. FM WCF Advances - Monthly PM
        2. 3.1.1 Working Capital Fund - Advances
    B. EXTERNAL
        1. FM WCF Advances - Monthly PM
        2. 3.1.1 Working Capital Fund - Advances

7. INDICATOR GROUPS
    A. P&U INT FM Performance Measures
    B. P&U EXT FM Performance Measures

C. P&U INT Performance Measures
D. P&U EXT Performance Measures

8. INDICATOR GROUPS:
A. N/A

9. Metric Definition
A. 3.1.1 Working Capital Fund Advances

10. Fix Script
A. Metric - Working Capital Fund Advances

11. FORM UPDATE / FORM LAYOUT
A. Table: metric_instance

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

National Aeronautics and Space Administration

NASA Shared Services Center

NSSC ServiceNow – Financial Management

Metrics and Utilization

Grants – Advance reconciliation – 3.1.1.2

Document Version	V.2
Date Last Modified	10/01/2020

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: Grants – Advance reconciliation
Global Setting: Y/N	Yes
Functional Area:	Finance
PWS Section:	3.1.1.2
Performance Area:	Accounts Payable
SO/SME	
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0520410 STRY0539851
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	98% of the advances shall be reconciled by the end of the month with the balance reconciled before the end of the following period.
Tech Doc Location/Date Archived	

REPORT REQUIREMENTS: METRICS AND UTILIZATION

Name of Report	3.1.1.2 Grants Advance Reconciliation
Report Content	From SNOW, create a Performance Metric report with the following criteria: - Name: 3.1.1.2 Grants Advance Reconciliation - Table: Finance Case [u_finance_case] - Report Filter Criteria: Category = Grants Subcategory = CMP Status = Created (current month) Short Description Contains = "Grants" or "2B.1" - Sharing: Publish Report output: - - - - - - - - - - - - - [Case number] - [Task Number} - [Created} - [Status] - [Category] - [SubCategory] - [Short Description]

Input Parameters	Category is GRANTS SubCategory is CMP Created on This month Short Description contains Grants or Short Description contains 2b.1
Output Parameters	Number Created Status (state) Category SubCategory Short Description Closed

ServiceNow Data – Metric Definition Template
Performance Analytics

- Dashboard Name:
  P & U - Internal - FM Dashboard

- Dashboard Group:
  Performance And Utilization - Internal

- Dashboard Tab:
  FM Performance Measures

- Data Source Table:
  Finance Case [u_finance_case]

- Name of Analytic on Internal Dashboard:
  3.1.1.2 Grants Advance Reconciliation

- Existing Report:
  3.1.1.2 Grants Advance Reconciliation

- Dates to show trend:
  Created On

- Frequency:
  Monthly

- Current Definition Name (If Used)
  N/A

- Met/Not Met Definition Reference
  When the criteria is satisfied for 10 cases, report as "Met"
  If the above criteria is not satisfied or if all 10 cases are not satisfied, report as "Not Met"

- PM Percentage Calculation:
  If the metric calculation is >= 10, the PM is met
  If the metric calculation is < 10, 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 the advances shall be reconciled by the end of the month with the balance reconciled before the end of the following period.

DEVELOPMENT:

1. Using existing Indicator Source: P&U FM Case.Created.All.Monthly

2. Using existing Scheduled Data Collections
    a. [PA Case] Daily Data Collection - P&U INTERNAL
    b. [PA Case] Historical Data Collection - P&U INTERNAL

3. Add to existing Indicator Group: P&U INT FM Performance Measures [https://nasadev.service-now.com/nav_to.do?uri=pa_tags.do?sys_id=f75d2c50db6cd3008f8a74131f96193b]

4. NEW Automated Indicator
    a. P&U INT FM Case CMP All - Monthly [https://nasadev.service-now.com/nav_to.do?uri=pa_indicators.do?sys_id=20a171f8db658890f8707c031f961947%26sysparm_view=automated]

5. NEW Formula Indicator
    a. FM - Grants Advance Reconciliation Cases - 98% [https://nasadev.service-now.com/nav_to.do?uri=pa_indicators.do?sys_id=ff837db0dba58890f8707c031f9619bb%26sysparm_view=formula]

6. NEW Target
    a. https://nasadev.service-now.com/nav_to.do?uri=pa_targets.do?sys_id=9654bdb4dba58890f8707c031f961967

7. NEW Widgets
    a. 3.1.1.2 Grants Advance Reconciliation [https://nasadev.service-now.com/nav_to.do?uri=pa_widgets.do?sys_id=01757578dba58890f8707c031f96195e]
    b. FM CMP Cases - Monthly PM [https://nasadev.service-now.com/nav_to.do?uri=pa_widgets.do?sys_id=ead6ee3cdbe98890f8707c031f961938]

8. ADD Widgets to existing Dashboard: P & U - Internal - FM Dashboard, FM Performance Measures tab

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

National Aeronautics and Space Administration

nssc NASA Shared Services Center

NSSC ServiceNow – Financial Management

Metrics and Utilization

Process Collections – 3.1.2

Document Version	V.2
Date Last Modified	10/01/2020

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: Process Collections
Global Setting: Y/N	Yes
Functional Area:	Finance
PWS Section:	3.1.2
Performance Area:	Accounts Receivable
SO/SME	
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0495331 complete but additional data needed for completion of PM
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	Post 98% of collections (direct and reimbursable) without error.
Tech Doc Location/Date Archived	

REPORT REQUIREMENTS: METRICS AND UTILIZATION

Name of Report	Manual – SAP report
Report Content	Validate Report 'AR - Collection Reversals - Last Month' pulling from data source AR following: -Doc Types: DG, DW, DX, and DZ -Reason: D1, V3, X1, X2, X3, Y1, Y5, Z1, Z2, C1, C2, C3, C4, C5, C6, V2, V4, Z5, V5, Z7 Reason Codes as of 8.30.2019.docx' for reference) Validate that Doc Types: DG, DW, DX, and DZ are not captured for the following: 1. Report: AR NSSC Errors By Center 2. Report: AR Center Errors by Center 3. Widget: FM - Accounts Receivable - 98% Error free (Internal & External) 4. Widget: P&U AR Center Errors 5. Widget: P&U AR NSSC Errors NOTE: To calculate performance measure for Collection SLA: (collection reversals)/(t =(percentage) (100 – (percentage) = (%) Collection reversals = AR - Collection Reversals - Last Month Total Collections = AR - IPAC Collections + AR - Non-IPAC Collections MET CONDITION: Percentage of calculation above is equal to or greater than 98%. ServiceNow 1. UPDATE Reason [u_reason] field to dropdown a. NEW Choices 2. NEW Report a. AR - Collection Reversals - Last Month [https://nasadev.service-now.com/sys_report_template.do?jvar_report_id=fe701b2cdb994c10ed6934cc7c961 3. UPDATE Reports to add 'DR' & 'WO' to additional conditions a. AR NSSC Errors By Center [https://nasadev.service-now.com/sys_report_template.do?jvar_report_id=0ce4121fdba43a008f8a74131f961 b. AR Center Errors by Center [https://nasadev.service-now.com/sys_report_template.do?jvar_report_id=01b5161fdba43a008f8a74131f961 4. UPDATE Indicators to add 'DR' & 'WO' to additional conditions a. External: P&U AR NSSC Errors - Last Month [https://nasadev.service-now.com/nav_to.do?uri=pa_indicators.do?sys_id=6949c155db420f008f8a74131f961] b. External: P&U AR Center Errors - Last Month [https://nasadev.service-

	now.com/nav_to.do?uri=pa_indicators.do?sys_id=4d8c5e1ddb420f001475ff621f9619] c. Internal: P&U AR NSSC Errors [https://nasadev.service-now.com/nav_to.do?uri=pa_indicators.do?sys_id=bec71077dbbd83001475ff621f961] d. Internal: P&U AR Center Errors [https://nasadev.service-now.com/nav_to.do?uri=pa_indicators.do?sys_id=d3a61437dbbd83001475ff621f961] 5. UPDATE Indicators to add 'DR', 'RV', 'WO', 'WV' a. External: P&U AR Total Receivables - Last Month [https://nasadev.service now.com/nav_to.do?uri=pa_indicators.do?sys_id=d2d8c155db420f008f8a74131f961] b. Internal: P&U AR Total Receivables [https://nasadev.service-now.com/nav_to.do?uri=pa_indicators.do?sys_id=dc203db7db1ecb408f8a74131f961] Database 6. BIDW: UDPATE Package NSSC_STAGE.load_sap_receivables, procedur into Reversal Data from external table – sum 'Amount' for multiple entries 7. BIDW: ADD 'V4 Incorrect Amount Collection' into WAREHOUSE_LOOKUP 8. DBUS: UPDATE View BIDW_SAP_BILLING_ERROR_RCVB_VW Script, a
Input Parameters	No report, manual process.

Output Parameters	No report, manual process.

ServiceNow Data – Metric Definition Template Performance Analytics

No analytic at this time

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

National Aeronautics and Space Administration

NASA Shared Services Center

NSSC ServiceNow – Financial Management

Metrics and Utilization

Execute Dunning Process – 3.1.2

Document Version	V.2
Date Last Modified	12/07/2021

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: Execute Dunning Process
Global Setting: Y/N	Yes
Functional Area:	Finance
PWS Section:	3.1.2
Performance Area:	Accounts Receivable
SO/SME	
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0791146
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	Process delinquent demand (dunning) letters with no more than 5 instances per month processed late or with errors.
Tech Doc Location/Date Archived	

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	FM - AR Metrics - I-3 3.1.2 - Execute Dunning Process
	Generate a report from the Service Now table u_quality_control: The query condition
	- group by aggregate counts
	- pivot report
	DEVELOPMENT
Report Content	Create New Report Name: 'FM - AR Metrics - I-3 3.1.2 - Execute Dunning Process'
	TESTER
	To Create a new Quality Control Record:
	1. Go to any FAR Record
	2. Go to the Finance Request Task
	3. Quality Controls at the bottom, create new, fill in mandatory fields, Error Reason
	Table is Quality Control {u_quality_control}
	Type contains Finance RequestTask
	Error Reason is DUNNING LETTERS
	Created on Last month
Input	
Parameters	

Output **Parameters**	Category Error Reason

ServiceNow Data – Metric Definition Template Performance Analytics

Placement / Location:
Dashboard: P & U - Internal - FM Dashboard / P & U - FM Dashboard (Both internal & External)
Dashboard Tab: FM Performance Measures - SNTR
Dashboard Group: Performance And Utilization - Internal / Performance And Utilization

Name of Analytic: I3 – 3.1.2 Execute Dunning Process Data Source: Table:
- Quality Control [u_quality_control]

Existing Reports:
- FM - AR Metrics - I-3 3.1.2 - Execute Dunning Process Dates to show trend: Created

On

Frequency: Monthly

Performance Measure: (Formula)
No more than 5 instances of dunning letters per month processed late OR with errors. Count of Quality Errors with error reason being DUNNING LETTERS. (over 5)

Conditions:
Type contains Finance Task
Sub Cat is Dunning Letters
Error Reason is DUNNING LETTERS Created on Last month

Performance Measure = Count of Processed delinquent demand (dunning) letters with no more than 5 instances per month processed late or with errors.

- If the Performance measure calculation is = <5 instances per month, the Performance Measure is met (green)
- If the Performance measure calculation is over 5 then it is not met (red)
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:
Bar Graph – Displays Count of 5 instances per month by Center for the Month
- Breakdown will have one category Breakdown by Center Met/Not Met

Performance Measure Calculation – Placed above the existing Bar Graph
- Breakdown the metric score by month for current FY to last month
- y-axis should show the counts on the left
- Add a threshold line (for the Performance Measure)

Single Score – Placed to the top might margin of the analytic window
  - Display current Performance Measure score with Met or Not-Met

Hover Over Information: Process delinquent demand (dunning) letters with no more than 5 instances per month processed late or with errors.

DEVELOPMENT:

For I3 – 3.1.2 Execute Dunning Process, insert and stay on P&U INT FM Dunning Process - Monthly while changing the conditions to check for Type contains "Finance Request Task". Put newly created indicator on formula FM - Execute Dunning Process - Not To Exceed 5, adding to already existing formula and Insert and Stay.

For report FM - AR Metrics - I-3 3.1.2 - Execute Dunning Process, add OR condition below Type for Type contains "Finance Request Task"

Create new Widgets I3 – 3.1.2 Execute Dunning Process, and FM Dunning Process - Monthly PM by Insert and Stay, and add new formula from above to them.

DEVELOPMENT CONFIGURATIONS

Adjusted existing report to include 'Finance Request Task' as a condition
[…/nav_to.do?uri=%2Fsys_report_template.do%3Fjvar_report_id%3D7b14cc84dba507401475ff621f961951%26jvar_selected_tab%3DallReports%26jvar_list_order_by%3D%26jvar_list_sort_direction%3D%26sysparm_reportquery%3DFM%20-%20AR%20Metrics%20-%20J-3%203.1.2%20-%20Execute%20Dunning%20Process%26jvar_search_created_by%3D%26jvar_search_table%3D%26jvar_search_report_sys_id%3D%26jvar_report_home_query%3D]

Dashboard:
Created new Automated Indicator "P&U INT FM Dunning Process - Monthly - SNTR
[…/nav_to.do?uri=pa_indicators.do?sys_id=0ff381f01bc3b81026a442e2b24bcb63%26sysparm_view=automated]

Created new Formula Indicator to include the new one above
[…/nav_to.do?uri=pa_indicators.do?sys_id=476545b41bc3b81026a442e2b24bcbfd%26sysparm_view=formula]

Created New Chart Widget for I3 - 3.1.2 Execute Dunning Process - INTERNAL - SNTR

[…/nav_to.do?uri=pa_widgets.do?sys_id=3b3785f81bc3b81026a442e2b24bcbb8]

Created New Score Widget for FM Dunning Process - FY to Date - SNTR
[…/nav_to.do?uri=pa_widgets.do?sys_id=7978c5bc1bc3b81026a442e2b24bcbc8]

1. INDICATOR SOURCES
   a. P&U Quality Controls.Created.ThisMonth

2. AUTOMATED INDICATORS
   A. INTERNAL
      1. P&U INT FM Dunning Process - Monthly
   B. EXTERNAL
      1. P&U EXT FM Dunning Process - Last Month

3. FORMULA INDICATORS
   A. INTERNAL
      1. Execute Dunning Process:
   B. EXTERNAL
      2. Execute Dunning Process:

4. BREAKDOWN SOURCES
   A. Core Location.Center Abbreviation

5. AUTOMATED BREAKDOWN
   A. Center Abbreviation

6. JOBS
   A. [PA Quality Control] Historical Data Collection - P&U INTERNAL
   B. [PA Quality Control] Daily Data Collection - P&U INTERNAL
   C. [PA Quality Control] Historical Data Collection - P&U EXTERNAL
   D. [PA Quality Control] Daily Data Collection - P&U EXTERNAL

7. WIDGETS
   - INTERNAL
   - I3 – 3.1.2 Execute Dunning Process
   - FM Dunning Process - Monthly PM

   - EXTERNAL
   - I3 – 3.1.2 Execute Dunning Process
   - FM Dunning Process - Monthly PM

   - INDICATOR GROUPS
   - P&U INT FM Performance Measures
   - P&U EXT FM Performance Measures
   - P&U INT Performance Measures
   - P&U EXT Performance Measures

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

National Aeronautics and Space Administration

NASA Shared Services Center

NSSC ServiceNow – Financial Management

Metrics and Utilization

Accounts Receivable Billings – 3.1.2

Document Version	V.2
Date Last Modified	9/29/2021

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: Accounts Receivable Billings
Global Setting: Y/N	Yes
Functional Area:	Finance
PWS Section:	3.1.2
Performance Area:	Accounts Receivable
SO/SME	
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0216460, STRY0275269, STRY05398, STRY0803436, STRY0803477
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	98 % of bills will be created without error attributed to the NSSC
Tech Doc Location/Date Archived	

REPORT REQUIREMENTS: METRICS AND UTILIZATION

Name of Report	AR - New Receivables – Last Month
Report Content	Summary: Graph: Stacked bar chart. Count of bills of collection, by center, by document type and by reporting period. Crosstab: Count of bills of collection by center, by document type and by reporting period. FBL5N Detail: Account (customer number) Assignment Document No. Type (document type) Clrng doc (clearing document) BusA (business area) User Name Doc. Date (document date) Amt in loc. Cur (amount in local currency) FBL3N Detail: Assignment Document No (document number) BusA (business area) PK (posting key) User Name Doc. Date (document date) Amt in loc. Cur. (amount in local currency) Text field Bills of collection identified by document types DR, RV, WO, and WV. Bills of collection identified by document type WT* as stipulated in item #3 below. Reporting period is determined by Posting Date. • Exclude transactions associated with the following Customer Numbers: 1784, 1785, 1816, 1817, 1818, 1819, 1820, 1821, 1822, 1823, 3578, 3586, 3587, 3589, 3590, 3591, 3592, 3594, 3618, 3619, 4881, 4931, 5102, 5103, 5104, 5105, 5116, 5117, 5297, 5553, 5851, 5852, 5853, 5854 and 5855. These

	should be excluded because they are transactions executed by NSSC I3PBO and BAD. (FBL5N) • Count each unique document number one time only per document type within a given fiscal year. If a document number appears multiple times for a given document type in the same fiscal year, remove the multiples and only count once. (FBL5N and FBL3N) • Include transactions with document type WT with a User ID beginning with "NS" AND where the Text Field begins with "Travel". Document type WT is being used by NSSC AR for Travel Debts $75 and under. These transactions should be billed to the government by the Service Provider but should not be charged in the Centers utilization. (FBL3N) Exclude transactions for document types DR, WO, WV and RV when the User ID does not begin with "NS". Centers use the listed document types and their transactions should not be counted in the utilization. (FBL5N)
Input Parameters	Table is SAP Receivables {u_sap_receivables} Posting date on Last month Document type starts with DR or Document type starts with RV or Document type starts with WO or Document type starts with WV Account is not javascript: new u_nssc_sap_receivables_methods().accountExcludes()

Output Parameters	Document type by Center

REPORT REQUIREMENTS: METRICS AND UTILIZATION

Name of Report	AR NSSC Errors By Center
Report Content	Table is AR Billing Reversals {u_ar_billing_reversals} Type is pivot table Row is Reason Column is Center Aggregation is Count No. groups is System Default
Input Parameters	Error Group start with NSSC Reversal posting date on Last month Document type is one of DR or WO
Output Parameters	Reason by Center

ServiceNow Data – Metric Definition Template
Performance Analytics

Placement / Location:
Dashboard Name: FM Dashboard
Dashboard Tab: AR
Dashboard Group: Performance and Utilization - Internal

Name of Analytic: I3 – 3.1.2 Accounts Receivable Billing & AR Doc Types - Performance by Center
Data Source: Table:
- SAP Receivables [u_sap_receivables]
- AR Billing Reversals [u_ar_billing_reversals]

Existing Reports:
- AR - New Receivables - Last Month
- AR - IPAC Collections
- The AR – Non-IPAC Collections Report and the FM Accts Receivable-Advances by Center (Doc Type DP)
- AR Center Errors by Center
- AR NSSC Errors By Center

Dates to show trend: Posting Date, Reversals Posting Date

Frequency: Monthly

SLI: (Formula)
- Metric Calculation Percentage = AR-NSSC Errors by Center Report [Total] / AR-New Receivables-Last Month Report [Total]
- If the metric calculation is => 98%, the SLI is met
- If the metric calculation is
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:
Bar Graph – Displays All Doc Types for current FY to last month
- Breakdown will have the three categories:
- New Receivable Total
  - o Breakdown by Center
- IPAC by Center Total
  - o Breakdown by Center
- Collections on Receivables
  - o Breakdown by Center

SLI Calculation – Placed above the Bar Graph
- Breakdown the metric score by month for current FY to last month

Single Score – Placed to the top might margin of the analytic window
- Display current SLI score with Met or Not-Met

Breakdowns:
When drilling down on the bar graph:
- New Receivable Total
  - Breakdown by Center
- IPAC by Center Total
  - Breakdown by Center
- Collections on Receivables
  - Breakdown by Center

When drilling down on the SLI Met or Not Met:
- AR-NSSC Errors Total
  - Breakdown by Center
- AR-Center Errors Total
  - Breakdown by Center

DEVELOPMENT: (See attached for formatted Tech Design Documentation
PA DASHBOARD GROUPS: [pa_dashboards_group] (Do a *.list on these tables for quick navigation)
1. Performance & Utilization – Internal
a. Order = 300
2. Performance & Utilization
a. Order = 100
b.
Visible to = Groups And Users, with the intent to convert to alternative choice of "Everyone" at a later date.
PA DASHBOARDS: [pa_dashboards]
1. P & U – Internal – Overall
a. Order = 100
b. Sharing:
i. Can View – pa_viewer
ii. Can Edit – pa_contributor
c. Dashboard Properties
i. Restrict to roles
1. pa_viewer, pa_contributor
d. Owner = Matthew Drudy
2. P & U – Internal – FM Dashboard
a. Order = 300
b. Sharing:
i. Can View – pa_viewer
ii. Can Edit – pa_contributor
c. Dashboard Properties
i. Restrict to roles
1. pa_viewer, pa_contributor

d. Owner = Matthew Drudy
e. Tabs:
i. FM Performance Measure
1. Order = 100
ii. AR
1. Order = 200
3. P & U – Overall (Public Facing)
a. Order = 100
b. Sharing:
i. Can View (none with the exception of the OTB access governance)
1. No roles added
a. The following users are still provided access
i. Admin
ii. PA Admin / PA Power User
iii. Matthew Drudy – Dashboard Owner
ii. Can Edit – (same as above)
c. Dashboard Properties
i. Restrict to roles
1. (none)
d. Owner = Matthew Drudy
4. P & U – FM Dashboard (Public Facing)
a. Order = 300
b. Sharing
i. Can View (none with the exception of the OTB access governance)
1. No roles added
a. The following users are still provided OTB access
i. Admin
ii. PA Admin / PA Power User
iii. Matthew Drudy – Dashboard Owner
ii. Can Edit – Admin
c. Dashboard Properties
i. Restrict to roles
1. (none)
d. Owner = Matthew Drudy
PA INDICATOR SOURCES:
1. INTERNAL:
a. P&U SAP Receivables.All.Monthly
i. Condition:
1. Posting Date – This Month.
b. P&U AR Billing Reversals.All.Monthly
i. Condition:
1. Reversal Posting Date – This Month
2. EXTERNAL:
a. P&U SAP Receivables.All.Monthly.LastMonth
i. Condition:
1. Posting Date – This Month

b. P&U AR Billing Reversals.All.Monthly.LastMonth
i. Condition:
1. Reversal Posting Date – This Month
PA INDICATORS:
1. INTERNAL
a. P&U AR – New Receivables – Monthly
i. Type = Automated
ii. Conditions
1. Taken from Report Named "AR – New Receivables – Last Month"
b. P&U AR – IPAC Collections – Monthly
i. Type = Automated
ii. Conditions:
1. Taken from Report Named "AR – IPAC Collections"
c. P&U AR – NON IPAC Collections – Monthly
i. Type = Automated
ii. Conditions:
1. Taken from Report Named "AR – Non-IPAC Collections Report"
d. P&U AR Center Errors
i. Type = Automated
ii. Conditions:
1. Error Group – Starts With - Center
e. P&U AR NSSC Errors
i. Type = Automated
ii. Conditions:
1. Error Group – Starts With – NSSC
f. P&U AR - All Doc Types
i. Type – Automated
1. Conditions = None
a. Keeping all to be seen by a scripted bucket group
g. P&U AR – Total Receivables
i. Type – Automated
ii. Conditions:
1. Error Group – is empty
iii. Aggregate
1. Sum
2. Field – Receivables counter
h. Accounts Receivable – 98% Error Free
i. Type – Formula
ii. Description
1. P&U INT – AR – Accounts Receivable 98% Error Free
iii. Direction:
1. Maximize
a.

Note: This indicator is trying to communicate if we are above 98%, therefore we are showing the act of MAX values which are used to color against our target color scheme ranges that we have defined.

2. EXTERNAL:
a. P&U AR Center Errors – Last Month
i. Type – Automated
b. P&U AR – All Doc Types – Last Month
i. Type – Automated
c. P&U AR NSSC Errors – Last Month
i. Type – Automated
d. P&U AR Total Receivables – Last Month
i. Type – Automated
e. Accounts Receivable – 98% Error Free
i. Type – Formula
ii. Description:
1. P&U EXT – AR – Accounts Receivable 98% Error Free
iii. Direction
1. Maximize

Note: This indicator is trying to communicate if we are above 98%, therefore we are showing the act of MAX values which are used to color against our target color scheme ranges that we have defined.

INDICATOR GROUPS:
1. P&U EXT FM AR Stoplight Scores Monthly
a. Indicator(s)
i. Accounts Receivable – 98% Error Free (EXTERNAL FORMULA INDICATOR)
ii. Order = 100
2. P&U INT FM AR Stoplight Scores Monthly
a. Indicator(s)
i. Accounts Receivable – 98% Error Free (INTERNAL FORMULA INDICATOR)
ii. Order = 100

PA BREAKDOWN SOURCE / BREAKDOWN
1. SAP Centers [u_sap_receivables.u_center]
a. Facts Table = sys_choice
i. Table = u_sap_receivables
ii. Element = u_center
iii. Inactive = false
2. SAP Document Type [u_sap_receivables.u_document_type]
a. Facts Table = sys_choice
i. Table = u_sap_receivables
ii. Element = u_document_type
iii. Inactive = false
3. SAP Receivables.Document Type.Scripted
a. Facts Table = pa_buckets
i. Bucket Group = AR – All Doc Type Indicators

PA BUCKET GROUP
1. AR – All Doc Type Indicators
a. Result 1 = New Receivables Total
i. Range – (0 – 2)

b. Result 2 = IPAC by Center Total
i. Range – (2 – 3)
c. Result 3 = Collections on Receivables
i. Range – (3 – 4)
PA BREAKDOWNS
1. AR – Breakdown By Indicator
a. Breakdown Source
i. SAP Receivables.Document Type.Scripted
b. Breakdown Mappings
i. u_sap_receivables
1. Script – AR – Indicator Buckets – SAP Receivables
2. SAP Center
a. Breakdown Source
i. SAP Center [u_sap_receivables.u_center]
b. Breakdown Mappings
i. u_sap_receivables
1. Field – u_center
3. SAP Document Type
a. Breakdown Source
i. SAP Document Type
b. Breakdown Mappings
i. u_sap_receivables
1. Field – u_document_type
PA SCRIPTS
1. AR – Indicator Bucket – SAP Receivables
a. Fields: Account, Center, Document type, User name, Document date
b. Facts Table: u_sap_receivables
PA JOBS:
1. INTERNAL JOBS USED FOR MOST RECENT SCORES TO DATE
a. [PA AR Billing Reversals] Historical Data Collection – P&U INTERNAL
i. Runs: onDemand
b. [PA SAP Receivables] Historical Data Collection – P&U INTERNAL
i. Runs: onDemand
c. [PA SAP Receivables] Daily Data Collection – P&U INTERNAL
i. Runs: 07:00:00
1. As: PA Data Collector
d. [PA AR Billing Reversals] Daily Data Collection – P&U INTERNAL
i. Runs: 07:00:00
1. As: PA Data Collector
2. EXTERNAL JOBS USED TO ONLY SCORE UP TO LAST MONTH
a. [PA AR Billing Reversals] Historical Data Collection – P&U EXTERNAL
i. Runs: onDemand
b. [PA SAP Receivables] Historical Data Collection – P&U EXTERNAL
i. Runs: onDemand
c. [PA SAP Receivables] Daily Data Collection – P&U EXTERNAL
i. Runs: 07:00:00

1. As: PA Data Collector
d. [PA AR Billing Reversals] Daily Data Collection – P&U EXTERNAL
i. Runs: 07:00:00
1. As: PA Data Collector
PA WIDGETS:
1. INTERNAL (Lookup Name Contains P&U INT)
a. P&U – AR – New Receivables
i. Type: Score
b. P&U – AR – NON-IPAC Collections
i. Type: Score
c. P&U – AR – IPAC Collections
i. Type: Score
d. P&U AR Center Errors
i. Type: Score
e. P&U AR NSSC Errors
i. Type: Score
f. P&U AR – Monthly SLI
i. Type: Score / Dial
1. Used to display Target & Target Color Scheme +/- 98% [Green / Red]
g. I3 – 3.1.2 Accounts Receivable Billing & AR Doc Types - Performance by Center
i. Type: Time Series
h. P&U FM AR Stoplight Scores Monthly
i. Type: List
1. Indicator Group
a. P&U INT FM AR Stoplight Scores Monthly
2. EXTERNAL (Lookup Name Contains P&U EXT)
a. P&U AR Monthly SLI
i. Type: Score / Dial
1. Used to display Target & Target Color Scheme +/- 98% [Green / Red]
b. P&U FM AR Stoplight Scores Monthly
i. Type: List
1. Indicator Group
a. P&U EXT FM AR Stoplilght Scores Monthly
c. I3 – 3.1.2 Accounts Receivable Billing & AR Doc Types - Performance by Center
i. Type: Time Series
PA TARGET COLOR SCHEME
1. P&U EXT – 2 Color – FM – AR
2. P&U INT – 2 Color – FM – AR
PA TARGET (s)
1. Internal Indicator
a. Accounts Receivable – 98% Error Free
b. Color Scheme:
i. P&U INT – 2 Color – FM – AR
c. Target Value
i. 98.00
d. Target Start Date

i. 2015-10-01
e. Color Scheme Provided for the following breakdown(s)
i. None – Main Indicator
ii. Center:
1. AFRC, ARC, GSFC, HQ, JSC, KSC, LaRC, NMO, SSC, UNK, GRC, MSFC, NSSC
2. External Indicator
a. Accounts Receivable – 98% Error Free
b. Color Scheme:
i. P&U EXT – 2 Color – FM – AR
c. Target Value
i. 98.00
d. Target Start Date
i. 2015-10-01
e. Color Scheme Provided for the following breakdown(s)
i. None – Main Indicator
ii. Center:
1. A FRC, ARC, GSFC, HQ, JSC, KSC, LaRC, NMO, SSC, UNK, GRC, MSFC, NSSC
SUPPORTING DEVELOPMENT:
TABLES / FIELDS:
1. Table:
a. SAP Receivables [u_sap_receivables]
b. Field:
i. Document type [u_document_type]
1. Choices:
a. AR
b. WT
c. CA
d. DA
e. DB
f. DF
g. DG
h. DI
i. DL
j. DM
k. DP
l. DR
m. DW
n. DX
o. DZ
p. EF
q. ET
r. HF
s. HT
t. PF
u. PT
v. NP
w. RL
x. RV
y. WO
z. WV
6/28/2020

aa.ZQ
bb.ZX
cc.ZY
ii. Center [u_center]
1. Choices:
a. AFRC
b. ARC
c. GRC
d. GSFC
e. HQ
f. JSC
g. KSC
h. LaRC
i. MSFC
j. NMO
k. SSC

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

National Aeronautics and Space Administration

NSSC NASA Shared Services Center

NSSC ServiceNow – (Accounts Receivable) Metrics and Utilization

(Debt Waiver Performance Area)

Document Version	V.3
Date Last Modified	2/10/2021

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:

Compile Debt Waiver packages, route for review and obtain approval/denial decision within 50 business days of waiver request. Service Provider 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.

Metrics: Debt Waiver
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: Accounts Receivable Debt Waiver Request**
Global Setting: Y/N	Yes
Functional Area:	Accounts Receivable
PWS Section:	3.1.2
Performance Area:	
SO/SME	
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	Yes
Contract Modification	
SN Story Number/Date Submitted	STRY0494602
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	yes
Metric I-3	Compile Debt Waiver packages, route for review and obtain approval/denial decision within 50 business days of waiver request. Service Provider 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.
Tech Doc Location/Date Archived	

ServiceNow Data – Metric Definition Template
Metrics and Utilization

Metric Definition Template

Definition Name = Accounts Receivable Debt Waiver Requests
Description on metric definition:

1. APPLIES TO:
   - a. ServiceNow Module
   - b. Category: ACCOUNTS RECEIVABLE
   - c. Subcategory: FM/HR-WAIVER REQUEST
2. CALENDAR USED: NSSC Business Days (excludes weekends, federal holidays and NSSC down days)
3. TRIGGER/START CONDITION:
   Record:
   - a. Category: ACCOUNTS RECEIVABLE
   - b. Subcategory: FM/HR-WAIVER REQUEST
   - c. Workflow Stage: Received Waiver Request
4. STOP CRITERIA:
   Record:
   - a. Category: ACCOUNTS RECEIVABLE
   - b. Subcategory: FM/HR-WAIVER REQUEST
   - c. Workflow Stage: Waiver Decision
   - d. Task is resolved

   4b. STOP CONDITION II:
   Record:
   - a. Category: ACCOUNTS RECEIVABLE
   - b. Subcategory: FM/HR-WAIVER REQUEST
   - c. Workflow Stage: Waiver Decision II, (Waiver Decision II engages if box is checked denoting the request is “over threshold” on FD
   - d. Task is resolved
     (NOTE: If a debt waiver request FD Tab is marked “Over threshold”, Stop Condition 1 and Stop Condition 2 are invoked. Time spent in Waiver Decision II need to be captured separately, but added to the total elapsed days.
5. PAUSE CRITERIA: Task’s put in Pending status
5. EXCLUSION CRITERIA: N/A
6. MET CONDITION: less than 51 days Elapsed Day’s from the creation of Workflow Stage: Received Waiver Request thru Workflow Stage: Waiver Decision or Waiver Decision II (is applicable)
7. FILTER CONDITION:
8. Additional Criteria:

Field Values:

Sub Doc:
Calculated Age
Start:
End:
Metric Date:
Metric Start:
Pending Duration:
Business Duration:
Duration:

Report information

Report Name: I3 – 3.1.2 Accounts Receivable Debt Waiver Requests SNTR
Shows a Met/Not Met Stacked bar chart by Center
Date to be shown: Last Month
Metric Definition: Accounts Receivable Debt Waiver Requests

Technical Design

1. INDICATOR SOURCES

2. AUTOMATED INDICATORS
   A. INTERNAL
   B. EXTERNAL

3. FORMULA INDICATORS
   A. INTERNAL
   B. EXTERNAL

4. BREAKDOWN SOURCES

5. AUTOMATED BREAKDOWN

6. JOBS

7. WIDGETS
   A. INTERNAL
   B. EXTERNAL

8. INDICATOR GROUPS

9. CALCULATIONS

10. ServiceNow Data Table

11. ServiceNow Story:

12. ServiceNow Report backing results

13. Other available points of validation

14. Results validated by:

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 – FM Dashboard
Dashboard Tab: FM Performance Measure

Data Source Table

Name of Analytic on Internal Dashboard: I3 – 3.1.2 Accounts Receivable Debt Waiver Requests SNTR

Dates to show trend: Created on Last Month

Frequency: Monthly

Conditions:
Accounts Receivable Debt Waiver Requests

Stoplight is displayed at the top of the top of the Analytic
Stoplight Percentage rounded up to the nearest one decimal point. Example 98.5% we would report 99% anything .5 and above will be rounded up and anything below .5% would just be the percentage.

Frequency: Monthly by FY (October – September)
All indicators should run in the morning by 8am for Month to date and previous two months.

Speedometer will now show the Cumulative total for the FY for the prior month and Cumulative total by center

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: - Compile Debt Waiver packages, route for review and obtain approval/denial decision within 50 business days of waiver request.

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

National Aeronautics and Space Administration

NASA Shared Services Center

NSSC ServiceNow – Financial Management

Metrics and Utilization

Funds Balance with Treasury – 3.1.4

Document Version	V.2
Date Last Modified	8/19/2022

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:	J.3_FA_PWS Element Metric: Funds Balance with Treasury
Global Setting: Y/N	Yes
Functional Area:	Finance
PWS Section:	3.1.4
Performance Area:	Fund Balance with Treasury (FBWT)
SO/SME	
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0137666, STRY0291970
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	Submit SF224 to Treasury according to established deadlines.
Tech Doc Location/Date Archived	

REPORT REQUIREMENTS: METRICS AND UTILIZATION

Name of Report	I-3 3.1.4 Fund Balance with Treasury Performance Measure
Report Content	Standard Metric Story Elements Summary of change: - Create a new report titled "I-3 3.1.4 Fund Balance with Treasury Performance Me METRIC DEFINITION FROM REPORT: N/A, this is a new report and metric definitio APPLIES TO: Case Category = FM, SubCategory = FMS 224 Short Description contains the word "Final" or the word "Supplement" CALENDAR USED: Business Calendar MET/NOT MET CRITERIA: a. MET: Created Date is less than or equal to the 3rd Business Day of the month an b. NOT MET: Created Date is greater than the 3rd Business Day of the month and th Exclusion Criteria a: cases marked closed incomplete REPORT DISPLAY: a. Report Title: "I-3 3.1.4 Fund Balance with Treasury Performance Measure" b. Report type: Bar c. Group by: None d. Stacked by Met/Not Met e. "Display Grid" is checked f. Filter Condition: Created is Last Month g. Order by: none (1) Created new choice field: a. Table: Finance Case (u_finance_case) b. Label: FBwT Met/Not Met c. Name: u_fbwt_met_not_met d. Type: Choice e. Data: "Met", "Not Met"

	f. ReadOnly g. Hidden (2) Created new Business Rule: a. Name: Set FBwT Met/Not Met field b. Table: Finance Case (u_finance_case) c. Trigger: When new case is created and Cat/Subcat = FBwT/FMS224 (3) Created new Report: a. Name: I-3 3.1.4 Fund Balance with Treasury Performance Measure b. Type: Bar c. Stacked by: Met/Not Met d. Filter: Based on AC
Input Parameters	Table is Finance {u_finance_case} Category(category) is FUND BALANCE WITH TREASURY Subcategory is FMS 224 FBwT Met/Not Met is one of Met or Not Met Short Description contains Final or Short Description contains Supplement Status is not Closed Incomplete Created on Last month
Output Parameters	SubCategory Totals Finance Case Count totals

ServiceNow Data – Metric Definition Template
Performance Analytics

Dashboard Name: P&U Internal
Dashboard Group: P&U Internal – FM Dashboard
Dashboard Tab: Performance Measure - FBWT

Name of Analytic: J3 – 3.1.4 Fund Balance with Treasury
Data Source: Table:
- Finance Case [u_finance_case]

Existing Reports:
- I-3 3.1.4 Fund Balance with Treasury Performance Measure

Dates to show trend: Created on
Business Calendar used – (note in Legacy story)

Frequency: Monthly

Performance Measure: (Formula)
Created Date is less than or equal to the 3rd Business Day of the month and the Short Description contains "Final" = MET
Created Date is greater than the 3rd Business Day of the month and the Short Description contains "Final" = NOT MET

Conditions
Category(Category) is FUND BALANCE WITH TREASURY (FBWT)
SubCategory is FMS 224
FBwT Met/Not Met is one of Met, Not Met
Short Description contains Final OR Short Description contains Supplement
Status is not Closed Incomplete
Created on Last Month

Performance Measure =
-

If the Performance measure calculation is: If the Created Date => the 3rd Business day or the month, the Performance Measure is met
- If the Performance measure calculation is: If the Created Date
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:
Bar Graph – Displays Count of FMS 224 created date 3rd business day of the month
- Breakdown will have one category

Total for the month Met/Not Met

Performance Measure Calculation – Placed above the existing Bar Graph
- Breakdown the metric score by month for current FY to last month

- y-axis should show counts on the LEFT
- Add a threshold line (for the Performance Measure)

Single Score – Placed to the top might margin of the analytic window
  - Display current Performance Measure score with Met or Not-Met

Hover Over Information: Submit SF224 to Treasury according to established deadlines.

DEVELOPMENT

Create new choice N/A on u_fbwt_met_not_met (0 in the sequence)
On the dictionary item change Choice to be Dropdown without -- None -- ...
Default Value = N/A

FBWT - FM Performance Measure Clean-up (fix script)
FBWT - FM Performance Measure Fix Met/Not Met (fix script)
  NOTE Progress worker needs to finish before running next script

INDICATOR SOURCES (create new)
  P&U FM Case.Created.All.Monthly

AUTOMATED INDICATORS
  INTERNAL (create new)
    P&U INT FM Case FBWT - Monthly
    P&U INT FM Case FBWT - Met - Monthly
  EXTERNAL (create new)
    P&U EXT FM Case FBWT - Last Month
    P&U EXT FM Case FBWT - Met - Month

FORMULA INDICATORS
  Fund Balance with Treasury Performance Measure
  Fund Balance with Treasury Performance Measure

BREAKDOWN SOURCES
  Locations (existing ootb)
  FM Case.FBWT_Met_NotMet (create new)

AUTOMATED BREAKDOWN
  Case Location (existing)
  Met/Not Met (create new)

JOBS (existing)
  [PA Case] Historical Data Collection - P&U INTERNAL
  [PA Case] Daily Data Collection - P&U INTERNAL

- [PA Case] Historical Data Collection - P&U EXTERNAL
- [PA Case] Daily Data Collection - P&U EXTERNAL

WIDGETS
- INTERNAL
  - J3 – 3.1.4 Fund Balance with Treasury
  - FM FBWT FMS 224 - Monthly PM
- EXTERNAL
  - J3 – 3.1.4 Fund Balance with Treasury
  - FM FBWT FMS 224 - Monthly PM

INDICATOR GROUPS (existing)
- P&U INT FM Performance Measures
- P&U EXT FM Performance Measures

Dashboard/Dashboard Tab (existing)
- FM Performance Measures (internal)
- FM Performance Measures (external)

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

National Aeronautics and Space Administration

NSSC ServiceNow – Financial Management
Metrics and Utilization
Domestic Travel Payments– 3.1.5.1

Document Version	V.2
Date Last Modified	8/19/2022

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: Domestic Travel Payments
Global Setting: Y/N	Yes
Functional Area:	Finance
PWS Section:	3.1.5.1
Performance Area:	Domestic Travel
SO/SME	
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0238188, STRY0276206
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	Validate and process 90% of domestic travel expense reports within 4 business days of receipt of complete expense report (including adequate funding). Note: Stories for metric change from 85% to 90% will need to be written and implemented to begin with new NTSS contract.
Tech Doc Location/Date Archived	

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	I-3 3.1.5.1 Domestic Travel Payments
Report Content	Chart: Average by center and month Summary: Average processing time for completed vouchers by center and month, with weighted report averages. Detail: Center TA Number Clearing Date Clearing Document Date Name GL Account Amount Processing Time Pending Time Detail shall be limited to one (selected) center. Detail shall be sorted by clearing date in descending order. Document Type = 'ZT' Exclude Extended TDY
Input Parameters	Table is Travel Calculations {u_travel_calculations} Clearing Date on Last month Document type is one of ZE or ZT Extended TDY is false

	Center is not INV Center is not UNK
Output Parameters	DomFor Process Time Range by center

ServiceNow Data – Metric Definition Template Performance Analytics

Placement / Location:
  Dashboard Name: P&U Internal FM Dashboard
  Dashboard Tab: Travel
  Dashboard Group: P&U FM Internal

Name of Analytic: I3 – 3.1.5.1 Domestic Travel Payments
Data Source: Table:

- Travel Calculations[u_travel_calculations]

Existing Reports:

- Domestic Travel - Voucher Processing Time (SLA)
- Domestic Travel - Completed Vouchers by Center - Average Processing Time

Dates to show trend: Clearing Date

Frequency: Monthly

SLI: (Formula)
  Count of completed Domestic vouchers by center, processed in 4 Days or less
  Count of completed Domestic vouchers by center, processed in 5 Days or more
  Conditions:
    Clearing date on Last Month
    Document Type ZE or ZT
    Extended TDY false
    Center is not INV and Center is not UNK
  SLI Percentage Calculation = Count of completed Domestic vouchers by center, processed in 4 Days or less/Total Domestic Vouchers

  - If the metric calculation is => 90%, the SLI is met
  - If the metric calculation is
  - Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:
Bar Graph – Displays Count of 5 by Center for the Month

- Breakdown will have the two categories:
- Total Domestic Voucher Count
  - o Breakdown by Center Met/Not Met
- Average Processing Time by Center
  - o Breakdown by monthly average processing time for current FY

SLI Calculation – Placed above the Bar Graph

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

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

- Display current SLI score with Met or Not-Met

Breakdowns:
Bar Graph – Displays Count of 5 by Center for the Month
- Breakdown will have the two categories:
- Total Domestic Voucher Count
  - o Breakdown by Center Met/Not Met
- Average Processing Time by Center
  - o Breakdown by monthly average processing time for current FY

Hover Over Information: Validate and process 90% of domestic travel expense reports within 4 business days of receipt of complete expense report (including adequate funding).

DEVELOPMENT:
PA DASHBOARD GROUPS: [pa_dashboards_group] (Do a *.list on these tables for quick navigation)
1. NA

PA TABS: [pa_dashboards]
1. Dashboard: P & U – Internal – FM Dashboard
   a. Tab:
      i. DOM Travel
2. Dashboard: P & U – FM Dashboard
   a. Tab
      i. DOM Travel

PA INDICATOR SOURCES:
1. INTERNAL:
   a. P&U Travel Payments.All.Monthly
2. EXTERNAL:
   a. P&U Travel Payments.All.Monthly.LastMonth

PA INDICATORS:
1. INTERNAL
   a. P&U FM DOM Travel Vouchers – Monthly
      i. Type - Automated
   b. P&U FM DOM Travel Vouchers 4 Days or Less – Monthly
      i. Type - Automated
   c. Domestic Travel
      i. Type – Formula
   d. P&U FM DOM Travel Avg Processing Time – Monthly
      i. Type - Automated
2. EXTERNAL:
   a. P&U FM DOM Travel Vouchers – Last Month
      i. Type - Automated
   b. P&U FM DOM Travel Vouchers 4 Days or Less – Last Month
      i. Type - Automated
   c. Domestic Travel

        i. Type – Formula
    d. P&U FM DOM Travel Avg Processing Time – Last Month
        i. Type - Automated

INDICATOR GROUPS:
1. P&U INT FM DOM Travel Stoplight Scores
2. P&U EXT FM DOM Travel Stoplight Scores

PA BREAKDOWN SOURCE / BREAKDOWN
1. Reused:
    a. Travel Calculations Document Type.u_travel_calculations.u_document_type
    b. Travel Calculations Centers.u_travel_calculations.u_center

PA BUCKET GROUP
1. NA

PA BREAKDOWNS
1. Document Type
2. Center

PA SCRIPTS
1. NA

PA JOBS:
1. INTERNAL JOBS USED FOR MOST RECENT SCORES TO DATE
    a. [PA FM Domestic Travel Calculations] Daily Data Collection - P&U INTERNAL
    b. [PA FM Domestic Travel Calculations] Historical Data Collection - P&U INTERNAL
2. EXTERNAL JOBS USED TO ONLY SCORE UP TO LAST MONTH
    a. [PA FM Domestic Travel Calculations] Daily Data Collection - P&U EXTERNAL
    b. [PA FM Domestic Travel Calculations] Historical Data Collection - P&U EXTERNAL

PA WIDGETS: (See Lookup Name Field for Internal & External Verbiage
1. INTERNAL (Lookup Name Contains P&U INT)
    a. P&U DOM Travel - Monthly SLI
    b. P&U FM DOM Travel Stoplight Scores Monthly
    c. I3 – 3.1.5.1 Domestic Travel Payments
    d. AVG Processing Time - Domestic Travel
2. EXTERNAL (Lookup Name Contains P&U EXT)
    a. P&U DOM Travel - Monthly SLI
    b. P&U FM DOM Travel Stoplight Scores Monthly
    c. I3 – 3.1.5.1 Domestic Travel Payments
    d. AVG Processing Time - Domestic Travel

PA TARGET COLOR SCHEME
1. P&U INT - 2 Color - FM - FOR Travel
2. P&U EXT - 2 Color - FM - FOR Travel

PA TARGET (s)
1. Internal Indicator
    a. Domestic Travel
    b. Color Scheme:
        i. P&U INT - 2 Color - FM - FOR Travel
    c. Target Value

      i. 90
   d. Target Start Date
      i. 2015-10-01
   e. Color Scheme Provided for the following breakdown(s)
      i. None – Main Indicator
      ii. Center:
         1. All

2. External Indicator
   a. Domestic Travel
   b. Color Scheme:
      i. P&U EXT - 2 Color - FM - FOR Travel
   c. Target Value
      i. 90
   d. Target Start Date
      i. 2023-10-01
   e. Color Scheme Provided for the following breakdown(s)
      i. None – Main Indicator
      ii. Center:
         1. All

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

National Aeronautics and Space Administration

NSSC NASA Shared Services Center

NSSC ServiceNow – Financial Management

Metrics and Utilization

Change of Station (COS)Travel Payments– 3.1.5.2.1 (COS 6 Days)

Document Version	V.2
Date Last Modified	8/19/2022

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: Change of Station Travel Payments (COS within 6 business days)
Global Setting: Y/N	Yes
Functional Area:	Finance
PWS Section:	3.1.5.2.1
Performance Area:	Change of Station (COS)
SO/SME	
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0286035
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	**Validate, process and place on a payment proposal 90% of en route, miscellaneous expense allowance, 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.*** Note: Stories for metric change from 85% to 90% and new performance measure will need to be written and implemented to begin with new NTSS contract.
Tech Doc Location/Date Archived	

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	PCS Travel Vouchers Processing Time SLA - 6 Day
Report Content	Change of Station Travel Payments (en route, miscellaneous expense, lump sum temporary quarters, house hunting)
Input Parameters	Data Table Travel Calculations [u_travel_calculations] Clearing date on Last month Document Type is ZU Center is not INV, UNK PCS Group Description is 6 Day
Output Parameters	PCS Processing Time Range Center

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	PCS Travel - Average Days to Process - 6 Day
Report Content	Change of Station Travel Payments (en route, miscellaneous expense, lump sum temporary quarters, house hunting)
Input Parameters	Data Table Travel Calculations [u_travel_calculations] Clearing Date on Last month PCS Group Description is 6 Day Document Type is ZU ServiceNow COSV Scoped App

Output Parameters	Month Year Center

ServiceNow Data – Metric Definition Template Performance Analytics

Placement / Location:
Dashboard: P & U - Internal - FM Dashboard / P & U - FM Dashboard (Both internal & External)
Dashboard Tab: COS Travel
Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: I3 – 3.1.5.2.1 Change of Station Travel Payments – 6 day
Data Source: Table: Travel Calculations[u_travel_calculations]

Existing Reports:
1. PCS Travel Vouchers Processing Time SLA - 6 Day
2. PCS Travel - Average Days to Process - 6 Day

Dates to show trend: Payment Clearing date

Frequency: Monthly

SLI: (Formula)
- 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 might margin of the analytic window
  - Display current SLI score with Met or Not-Met

Hover Over Information: Validate and process 90% of en route, miscellaneous expense allowance, lump sum temporary quarters, and house hunting vouchers within 6 business days of receipt of complete voucher (Including adequate funding)

DEVELOPMENT:

1. INDICATOR SOURCES
   a. P&U Travel Payments.All.Monthly

2. AUTOMATED INDICATORS
   A. INTERNAL
      1. P&U INT FM PCS Travel Vouchers 6 Day Met - Monthly
      2. P&U INT FM PCS Travel Vouchers 6 Day - Monthly
      3. P&U INT FM PCS AVG Days to Process 6 Day - Monthly

B. EXTERNAL

1. P&U INT FM PCS Travel Vouchers 6 Day Met - Monthly
2. P&U INT FM PCS Travel Vouchers 6 Day - Monthly
3. P&U INT FM PCS AVG Days to Process 6 Day – Monthly

3. FORMULA INDICATORS

A. INTERNAL
  1. PCS (6) Travel: >90%

B. EXTERNAL
  2. PCS (6) Travel: >90%

4. BREAKDOWN SOURCES

A. Travel Calculations Document Type.u_travel_calculations.u_document_type
B. Travel Calculations.CenterAbbrv

5. AUTOMATED BREAKDOWN

A. Document Type
B. Center Abbrv

5. JOBS (EXISTING)

A. [PA FM Travel Calculations] Daily Data Collection - P&U INTERNAL
B. [PA FM Travel Calculations] Historical Data Collection - P&U INTERNAL
C. [PA FM Travel Calculations] Daily Data Collection - P&U EXTERNAL
D. [PA FM Travel Calculations] Historical Data Collection - P&U EXTERNAL

6. WIDGETS

A. INTERNAL
  1. FM PCS 6 Day - Monthly SLI
  2. I3 – 3.1.5.2.1 Change of Station Travel Payments – 6 day
  3. P&U FM PCS 6 Day Stoplight Scores Monthly

B. EXTERNAL
  1. FM PCS 6 Day - Monthly SLI
  2. I3 – 3.1.5.2.1 Change of Station Travel Payments – 6 day
  3. P&U FM PCS 6 Day Stoplight Scores Monthly

7. INDICATOR GROUPS

A. P&U INT FM PCS 6
B. P&U EXT FM PCS 6

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

National Aeronautics and Space Administration

NASA Shared Services Center

NSSC ServiceNow – Financial Management

Metrics and Utilization

Change of Station (COS) Travel Payments– 3.1.5.2.1 (COS 15 Days)

Document Version	V.2
Date Last Modified	8/19/2022

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: Change of Station Travel Payments (COS within 15 business days)
Global Setting: Y/N	Yes
Functional Area:	Finance
PWS Section:	3.1.5.2.1
Performance Area:	Change of Station (COS)
SO/SME	
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0286073
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	Validate, process and place on a payment proposal 90% of actual temporary quarters, real estate, constructive, 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. **Note: Stories for metric change from 85% to 90% and new performance measure will need to be written and implemented to begin with new NTSS contract.**
Tech Doc Location/Date Archived	

REPORT REQUIREMENTS: METRICS AND UTILIZATION

Name of Report	PCS Travel - Average Days to Process - 15 Day
Report Content	Change of Station Travel Payments (actual temporary quarters, real estate, constructive and all others)
Input Parameters	Data Table Travel Calculations Clearing Date on Last month PCS Group Description is 15 Days Document Type is ZU
Output Parameters	Month Year Center

REPORT REQUIREMENTS: METRICS AND UTILIZATION

Name of Report	PCS Travel Vouchers Processing Time SLA - 15 Day
Report Content	Change of Station Travel Payments (actual temporary quarters, real estate, constructive and all others)
Input Parameters	Data Table Travel Calculations [u_travel_calculations] Clearing Date on Last month

	Document Type is ZU Center is not INV, UNK PCS Group Description is 15 Day ServiceNow COSV Scoped app tickets
Output Parameters	PCS Processing Time Range Center

ServiceNow Data – Metric Definition Template Performance Analytics

Placement / Location:
Dashboard: P & U - Internal - FM Dashboard / P & U - FM Dashboard (Both internal & External)
Dashboard Tab: COS Travel
Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: I3 – 3.1.5.2.1 Change of Station Travel Payments – 15 day
Data Source: Table:

- Travel Calculations[u_travel_calculations]

Existing Reports:

- PCS Travel Vouchers Processing Time SLA - 15 Day
- PCS Travel - Average Days to Process - 15 Day

Dates to show trend: Clearing Date

Frequency: Monthly

SLI: (Formula)
Count of completed Change of Station Travel Vouchers by center, processed in 15 Days or less
Count of completed Change of Station Travel Vouchers by center, processed in 15 Days or more
Conditions:
Clearing date on Last Month
Document Type ZU
Center is not INV and Center is not UNK
PCS Group Description is 15 day

SLI Percentage Calculation = Count of completed Change of Station Travel Vouchers by center, processed in 15 Days or less/Total Change of Station

- If the metric calculation is => 90%, the SLI is met
- If the metric calculation is
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:
Bar Graph – Displays Count of 15 by Center for the Month

- Breakdown will have the two categories:
- Change of Station Travel Vouchers
  - Breakdown by Center Met/Not Met
- Average Processing Time by Center
  - Breakdown by montlhy average processing time for current FY

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 might margin of the analytic window
- Display current SLI score with Met or Not-Met

Hover Over Information: Validate and process 90% of actual temporary quarters, real estate, constructive, and all other vouchers within 15 business days of receipt of a complete voucher (including adequate funding)

DEVELOPMENT:

1. INDICATOR SOURCES
    a. P&U Travel Payments.All.Monthly

2. AUTOMATED INDICATORS
    A. INTERNAL
        1. P&U INT FM PCS Travel Vouchers 15 Day Met - Monthly
        2. P&U EXT FM PCS Travel Vouchers 15 Day - Monthly
        3. P&U INT FM PCS AVG Days to Process 15 Day - Monthly
    B. EXTERNAL
        1. P&U EXT FM PCS Travel Vouchers 15 Day Met - Last Month
        2. P&U EXT FM PCS Travel Vouchers 15 Day - Last Month
        3. P&U EXT FM PCS AVG Days to Process 15 Day - Last Month

3. FORMULA INDICATORS
    A. INTERNAL
        1. PCS (15) Travel: >90%
    B. EXTERNAL
        2. PCS (15) Travel: >90%

4. BREAKDOWN SOURCES
    A. Travel Calculations.CenterAbbrv
    B. Travel Calculations Document Type.u_travel_calculations.u_document_type

5. AUTOMATED BREAKDOWN
    A. Center Abbrv
    B. Document Type

5. JOBS (Existing)
    A. [PA FM Travel Calculations] Historical Data Collection - P&U INTERNAL
    B. [PA FM Travel Calculations] Daily Data Collection - P&U INTERNAL
    C. [PA FM Travel Calculations] Historical Data Collection - P&U EXTERNAL
    D. [PA FM Travel Calculations] Daily Data Collection - P&U EXTERNAL

6. WIDGETS
    A. INTERNAL
        1. FM PCS 15 Day - Monthly SLI
        2. P&U FM PCS Travel Stoplight Scores Monthly
        3. I3 – 3.1.5.2.1 Change of Station Travel Payments – 15 day
        4. AVG Processing Time - PCS 15 Day
    B. EXTERNAL
        1. FM PCS 15 Day - Monthly SLI
        2. P&U FM PCS Travel Stoplight Scores Monthly
        3. I3 – 3.1.5.2.1 Change of Station Travel Payments – 15 day
        4. AVG Processing Time - PCS 15 Day

7. INDICATOR GROUPS
    A. P&U INT FM PCS Travel
    B. P&U EXT FM PCS Travel

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

National Aeronautics and Space Administration

NASA Shared Services Center

NSSC ServiceNow – Financial Management

Metrics and Utilization

Change of Station (COS) Travel Payments– 3.1.5.2.1 (COS 20 Days)

Document Version	V.2
Date Last Modified	8/19/2022

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: Change of Station Travel Payments (COS within 20 business days)
Global Setting: Y/N	Yes
Functional Area:	Finance
PWS Section:	3.1.5.2.1
Performance Area:	Change of Station (COS)
SO/SME	
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0286103
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	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. **Note: Stories for metric change from 30 to 20 business days and meeting 85% to 90%; as well as new performance measure will need to be written and implemented to begin with new NTSS contract.**
Tech Doc Location/Date Archived	

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	PCS Travel Vouchers Processing Time SLA - 20 Day
Report Content	Change of Station Travel Payments (RITA and ETTRA)
Input Parameters	Data Table Travel Calculations [u_travel_calculations] Clearing Date on Last month Document Type is ZU Center is not INV, UNK PCS Group Description is 20 Day
Output Parameters	PCS Processing Time Range Center

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	PCS Travel - Average Days to Process - 20 Day
Report Content	Change of Station Travel Payments (RITA and ETTRA)
Input Parameters	Data Table Travel Calculations [u_travel_calculations] Clearing Date on Last month PCS Group Description is 20 Day Document Type is ZU ServiceNow COSV Scoped App ticket

Output Parameters	Month Year Center

ServiceNow Data – Metric Definition Template Performance Analytics

Placement / Location:
Dashboard: P & U - Internal - FM Dashboard / P & U - FM Dashboard (Both internal & External)
Dashboard Tab: COS Travel
Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: I3 – 3.1.5.2.1 Change of Station Travel Payments (RITA and ETTRA) – 20

day Data Source: Table:
- Travel Calculations[u_travel_calculations]

Existing Reports:
- PCS Travel Vouchers Processing Time SLA - 20 Day
- PCS Travel - Average Days to Process - 20 Day

Dates to show trend: Clearing Date

Frequency: Monthly

SLI: (Formula)
Count of completed Change of Station Travel Vouchers by center, processed in 20 Days or less
Count of completed Change of Station Travel Vouchers by center, processed in 20 Days or more
Conditions:
Clearing date on Last Month
Document Type ZU
Center is not INV and Center is not UNK
PCS Group Description is 20 day

SLI Percentage Calculation = Count of completed Change of Station Travel Vouchers by center, processed in 20 Days or less/Total Change of Station

- If the metric calculation is => 90%, the SLI is met
- If the metric calculation is
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:
Bar Graph – Displays Count of 20 by Center for the Month
- Breakdown will have the two categories:
- Change of Station Travel Vouchers
  Breakdown by Center Met/Not Met
- Average Processing Time by Center
  Breakdown by monthly average processing time for current FY

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 might margin of the analytic window
- Display current SLI score with Met or Not-Met

Hover Over Information: Validate and process 85% of RIT Allowance and ETTRA vouchers within 20 days of receipt of a complete voucher (including adequate funding)

DEVELOPMENT:

1. INDICATOR SOURCES
   a. P&U Travel Payments.All.Monthly

2. AUTOMATED INDICATORS
   A. INTERNAL
      1. P&U INT FM PCS Travel Vouchers 20 Day Met - Monthly
      2. P&U EXT FM PCS Travel Vouchers 20 Day - Monthly
      3. P&U INT FM PCS AVG Days to Process 20 Day - Monthly
   B. EXTERNAL
      1. P&U EXT FM PCS Travel Vouchers 20 Day Met - Last Month
      2. P&U EXT FM PCS Travel Vouchers 20 Day - Last Month
      3. P&U EXT FM PCS AVG Days to Process 20 Day - Last Month

3. FORMULA INDICATORS
   A. INTERNAL
      1. PCS (20) Travel: >90%
   B. EXTERNAL
      2. PCS (20) Travel: >90%

4. BREAKDOWN SOURCES
   A. Travel Calculations.CenterAbbrv
   B. Travel Calculations Document Type.u_travel_calculations.u_document_type

5. AUTOMATED BREAKDOWN
   A. Center Abbrv
   B. Document Type

5. JOBS (Existing)
   A. [PA FM Travel Calculations] Historical Data Collection - P&U INTERNAL
   B. [PA FM Travel Calculations] Daily Data Collection - P&U INTERNAL
   C. [PA FM Travel Calculations] Historical Data Collection - P&U EXTERNAL
   D. [PA FM Travel Calculations] Daily Data Collection - P&U EXTERNAL

6. WIDGETS
   A. INTERNAL
      1. FM PCS 20 Day - Monthly SLI
      2. P&U FM PCS Travel Stoplight Scores Monthly
      3. I3 – 3.1.5.2.1 Change of Station Travel Payments (RITA and ETTRA) – 20 day
      4. AVG Processing Time - PCS 20 Day
   B. EXTERNAL
      1. FM PCS 30 Day - Monthly SLI
      2. P&U FM PCS Travel Stoplight Scores Monthly
      3. I3 – 3.1.5.2.1 Change of Station Travel Payments (RITA and ETTRA) – 20 day
      4. AVG Processing Time - PCS 20 Day

7. INDICATOR GROUPS
   A. P&U INT FM PCS Travel
   B. P&U EXT FM PCS Travel

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

National Aeronautics and Space Administration

nssc NASA Shared Services Center

NSSC ServiceNow – Financial Management

Metrics and Utilization

Foreign Travel Payments– 3.1.5.3

Document Version	V.2
Date Last Modified	8/19/2022

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: Foreign Travel Payments
Global Setting: Y/N	Yes
Functional Area:	Finance
PWS Section:	3.1.5.3
Performance Area:	Foreign Travel
SO/SME	
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0238654, STRY0276212
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	Validate and process 90% of foreign travel expense reports within 5 business days of receipt of complete expense report (including adequate funding) **Note: Stories for metric change from 85% to 90% will need to be written and implemented to begin with new NTSS contract.**
Tech Doc Location/Date Archived	

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	Foreign Travel - Vouchers Processing Time (SLA
Report Content	Foreign Travel Payment
Input Parameters	Data Table Travel Calculations [u_travel_calculations] Clearing Date on Last month Document Type is ZO Extended TDY is false Center is not INV, UNK
Output Parameters	DomFor Process Time Range Center

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	Foreign Travel - Completed Vouchers by Center - Average Processing Time
Report Content	Foreign Travel Payment
Input Parameters	Data Table Travel Calculations [u_travelcalculations] Clearing Date on Last month Document Type is ZO Extended TDY is false

	Center is not UNK, INV
Output Parameters	Month Year Center

ServiceNow Data – Metric Definition Template Performance Analytics

Placement / Location:
  Dashboard Name: P&U FM Internal Dashboard
  Dashboard Tab: Travel
  Dashboard Group: P&U FM Interal

Name of Analytic: I3 – 3.1.5.3 Foreign Travel Payments
Data Source: Table:
- Travel Calculations[u_travel_calculations]

Existing Reports:
- Foreign Travel - Vouchers Processing Time (SLA)
- Foreign Travel - Completed Vouchers by Center - Average Processing Time

Dates to show trend: Clearing Date

Frequency: Monthly

SLI: (Formula)
  Count of completed Foreign vouchers by center, processed in 5 Days or less
  Count of completed Foreign vouchers by center, processed over 5 Days
  Conditions:
    Clearing date on Last Month
    Document Type ZO
    Extended TDY false
    Center is not INV and Center is not UNK
  SLI Percentage Calculation = Count of completed Foreign vouchers by center, processed in 5 Days or less/Total Domestic Vouchers
  - If the metric calculation is => 90%, the SLI is met
  - If the metric calculation is
  - Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:
Bar Graph – Displays Count of 5 by Center for the Month
- Breakdown will have the two categories:
- Total Foreign Voucher Count
    - Breakdown by Center Met/Not Met
- Average Processing Time by Center
    - Breakdown by monthly average processing time for current FY

SLI Calculation – Placed above the Bar Graph
- Breakdown the metric score by month for current FY to last month

Single Score – Placed to the top might margin of the analytic window
  - Display current SLI score with Met or Not-Met

Breakdowns:
Bar Graph – Displays Count of 5 by Center for the Month
- Breakdown will have the two categories:
- Total Foreign Voucher Count
    - Breakdown by Center Met/Not Met
- Average Processing Time by Center
    - Breakdown by monthly average processing time for current FY

Hover Over Information: Validate and process 90% of foreign travel expense reports within 5 business days of receipt of complete expense report (including adequate funding).

Validate that the performance analytic has been updated as follows:
1. Switching the y-axis to show the percentage on the left and the counts on the right.
2. Also with the percentages being on the left , adjusting the percentage range to have the monthly SLI data points higher on the chart.
3. Add a threshold line (for the SLI)
    a. Foreign Travel = 90 %

DEVELOPMENT:

Threshold:
1. Create "Foreign Travel" threshold (Internal & External)
More than 90

Widgets:
1. I3 - 3.1.5.3 Foreign Travel Payments (Internal)
Update Indicator From "P&U FM FOR Travel Vouchers - Monthly" to "Foreign Travel" (Internal)
Update Visualization from "Column" to "Line"
Update Color to "DeepPink"
Update Label from "Total FOR Vouchers" to "SLI Calculation"
Y-axis title = FOR Vouchers
Y-axis from = 0
Y-axis to = 100
2nd Y-axis title = % Met

2. Widget Indicators:
Update Line Indicator from "Foreign Travel" to "P&U FM FOR Travel Vouchers - Monthly"
Update Color from "DeepPink" to "Default Color"
Update Label from "SLI Calculation" to "Total FOR Vouchers"
Update Chart Type from "Line" to "Column Chart"

1. I3 - 3.1.5.3 Foreign Travel Payments (External)
Update Indicator From "P&U FM FOR Travel Vouchers - Last Month" to "Foreign Travel" (Internal)
Update Visualization from "Column" to "Line"
Update Color to "DeepPink"
Update Label from "Total FOR Vouchers" to "SLI Calculation"
Y-axis title = FOR Vouchers
Y-axis from = 0
Y-axis to = 100
2nd Y-axis title = % Met

2. Widget Indicators:
Update Line Indicator from "Foreign Travel" to "P&U FM FOR Travel Vouchers - Last Month"
Update Color from "DeepPink" to "Default Color"
Update Label from "SLI Calculation" to "Total FOR Vouchers"
Update Chart Type from "Line" to "Column Chart"

[PA FM Foreign Travel Calculations] Historical Data Collection - P&U EXTERNAL
[PA FM Foreign Travel Calculations] Daily Data Collection - P&U EXTERNAL
[PA FM Foreign Travel Calculations] Daily Data Collection - P&U INTERNAL
[PA FM Foreign Travel Calculations] Historical Data Collection - P&U INTERNAL

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

National Aeronautics and Space Administration

NASA Shared Services Center

NSSC ServiceNow – Financial Management

Metrics and Utilization

Extended TDY (ETDY) Travel Payments– 3.1.5.4

Document Version	V.2
Date Last Modified	8/19/2022

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: Extended TDY (ETDY) Travel Payments
Global Setting: Y/N	Yes
Functional Area:	Finance
PWS Section:	3.1.5.4
Performance Area:	Extended Travel Payments
SO/SME	
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0286184
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	Validate and process 90% of ETDY expense reports within 4 including adequate funding). Note: Stories for metric change from 5 days to 4 days and meeting 85% to 90% will need to be written and implemented to begin with new NTSS contract.
Tech Doc Location/Date Archived	

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	Domestic Travel - Extended TDY Voucher Processing Time (SLA)
Report Content	Extended TDY (ETDY) Travel Payments
Input Parameters	Data Table Travel Calculations [u_travel_calculations] Extended TDY is true Clearing Date on Last month Document Type is one of ZE, ZT
Output Parameters	ETDY Process Time Range Center

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	Foreign Travel - Extended TDY Voucher Processing Time (SLA)
Report Content	Extended TDY (ETDY) Travel Payments
Input Parameters	Data Table Travel Calculations [u_travel_calculations] Extended TDY is true Clearing Date on Last month Document Type is ZO

Output Parameters	ETDY Process Time Range Center

ServiceNow Data – Metric Definition Template Performance Analytics

Placement / Location:
Dashboard: P & U - Internal - FM Dashboard / P & U - FM Dashboard (Both internal & External)
Dashboard Tab: ETDY Travel (New Tab)
Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: I3 – 3.1.5.4 Extended TDY (ETDY) Travel Payments
Data Source: Table:
- Travel Calculations[u_travel_calculations]

Existing Reports:
- Domestic Travel - Extended TDY Voucher Processing Time (SLA)
- Foreign Travel - Extended TDY Voucher Processing Time (SLA)

Dates to show trend: Clearing Date

Frequency: Monthly

SLI: (Formula)
Count of completed Extended TDY Voucher, processed in 4 Days or less
Count of completed Extended TDY Voucher by center, processed in 4 Days or more
Conditions:
Clearing date on Last Month
Document Type ZE, ZT (Domestic) ZO (Foreign)
Extended TDY is true

SLI Percentage Calculation = Count of completed Extended TDY Voucher Processing time by center, processed in 4 Days or less/Total Change of Station

- If the metric calculation is => 90%, the SLI is met
- If the metric calculation is
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:
Bar Graph – Displays Count of 5 by Center for the Month
- Breakdown will have the two categories:
- Extended TDY
  - Breakdown by Center Met/Not Met
- Domestic Extended TDY and Foreign Extended TDY by center
  - Breakdown by Center Met/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)

Single Score – Placed to the top might margin of the analytic window
- Display current SLI score with Met or Not-Met

Hover Over Information: Validate and process 90% of ETDY expense reports within 4 business days of receipt of a complete expense report (including adequate funding).

DEVELOPMENT:

1. INDICATOR SOURCES
a. P&U Travel Payments.All.Monthly

2. AUTOMATED INDICATORS
A. INTERNAL
1. P&U INT FM DOM FOR Extended TDY Vouchers - Monthly
2. P&U INT FM DOM FOR Extended TDY Vouchers Met - Monthly
B. EXTERNAL
1. P&U EXT FM DOM FOR Extended TDY Vouchers - Last Month
2. P&U EXT FM DOM FOR Extended TDY Vouchers Met - Last Month

3. FORMULA INDICATORS
A. INTERNAL
1. ETDY - Travel Vouchers: >90%
B. EXTERNAL
2. ETDY - Travel Vouchers: >90%

4. BREAKDOWN SOURCES
A. ETDY Processing Time Range

5. AUTOMATED BREAKDOWN
A. ETDY Processing Time Range
B. Center Abbrv
C. Document Type

5. JOBS (Existing)
A. [PA FM Travel Calculations] Historical Data Collection - P&U INTERNAL
B. [PA FM Travel Calculations] Daily Data Collection - P&U INTERNAL
C. [PA FM Travel Calculations] Historical Data Collection - P&U EXTERNAL
D. [PA FM Travel Calculations] Daily Data Collection - P&U EXTERNAL

6. WIDGETS
A. INTERNAL
1. FM ETDY Vouchers - Monthly SLI
2. P&U FM ETDY Travel Stoplight Scores Monthly
3. I3 – 3.1.5.4 Extended TDY (ETDY) Travel Payments
B. EXTERNAL
1. FM ETDY Vouchers - Monthly SLI
2. P&U FM ETDY Travel Stoplight Scores Monthly
3. I3 – 3.1.5.4 Extended TDY (ETDY) Travel Payments

7. INDICATOR GROUPS
A. P&U INT FM ETDY Travel
B. P&U EXT FM ETDY Travel

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

National Aeronautics and Space Administration

NSSC NASA Shared Services Center

NSSC ServiceNow – Financial Management

Metrics and Utilization

ETDY Travel Voucher Preparation– 3.1.5.6

Document Version	V.2
Date Last Modified	8/19/2022

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: Extended TDY (ETDY) Travel Voucher Preparation**
Global Setting: Y/N	Yes
Functional Area:	Finance
PWS Section:	**3.1.5.6**
Performance Area:	Extended Travel Payments
SO/SME	
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0301466
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of ETDY Travel Vouchers will be created and routed in the travel system within 3 business days from receipt of a complete travel request
Tech Doc Location/Date Archived	

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	ETDY Travel Vouchers Prepared – Average Processing Time by Month for this Fiscal Year
Report Content	ETDY Travel Voucher Preparation
Input Parameters	Data Table FM DOM-FOR Vouchers [u_fm_dom_for_... Case.Category is one of ETDY TRAVEL-DOM, ETDY TRAVEL-FOR –AND-Case.SubCategory is ETDY AMENDMENT/REWORK, ETDY CANCELLATION, ETDY INTERIM REQUEST, ETDY REQUEST, HOME TRIP AMENDMENT/REWORK, HOME TRIP CANCELLATION, HOME TRIP REQUEST, SECONDARY AMENDMENT/REWORK, SECONDAY CANCELLATION, SECONDARY REQUEST, Closed Incomplete -AND- Case.Status is not Closed Incompleted Reason for Amendment is not NSSC Error –or- is None CGE Fiscal Year is javascript:new u_calFiscal_MonthYear_Functions().getCurrentFiscalYear()
Output Parameters	Case.Location.Center Type CGE Fiscal Year / Month

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	ETDY Travel Voucher Preparation
Input Parameters	Definition is Domestic ETDY Nested TA COT or Domestic ETDY Parent TA or Foreign ETDY Nested TA COT or Foreign ETDY Parent TA End on Last month

	Value is empty
Output Parameters	Location Center Type Data Value Met/Not Met

ServiceNow Data – Metric Definition Template Performance Analytics

Placement / Location:
Dashboard: P & U - Internal - FM Dashboard / P & U - FM Dashboard (Both internal & External)
Dashboard Tab: ETDY Travel
Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: I3 – 3.1.5.6 ETDY Travel Voucher Preparation

Data Source: Table:
Metric [metric_instance]
FM DOM-FOR Vouchers [u_fm_dom_for_vouchers

Existing Reports:
ETDY Travel Vouchers Prepared – Average Processing Time by Month for this Fiscal Year
ETDY Travel Vouchers Prepared on time (SLA)

Dates to show trend:
Frequency: Monthly

SLI: (Formula)
Count of completed ETDY Travel Vouchers Prepared on time (SLA)
Conditions:
ETDY Travel Vouchers Prepared on time (SLA)

Definition is Domestic ETDY INTERIM TV Comp on Time
OR Definition Domestic ETDY NESTED TV Comp on Time
OR Definition is Foreign ETDY INTERIM TV Comp on Time
OR Definition is Foreign ETDY NESTED TV Comp on Time
End on Last month
Value is empty

ETDY Travel Vouchers Prepared – Average Processing Time by Month for this Fiscal Year
Category(category) is one of EDTY Travel-DOM, EDTY Travel-FOR
subcategory ETDY INTERIM VOUCHER REQUEST
Or ETDY VOUCHER AMENDMENT
Or ETDY VOUCHER CANCELLATION
Or HOME TRIP VOUCHER AMENDMENT
Or HOME TRIP VOUCHER CANCELLATION
Or HOME TRIP VOUCHER REQUEST
Or SECONDARY VOUCHER AMENDMENT
Or SECONDARY VOUCHER CANCELLATION
Or SECONDARY VOUCHER REQUEST

Status is not closed incomplete
Reason for amendment is not NSSC Error
OR reason for amendment is (please make a selection)
CGE Fiscal Year is javascript:new u_calFiscal_MonthYear_Functions().getCurrentFiscalYear()

SLI Percentage Calculation = ETDY Travel Vouchers Prepared on time completed by center, processed in 3 Days or less/Total ETDY Travel Vouchers Prepared on time completed by center

If the metric calculation is => 90%, the SLI is met
If the metric calculation is
Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

Bar Graph – Displays Count of 3 by Center for the Month
Breakdown will have the two categories:
ETDY Travel Vouchers Prepared on time

Breakdown by Center Met/Not Met
Domestic vs Foreign

Average Processing Time by Center

Breakdown by monthly average processing time for current FY
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 might margin of the analytic window

- Display current SLI score with Met or Not-Met

Hover Over Information: 90% of ETDY Travel Vouchers will be created and routed in the travel system within 3 business days from receipt of a complete travel request

DEVELOPMENT:

1. INDICATOR SOURCES
    a. P&U FM Scripted Metric Instances
    b. P&U FM DOM-FOR Vouchers.CGE

2. AUTOMATED INDICATORS
    A. INTERNAL
        1. P&U INT FM ETDY Travel Vouchers Prepared - Monthly
        2. P&U INT FM ETDY Travel Vouchers Prepared Met - Monthly
        3. P&U INT FM ETDY Travel Voucher Prep AVG Processing Time - Monthly
        4. P&U INT FM ETDY Travel Voucher Prep AVG Processing - Monthly
    B. EXTERNAL
        1. P&U EXT FM ETDY Travel Vouchers Prepared - Last Month
        2. P&U EXT FM ETDY Travel Vouchers Prepared Met - Last Month
        3. P&U EXT FM ETDY Travel Voucher Prep AVG Processing Time - Last Month
        4. P&U EXT FM ETDY Travel Voucher Prep AVG Processing - Last Month

3. FORMULA INDICATORS
    A. INTERNAL
        1. ETDY - Travel Vouchers Prepared: >= 90%
    B. EXTERNAL
        1. ETDY - Travel Vouchers Prepared: >= 90%

4. BREAKDOWN SOURCES
    A. FM ETDY Metric Definitions
    B. Metric Instance Met / Not Met
    C. FM Travel Types
    D. Core Location.Center Abbreviation
    E. Locations

5. AUTOMATED BREAKDOWN
    A. Metric Definition Name
    B. Metric Met / Not Met

- C. Foreign or Domestic
- D. Metric Center Abbreviation
- E. Metric Location
- F. Center Abbreviation

5. JOBS (Existing)
   1. [PA Case] Daily Data Collection - P&U INTERNAL
   2. [PA Case] Historical Data Collection - P&U INTERNAL
   3. [PA Case] Daily Data Collection - P&U EXTERNAL
   4. [PA Case] Historical Data Collection - P&U EXTERNAL
   5. [PA Metric.All] Daily Data Collection - P&U INTERNAL
   6. [PA Metric.All] Historical Data Collection - P&U INTERNAL
   7. [PA Metric.All] Daily Data Collection - P&U EXTERNAL
   8. [PA Metric.All] Historical Data Collection - P&U EXTERNAL

6. WIDGETS
   - A. INTERNAL
     1. FM Travel Vouchers Prepared - Monthly SLI
     2. I3 – 3.1.5.6 ETDY Travel Voucher Preparation
     3. AVG Processing Time - Travel Vouchers Prep
   - B. EXTERNAL
     1. FM Travel Vouchers Prepared - Monthly SLI
     2. I3 – 3.1.5.6 ETDY Travel Voucher Preparation
     3. AVG Processing Time - Travel Vouchers Prep

7. INDICATOR GROUPS
   - A. N/A

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

National Aeronautics and Space Administration

nssc NASA Shared Services Center

NSSC ServiceNow – Financial Management

Metrics and Utilization

ETDY Traveler Contact Time – 3.1.5.6

Document Version	V.2
Date Last Modified	8/19/2022

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: Extended TDY (ETDY) Traveler Contact time
Global Setting: Y/N	Yes
Functional Area:	Finance
PWS Section:	3.1.5.6
Performance Area:	Extended Travel
SO/SME	
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0301011
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	98% of ETDY Travelers are contacted within 2 business days from receipt of an NSSC ticket assignment when the NSSC is contacted by e-mail
Tech Doc Location/Date Archived	

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	ETDY Traveler CALL Ticket (from email sent in) Contact completed on time (SLA)
Report Content	ETDY Traveler Contact Time
Input Parameters	Data Table Metric Definition is ETDY Call Ticket Contact On Time Value is not EXCLUDED or Value is empty Metric Date on Last month
Output Parameters	Center Data Value Met/Not met

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	FM - Extended TDY Counseling - Average Contact Time
Report Content	ETDY Traveler Contact Time
Input Parameters	Data Table FM DOM-FOR Vouchers [u_fm_dom_for_vouchers] Case.SubCategory is COUNSELING REQUEST Travel Contacted on Last month

Output Parameters	Traveler Contacted Fiscal Year / Month Center

ServiceNow Data – Metric Definition Template Performance Analytics

Placement / Location:
Dashboard Name: P&U Internal FM Dashboard
Dashboard Tab: FM Performance Measure
Dashboard Group: P&U FM Internal

Name of Analytic: I3 – 3.1.5.6 ETDY Traveler Contact Time

Data Source: Table:
Metric [metric_instance]

Existing Reports:
ETDY Traveler CALL Ticket (from email sent in) Contact completed on time (SLA)
FM - Extended TDY Help Desk Ticket From Email Average Contact Time

Dates to show trend:
Frequency: Monthly

PM: (Formula)
Count of completed ETDY Call Ticket Contact On Time

Conditions:
ETDY Traveler CALL Ticket (from email sent in) Contact completed on time (SLA)

Definition is ETDY Call Ticket Contact On Time
Value is not excluded
OR value is not empty
Metric Date on Last month
FM - Extended TDY Help Desk Ticket From Email Average Contact Time

Definition is ETDY Call Ticket Contact On Time
Value is not Excluded
Or value is empty
Metric Date on Last month
Aggregation is Average

PM Percentage Calculation = Count of ETDY Traveler Call Tickets (from email sent in) Contact completed by center, processed in 2 Days or less/Total Count of ETDY Traveler Call Tickets (from email sent in) Contact

If the metric calculation is => 98% in 2 days, the PM is Met
If the metric calculation is
Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:
Bar Graph – Displays Count of 2 by Center for the Month

Breakdown will have the two categories

Breakdown by Center Met/Not Met

Average Processing Time by Center
Breakdown by monthly average processing time for current FY

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 might margin of the analytic window

- Display current PM score with Met or Not-Met

Hover Over Information: 98% of ETDY Travelers are contacted within 2 business days from receipt of an NSSC ticket assignment when the NSSC is contacted by e-mail

DEVELOPMENT:

1. INDICATOR SOURCES

P&U FM Scripted Metric Instances (existing source updated to add definition "ETDY Call Ticket Contact On Time" AND Metric Date on This Month)

2. AUTOMATED INDICATORS

A. INTERNAL

P&U INT FM ETDY Traveler Contact Time - Monthly
P&U INT FM ETDY Traveler Contact Time Met - Monthly
P&U INT FM ETDY AVG Traveler Contact Time - Monthly

B. EXTERNAL

P&U EXT FM ETDY Traveler Contact Time - Monthly
P&U EXT FM ETDY Traveler Contact Time Met - Monthly
P&U EXT FM ETDY AVG Traveler Contact Time - Last Month

3. FORMULA INDICATORS

INTERNAL
ETDY Traveler Contact Time => 98% (INTERNAL)

EXTERNAL
ETDY Traveler Contact Time => 98% (EXTERNAL)

BREAKDOWN SOURCES
Core Location.Center Abbreviation (existing)
Met/Not Met (existing)

AUTOMATED BREAKDOWN
Metric Center Abbreviation (existing)
Met/Not Met (existing)

JOBS
[PA Metric.All] Historical Data Collection - P&U INTERNAL (existing)
[PA Metric.All] Daily Data Collection - P&U INTERNAL (existing)
[PA Metric.All] Historical Data Collection - P&U EXTERNAL (existing)
[PA Metric.All] Daily Data Collection - P&U EXTERNAL (existing)

INDICATOR GROUPS
P&U INT FM Performance Measures (existing)
P&U EXT FM Performance Measures (existing)

DASHBOARD/DASHBOARD TABS
P & U - Internal - FM Dashboard/FM Performance Measures (existing)
P & U - FM Dashboard/FM Performance Measures (existing)

WIDGETS

INTERNAL
I3 – 3.1.5.6 ETDY Traveler Contact Time
FM ETDY Traveler Contact Time - Monthly PM

EXTERNAL
I3 – 3.1.5.6 ETDY Traveler Contact Time
FM ETDY Traveler Contact Time - Monthly PM
Was DEVELOPMENT:

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

National Aeronautics and Space Administration

NASA Shared Services Center

NSSC ServiceNow – Financial Management

Metrics and Utilization

ETDY Counseling Contact Time – 3.1.5.6

Document Version	V.2
Date Last Modified	8/19/2022

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: Extended TDY (ETDY) Counseling Contact time
Global Setting: Y/N	Yes
Functional Area:	Finance
PWS Section:	3.1.5.6
Performance Area:	Extended Travel Counseling
SO/SME	
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0301047
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	ETDY Travelers requesting counseling will be contacted within 2 business days from receipt of a NSSC ticket
Tech Doc Location/Date Archived	

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	ETDY Counseling Performance Measure
Report Content	ETDY Counseling Contact Time
Input Parameters	Data Table Metric Definition is ETDY Counseling Performance Measure End on Last month Value is empty
Output Parameters	Data Value Met/Not met Center

ServiceNow Data – Metric Definition Template Performance Analytics

Placement / Location:
Dashboard: P & U - Internal - FM Dashboard / P & U - FM Dashboard (Both internal & External)
Dashboard Tab: FM Performance Measures
Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic I3 – 3.1.5.6 ETDY Counseling Contact

Time Data Source: Table:
Metric [metric_instance]

FM DOM-FOR Vouchers [u_fm_dom_for_vouchers]

Existing Reports:
ETDY Counseling Performance Measure
FM - Extended TDY Counseling - Average Contact Time

Dates to show trend:
Frequency: Monthly

PM: (Formula)
Count of completed ETDY Counseling Performance Measure

ETDY Counseling Performance Measure

Definition is ETDY Counseling Performance Measure
End on Last month
Value is empty

FM - Extended TDY Counseling - Average Contact Time
subcategory is COUNSELING REQUEST
Traveler Contact on Last month

PM Calculation = Count of ETDY Counseling completed by center, processed in 2 Days or less/Total Count of ETDY Counseling

If the metric calculation is => 2 days, the PM is not met
If the metric calculation is
Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:

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

Breakdown will have the one category:

How many met vs not met the PM

PM Calculation – Placed above the existing Bar Graph

Breakdown the metric score by month for current FY to last month
the counts on the right
Add a threshold line (for the PM)

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

- Display current PM score with Met or Not-Met

Hover Over Information: ETDY Travelers requesting counseling will be contacted within 2 business days from receipt of a NSSC ticket

DEVELOPMENT:

1. INDICATOR SOURCES
   a. P&U FM Scripted Metric Instances
   b. P&U FM DOM-FOR Vouchers.TravelerContacted

2. AUTOMATED INDICATORS
   A. INTERNAL
      1. P&U INT FM ETDY Counseling PM - Monthly
      2. P&U INT FM ETDY Counseling PM Met - Monthly
      3. P&U INT FM ETDY Counseling AVG Contact Time - Monthly
      4. P&U INT FM ETDY Counseling AVG Contact Processing - Monthly
   B. EXTERNAL
      1. P&U EXT FM ETDY Counseling PM - Last Month
      2. P&U EXT FM ETDY Counseling PM Met - Last Month
      3. P&U EXT FM ETDY Counseling AVG Contact Time - Last Month
      4. P&U EXT FM ETDY Counseling AVG Contact Processing - Last Month

3. FORMULA INDICATORS
   A. INTERNAL
      1. ETDY - Counseling Contact Time
   B. EXTERNAL
      2. ETDY - Counseling Contact Time

4. BREAKDOWN SOURCES
   A. FM ETDY Metric Definitions
   B. Metric Instance Met / Not Met
   C. Core Location.Center Abbreviation
   D. Locations

5. AUTOMATED BREAKDOWN
   A. Metric Definition Name
   B. Metric Met / Not Met
   C. Metric Center Abbreviation
   D. Metric Location
   E. Center Abbreviation

5. JOBS (Existing)
   INTERNAL
   A. [PA Case] Daily Data Collection - P&U INTERNAL
   B. [PA Case] Historical Data Collection - P&U INTERNAL
   C. [PA Metric.All] Daily Data Collection - P&U INTERNAL
   D. [PA Metric.All] Historical Data Collection - P&U INTERNAL
   EXTERNAL
   E. [PA Case] Daily Data Collection - P&U EXTERNAL
   F. [PA Case] Historical Data Collection - P&U EXTERNAL
   G. [PA Metric.All] Daily Data Collection - P&U EXTERNAL
   H. [PA Metric.All] Historical Data Collection - P&U EXTERNAL

6. WIDGETS
   A. INTERNAL
      1. FM ETDY Counseling - Monthly PM
      2. I3 – 3.1.5.6 ETDY Counseling Contact Time

B. EXTERNAL
  1. FM ETDY Counseling - Monthly PM
  2. I3 – 3.1.5.6 ETDY Counseling Contact Time

7. INDICATOR GROUPS
  A. N/A

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

National Aeronautics and Space Administration

nssc NASA Shared Services Center

NSSC ServiceNow – Financial Management

Metrics and Utilization

PCS/TCS Relocation Support – 3.1.8

Document Version	V.2
Date Last Modified	8/19/2022

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: PCS/TCS Relocation Support
Global Setting: Y/N	Yes
Functional Area:	Finance
PWS Section:	3.1.8
Performance Area:	Relocation Travel Authorizations
SO/SME	
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0286202
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of approved COS Travel Authorizations will 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.* Note: Stories for new performance measure will need to be written and implemented to begin with new NTSS contract.
Tech Doc Location/Date Archived	

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	FM - PCS/TCS Relocation Travel Authorizations Delivered On Time (I-3 3.1.8)
Report Content	PCS/TCS Relocation Support
Input Parameters	Data Table Metric Definition is PCS/TCS Relo Trav Auth delivered on time Created on Last month Met/Not met is not none
Output Parameters	Center Met/Not met

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	FM COS - Average Processing Days
Report Content	PCS/TCS Relocation Support
Input Parameters	Data Table FD FM Change of Station [u_fd_fm_cos] Distribution Complete is not empty

Output Parameters	Trend by Distribution Complete / month / Average Aggregated on Relo Days Elapsed

ServiceNow Data – Metric Definition Template Performance Analytics

Placement / Location:
Dashboard: P & U - Internal - FM Dashboard / P & U - FM Dashboard (Both internal & External)
Dashboard Tab: COS Travel
Dashboard Group: Performance And Utilization -
Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: I3 – 3.1.8 PCS/TCS Relocation Support
Data Source: Table:

- Metric [metric_instance]
- FD FM Change of Station [u_fd_fm_cos]

Existing Reports:

- FM - PCS/TCS Relocation Travel Authorizations Delivered On Time (I-3 3.1.8)
- FM COS - Average Processing Days

Dates to show trend: Created on

Frequency: Monthly

SLI: (Formula)
Count of completed PCS/TCS Relocation Travel Authorizations by center, processed in 25 Days or less
Count of completed PCS/TCS Relocation Travel Authorizations by center, processed in 25 Days or more
Conditions:
Definition is PCS/TCS Relo Trav Auth delivered on time
Created on Last Month
Distribution Complete is not empty (for average processing days)

SLI Percentage Calculation = Count of completed PCS/TCS Relocation Travel Authorizations by center, processed in 5 Days or less/ PCS/TCS Relocation Travel Authorizations

- If the metric calculation is => 90%, the SLI is met
- If the metric calculation is
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:
Bar Graph – Displays Count of 25 by Center for the Month

- Breakdown will have the two categories:
- Extended PCS/TCS Relocation Travel Authorizations

Breakdown by Center Met/Not Met

- Average Processing Days by Center

Breakdown by monthly average processing time for current FY

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 might margin of the analytic window
- Display current SLI score with Met or Not-Met

Hover Over Information: 90% of approved COS Travel Authorizations will be delivered to the traveler within 25 business days from receipt of a complete and accurate Relocation Web Form from the Center

DEVELOPMENT:

1. INDICATOR SOURCES
   a. P&U FM PCS/TCS Metric Instances
   b. P&U FD FM Change Of Station.Distribution Complete

2. AUTOMATED INDICATORS
   A. INTERNAL
      1. P&U INT FM PCS TCS Travel Met - Monthly
      2. P&U INT FM PCS TCS Travel - Monthly
      3. P&U INT FM PCS TCS Travel AVG Processing Time - Monthly
   B. EXTERNAL
      1. P&U EXT FM PCS TCS Travel Met - Last Month
      2. P&U EXT FM PCS TCS Travel - Last Month
      3. P&U EXT FM PCS TCS Travel AVG Processing Time - Last Month

3. FORMULA INDICATORS
   A. INTERNAL
      1. Relocation Assistance: >90%
   B. EXTERNAL
      2. Relocation Assistance: >90%

4. BREAKDOWN SOURCES
   A. Locations
   B. Metric.Met_NotMet

5. AUTOMATED BREAKDOWN
   A. Metric Location
   B. Met/Not Met

5. JOBS (Existing)
   A. [PA Metric.All] Historical Data Collection - P&U INTERNAL
   B. [PA Metric.All] Daily Data Collection - P&U INTERNAL
   C. [PA Metric.All] Historical Data Collection - P&U EXTERNAL
   D. [PA Metric.All] Daily Data Collection - P&U EXTERNAL
   (New)
   E. [PA FD FM Change of Station] Daily Data Collection - P&U INTERNAL
   F. [PA FD FM Change of Station] Historical Data Collection - P&U INTERNAL
   G. [PA FD FM Change of Station] Daily Data Collection - P&U EXTERNAL
   H. [PA FD FM Change of Station] Historical Data Collection - P&U EXTERNAL

6. WIDGETS
   A. INTERNAL
      1. FM Relocation Assistance - Monthly SLI
      2. AVG Processing Time - PCS TCS
      3. I3 – 3.1.8 PCS/TCS Relocation Support
   B. EXTERNAL
      1. FM Relocation Assistance - Monthly SLI
      2. AVG Processing Time - PCS TCS
      3. I3 – 3.1.8 PCS/TCS Relocation Support

7. INDICATOR GROUPS (Existing)
   A. P&U INT FM PCS Travel
   B. P&U EXT FM PCS Travel

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

National Aeronautics and Space Administration

nssc NASA Shared Services Center

NSSC ServiceNow – Financial Management

Metrics and Utilization

NSSC Travel Processing – 3.1.12

Document Version	V.2
Date Last Modified	8/19/2022

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: NSSC Travel Processing
Global Setting: Y/N	Yes
Functional Area:	Finance
PWS Section:	3.1.12
Performance Area:	Travel Authorizations for NSSC Personnel
SO/SME	
TYPE: SLI/PM/OTHER	SLI
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0286389
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	90% of NSSC Travel Authorizations will be entered into the system for approval within 5 business days from receipt of a complete and accurate travel request form.
Tech Doc Location/Date Archived	

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	NSSC Travel Authorizations Entered On Time (I-17: 3.1.12)
Report Content	NSSC Travel Processing
Input Parameters	Data Table Metric [metric_instance] Definition is Travel Authorizations Entered On Time Metric Date on Last month
Output Parameters	Center Met/Not met

ServiceNow Data – Metric Definition Template
Performance Analytics

Placement / Location:
Dashboard: P & U - Internal - FM Dashboard / P & U - FM Dashboard (Both internal & External)
Dashboard Tab: Performance Measures (New Tab)
Dashboard Group: Performance And Utilization - Internal / Performance And Utilization (Both Internal & External)

Name of Analytic: I3 – 3.1.12 NSSC Travel
Processing Data Source: Table:
- Metric [metric_instance]

Existing Reports:
- NSSC Travel Authorizations Entered On Time (I-17: 3.1.12)

Dates to show trend: Metric Date

Frequency: Monthly

Performance Measure: (Formula)
Count of completed NSSC Travel Authorizations, processed in 5 Days or less
Count of completed NSSC Travel Authorizations by center, processed in 5 Days or more
Conditions:
Definition is Travel Authorizations Entered On Time
Center abbrv is NSSC
Metric Date on Last Month

Performance Measure (PM) Percentage Calculation = Count of completed NSSC Travel Authorizations by center, processed in 5 Days or less/ Total NSSC Travel Authorizations

- If the metric calculation is => 90%, the PM is met
- If the metric calculation is
- Stoplight is displayed at the top of the top of the Analytic

Type of Visualization:
Bar Graph – Displays Count of 5 by Center for the Month
- Breakdown will have one category
- NSSC Travel Authorizations

Breakdown 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 might margin of the analytic window
- Display current PM score with Met or Not-Met

Hover Over Information: 90% of NSSC Travel Authorizations will be entered into the system for approval within 5 business days from receipt of a complete and accurate travel request form.

DEVELOPMENT:

1. INDICATOR SOURCES
a. P&U FM Scripted Metric Instances

2. AUTOMATED INDICATORS
A. INTERNAL
1. P&U INT FM Travel Authorizations Entered On Time - Monthly
2. P&U INT FM Travel Authorizations Entered On Time Met - Monthly
B. EXTERNAL
1. P&U EXT FM Travel Authorizations Entered On Time - Last Month
2. P&U EXT FM Travel Authorizations Entered On Time Met - Last Month

3. FORMULA INDICATORS
A. INTERNAL
1. NSSC Travel Processing: >=90%
B. EXTERNAL
2. NSSC Travel Processing: >=90%

4. BREAKDOWN SOURCES
A. Core Location.Center Abbreviation
B. Metric.Met_NotMet

5. AUTOMATED BREAKDOWN (Existing)
A. Met/Not Met
B. Metric Center Abbreviation

5. JOBS (Existing)
A. [PA Metric.All] Historical Data Collection - P&U INTERNAL
B. [PA Metric.All] Daily Data Collection - P&U INTERNAL
C. [PA Metric.All] Historical Data Collection - P&U EXTERNAL
D. [PA Metric.All] Daily Data Collection - P&U EXTERNAL

6. WIDGETS
A. INTERNAL
1. FM NSSC Travel Processing - Monthly SLI
2. I3 – 3.1.12 NSSC Travel Processing
B. EXTERNAL
1. FM NSSC Travel Processing - Monthly SLI
2. I3 – 3.1.12 NSSC Travel Processing

7. INDICATOR GROUPS
A. N/A

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

National Aeronautics and Space Administration

NASA Shared Services Center

NSSC ServiceNow – Financial Management

Metrics and Utilization

Accounts Payable Invoice Processing – 98% on time

Document Version	V.1
Date Last Modified	

Reference: Contract Attachment I-26 Business Rules

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

RELEASED - Printed documents may be obsolete; validate prior to use.

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: 3.1.1 Accounts Payable Invoice Processing
Global Setting: Y/N	Yes
Functional Area:	Finance
PWS Section:	3.1.1
Performance Area:	Accounts Payable
SO/SME	
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	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 ****NOTE - this is a new metric for NTSS****
Tech Doc Location/Date Archived	

REPORT REQUIREMENTS: METRICS AND UTILIZATION

Name of Report	
Report Content	

Input Parameters	
Output Parameters	

REPORT REQUIREMENTS: METRICS AND UTILIZATION	
Name of Report	
Report Content	
Input Parameters	

Output Parameters	

ServiceNow Data – Metric Definition Template Performance Analytics

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

NASA Shared Services Center

NSSC ServiceNow – Financial Management

Metrics and Utilization

Accounts Payable (AP) 6.2 Invoice Escalation – 3.1.1

Document Version	Basic Release
Date Last Modified	08/19/2022

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: Accounts Payable 6.2 Invoice Escalation
Global Setting: Y/N	Yes
Functional Area:	Finance
PWS Section:	3.1.1
Performance Area:	Accounts Payable (AP)
SO/SME	
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0519785, STRY0497431
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	Using 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 required no IRIS actions, and Credit Memos are excluded from escalation.
Tech Doc Location/Date Archived	

REPORT REQUIREMENTS: METRICS AND UTILIZATION

Name of Report	AP Monthly - Documents greater than 30 days
Report Content	Summary Graph: Stacked bar chart. By Month; number of unresolved records; by unresolved records greater than 30 days from invoice receipt Crosstab: count of unresolved transactions/count of transactions greater than 30 days *100 = %. AP Difference transactions identified in Service Now “AP Difference” silo as unresolved. Percentage of all “unresolved” transactions each month that are greater than 30 days old based on the “Invoice Receipt Date” of each AP Difference record. Report will show breakdown by “Center” and by “Person Responsible”
Input Parameters	Table is AP Monthly Documents Metric Date is on Last month

Output Parameters	AP Monthly Difference Count Center External NSSC

ServiceNow Data – Metric Definition Template Performance Analytics

Placement / Location:
Dashboard Name: Performance and Utilization - Internal
Dashboard Tab: AP (needs to be created)
Dashboard Group: P&U - Internal - FM Dashboard

Name of Analytic:
Internal Dashboard Analytic Name: DRAFT - I3 – 3.1.1 AP – Aging
External Dashboard Analytic Name: AP - Aging

Metric Definition:
* AP Documents greater than 30 days – 90%

Data Source: Table:
- AP Aging Report [u_ap_aging_report]

Existing Reports:
- AP Aging Report

SLI: (Formula)
Count of unresolved documents AP escalations, processed in 31 Days or greater
Count of unresolved documents AP escalations, processed in 31 Days or greater

Conditions: Last month

SLI Percentage Calculation = Count of completed AP escalation, processed in 31 Days or greater/Total AP escalations

- If the metric calculation is => 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 of <=30 and > 30 by Center for the Month
- Breakdown will have the two categories:
  Breakdown by Center
  Met/Not Met

Ability to pull a breakdown matrix

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 might margin of the analytic window
  - Display current SLI score with Met or Not-Met

Hover Over Information: 90% of all AP documents should be greater than 30 days old

DEVELOPMENT:
1. DASHBOARD TARGETS
   A. P & U - Internal - FM Dashboard
2. INDICATOR SOURCES
   A. AP.ResolvedNotYes
3. AUTOMATED INDICATORS
   A. P&U FM AP - Unresolved - Monthly
   B. P&U FM AP - Unresolved - Met - Monthly
4. FORMULA INDICATORS
   A. FM - AP - Differences greater than 30 days - 90%
7. BREAKDOWN SOURCES
   A. AP Location
   B. AP Person Responsible
   C. Met / Not Met
   D. AP Resolved
8. AUTOMATED BREAKDOWN
   A. AP.Location
   B. AP.Person Responsible
   C. AP Age of Diff
   D. AP Resolved
9. JOBS (EXISTING)
   A. [PA AP Daily Data Collection]
10. WIDGETS - (Internal)
   A. I3 - 3.1.1 AP - Differences
      1. Type = Time Series
   B. AP Aging - Monthly SLI
      1. Type = Score
   C. P&U FM AP Stoplight Scores Monthly
      1. Type = List
11. WIDGETS - (External)
   A. AP - Documents

    1. Type = Time Series
  B. P&U FM AP Stoplight Scores Monthly
    1. Type = List

12. INDICATOR GROUPS
  A. P&U INT FM AP
  B. P&U EXT FM AP
  C. P&U INT FM Dashboard

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

National Aeronautics and Space Administration

NASA Shared Services Center

NSSC ServiceNow – Financial Management

Metrics and Utilization

Accounts Payable (AP) 6.11 Invoice Escalation – 3.1.1

Document Version	Basic Release
Date Last Modified	08/19/2022

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: Accounts Payable 6.11 Invoice Escalation
Global Setting: Y/N	Yes
Functional Area:	Finance
PWS Section:	3.1.1
Performance Area:	Accounts Payable (AP)
SO/SME	
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0520094
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	Using 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 required no IRIS actions, and Credit Memos are excluded from escalation
Tech Doc Location/Date Archived	

REPORT REQUIREMENTS: METRICS AND UTILIZATION

Name of Report	AP Monthly - Documents greater than 30 days
Report Content	Summary Graph: Stacked bar chart. By Month; number of unresolved records; by unresolved records greater than 30 days from invoice receipt Crosstab: count of unresolved transactions/count of transactions greater than 30 days *100 = %. AP Difference transactions identified in Service Now “AP Difference” silo as unresolved. Percentage of all “unresolved” transactions each month that are greater than 30 days old based on the “Invoice Receipt Date” of each AP document record. Report will show breakdown by “Center” and by “Person Responsible”
Input Parameters	Table is AP Monthly Documents Metric Date is on Last month

Output Parameters	AP Monthly Difference Count Center External NSSC

ServiceNow Data – Metric Definition Template
Performance Analytics

Placement / Location:
Dashboard Name: Performance and Utilization - Internal
Dashboard Tab: AP (needs to be created)
Dashboard Group: P&U - Internal - FM Dashboard

Name of Analytic:
Internal Dashboard Analytic Name: DRAFT - I3 – 3.1.1 AP – Aging
External Dashboard Analytic Name: AP - Aging

Metric Definition:
* AP Documents greater than 30 days – 90%

Data Source: Table:
- AP SQ01/FBL1N Report [u_ap_sq01/fbl1n_report]

Existing Reports:
- AP SQ01/FBL1N Reports

SLI: (Formula)
Count of unresolved documents AP escalations, processed in 31 Days or greater
Count of unresolved documents AP escalations, processed in 31 Days or greater

Conditions: Last month

SLI Percentage Calculation = Count of completed AP escalation, processed in 31 Days or greater/Total AP escalations

- If the metric calculation is => 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 of <=30 and > 30 by Center for the Month
- Breakdown will have the two categories:
    - Breakdown by Center
    - Met/Not Met

Ability to pull a breakdown matrix

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 might margin of the analytic window
- Display current SLI score with Met or Not-Met

Hover Over Information: 90% of all AP documents should be greater than 30 days old

DEVELOPMENT:
1. DASHBOARD TARGETS
   A. P & U - Internal - FM Dashboard
2. INDICATOR SOURCES
   A. AP.ResolvedNotYes
3. AUTOMATED INDICATORS
   A. P&U FM AP - Unresolved - Monthly
   B. P&U FM AP - Unresolved - Met - Monthly
4. FORMULA INDICATORS
   A. FM - AP - Differences greater than 30 days - 90%
7. BREAKDOWN SOURCES
   A. AP Location
   B. AP Person Responsible
   C. Met / Not Met
   D. AP Resolved
8. AUTOMATED BREAKDOWN
   A. AP.Location
   B. AP.Person Responsible
   C. AP Age of Diff
   D. AP Resolved
9. JOBS (EXISTING)
   A. [PA AP Daily Data Collection]
10. WIDGETS - (Internal)
   A. I3 - 3.1.1 AP - Differences
      1. Type = Time Series
   B. AP Aging - Monthly SLI
      1. Type = Score
   C. P&U FM AP Stoplight Scores Monthly
      1. Type = List
11. WIDGETS - (External)
   A. AP - Documents
      1. Type = Time Series

- B. P&U FM AP Stoplight Scores Monthly
  - 1. Type = List

12. INDICATOR GROUPS
  - A. P&U INT FM AP
  - B. P&U EXT FM AP
  - C. P&U INT FM Dashboard

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES

National Aeronautics and Space Administration

nssc NASA Shared Services Center

NSSC ServiceNow – Financial Management

Metrics and Utilization

Funds Balance with Treasury Escalation 2a3 Performance Measure – 3.1.4

Document Version	V.2
Date Last Modified	8/19/2022

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: Funds Balance with Treasury Escalation
Global Setting: Y/N	Yes
Functional Area:	Finance
PWS Section:	3.1.4
Performance Area:	Fund Balance with Treasury (FBWT)
SO/SME	
TYPE: SLI/PM/OTHER	PM
Dependencies or impacts on other Areas/ Functional Areas:	
I-3 Reportable	
Contract Modification	
SN Story Number/Date Submitted	STRY0422271, STRY04222997, STRY0557975, STRY0823809, and STRY0442497
SN PA Story/Date Submitted	
Approval – CS/SP	
Metrics Team Review	
Metric I-3	Using the criteria of 2.a3 (Reconcile Fund Balance with Treasury (FBwT) Between SAP to Treasury) to identify cumulative exceptions. The NSSC will be red or green based on exceptions greater than 6 business days old that have entered into the Agency escalation process and continue to be monitored by the NSSC. Additionally, exceptions would be excluded as a graded item if the transaction is a results from HHS for all ALCs, or State Department for JSC's ALC. All differences shall be escalated within the month received but not longer than 6 business days from document reference date.
Tech Doc Location/Date Archived	

REPORT REQUIREMENTS: METRICS AND UTILIZATION

Name of Report	FM-Fund Balance with Treasury-CMP 2A.3
Report Content	Summary Summary Graph: Stacked bar chart. By Month; number of unresolved records; Crosstab: Shows FBWT differences “Met/Not Met.” Formula: ([[P&U INT FM Case FBWT - CMP 2a.3 - Met - Monthly]]/[[P&U INT FM Case FBWT - CMP 2a.3 - Monthly]]) * 100
Input Parameters	FBWT Difference transactions identified in Service Now “FBWT Difference” silo as unresolved based on the imported “All FBWT differences (Month/Year)” spreadsheet. A monthly SNOW report is generated called “FBWT Monthly Differences CMP 2a.3.” Metric date is prior month and 2A.3 email has been sent if unresolved for 6 business days or greater.
Output Parameters	NSSC

Acceptance Criteria:
Box added with due date next to each of the below fields. When a FBWT Difference record is created auto populate due date based on Treasury Date and when step is due.
Day 4 Email Sent
1. Title = Due Date
2. Date Format = 4 NSSC business days after Treasury Date
3. Format Color =
a. Black if not due
b. Black if due date and Day 4 email sent matches
c. Black if Resolved under Resolution is equal to "Yes"
d. Red if due date is equal to or after the current date and Resolved is equal to "No"

Day 7 Email Sent
1. Title = Due Date
2. Date Format = 7 NSSC business days after Treasury Date
3. Format Color =
a. Black if not due
b. Black if due date and Day 7 email sent matches
c. Black if Resolved under Resolution is equal to "Yes"
d. Red if due date is equal to or after the current date and Resolved is equal to "No"

Phone Call
1. Title = Due Date
2. Date Format = 9 NSSC business days after Treasury Date
3. Format Color =
a. Black if not due
b. Black if due date and Phone call date matches
c. Black if Resolved under Resolution is equal to "Yes"
d. Red if due date is equal to or after the current date and Resolved is equal to "No"

Day 14 Supervisor Phone Call
1. Title = Due Date
2. Date Format = 14 NSSC business days after Treasury Date
3. Format Color =
a. Black if not due
b. Black if due date and Day 14 Supervisor Phone Call date matches
c. Black if Resolved under Resolution is equal to "Yes"
d. Red if due date is equal to or after the current date and Resolved is equal to "No"

Phone Call (Greater) = This is depending on STRY0422299
1. Title = Due Date
2. Date Format = 21 NSSC business days after Treasury Date
3. Format Color =
a. Black if not due
b. Black if due date and phone Call (Greater) date matches
c. Black if Resolved under Resolution is equal to "Yes"
d. Red if due date is equal to or after the current date and Resolved is equal to "No"

*was*we want to add a box next to each of the below fields and auto populate due date based on Treasury Date when step is due when a FBWT Difference record is created

Day 4 Email Sent
1. Title = Due Date
2. Date Format = 4 NSSC business days after Treasury Date
3. Format Color =
a. Black if not due
b. Black if due date and Day 4 email sent matches
c. Black if Resolved under Resolution is equal to "Yes"
d. Red if due date is equal to or after the current date and Resolved is equal to "No"

Day 7 Email Sent

1. Title = Due Date
2. Date Format = 7 NSSC business days after Treasury Date
3. Format Color =
a. Black if not due
b. Black if due date and Day 7 email sent matches
c. Black if Resolved under Resolution is equal to "Yes"
d. Red if due date is equal to or after the current date and Resolved is equal to "No"

Phone Call
1. Title = Due Date
2. Date Format = 9 NSSC business days after Treasury Date
3. Format Color =
a. Black if not due
b. Black if due date and Phone call date matches
c. Black if Resolved under Resolution is equal to "Yes"
d. Red if due date is equal to or after the current date and Resolved is equal to "No"

Day 14 Supervisor Phone Call
1. Title = Due Date
2. Date Format = 14 NSSC business days after Treasury Date
3. Format Color =
a. Black if not due
b. Black if due date and Day 14 Supervisor Phone Call date matches
c. Black if Resolved under Resolution is equal to "Yes"
d. Red if due date is equal to or after the current date and Resolved is equal to "No"
Mid-Month Escalation Sent
1. Title = Due Date
2. Date Format = 20th Calendar day of the month or following business day (if the 20th falls on a weekend)
3. Format Color =
a. Black if not due
b. Black if due date and Mid-Month Escalation Sent date matches
c. Black if Resolved under Resolution is equal to "Yes"
d. Red if due date is equal to or after the current date and Resolved is equal to "No"

Phone Call (Greater) = This is depending on STRY0422299
1. Title = Due Date
2. Date Format = 21 NSSC business days after Treasury Date
3. Format Color =
a. Black if not due
b. Black if due date and phone Call (Greater) date matches
c. Black if Resolved under Resolution is equal to "Yes"
d. Red if due date is equal to or after the current date and Resolved is equal to "No"

APPENDIX A: PROCESS WORK INSTRUCTIONS

APPENDIX B: SERVICE NOW USER STORIES