NASA Shared Services Center (NSSC) Overview

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NSSC Vision and Mission

Mission:
To provide timely, accurate, high-quality, cost-effective, and customer-focused support for selected NASA business and technical services.

Vision:
Unparalleled Service
What is the NASA Shared Services Center (NSSC)?

- Performs a variety of transactional and administrative activities in five lines of business:
  - Procurement
    - Grants award & administration, SBIR/STTR award & administration, consolidated Contract Management, Training Purchases, Enterprise License Management
  - Financial Management
    - Accounts Payable, Accounts Receivable, Payroll, Financial Reporting
  - Human Resources
    - Benefits Processing, Retirement Counseling, Personnel Action Processing, SES Case Documentation
  - Information Technology
    - Enterprise Service Desk (Agency Tier -1 IT Help Desk)
  - Agency Business Support – IT Infrastructure Integration Program (I3P) Business Office
    - Budgeting and Resource Management, Administration and Reporting
What is the NASA Shared Services Center? (continued)

- A business model for delivering support services
- The NSSC is a partnership among NASA, CSC, and the states of Mississippi and Louisiana
- The NSSC opened for business in March 2006
- The NSSC provides high-quality service and achieves cost savings for NASA through: Consolidation, Standardization, and Automation
Why Shared Services for NASA?

• Reduces resources expended for support
  – Provides better quality, more timely services at lower cost
  – Improves data integrity, consistency, and accountability
  – Standardizes core business processes
• Facilitates process re-engineering and automation
• Leverages consolidated spending with vendors to negotiate better terms and prices
• Promotes strategic management of NASA resources
The workforce includes civil service and CSC employees, known as service providers.

The NSSC payroll budget in FY13 is approximately $49.0 million, and total operating budget is approximately $68.0 million -- an important local economic initiative. The NSSC’s total FY13 budget is approximately $435.8 million.

As stated in the FY12 Economic Impact Report, (a bi-annual report) the NSSC spends approximately $0.79 out of every dollar it receives within a 50-mile radius of its current facility location at Stennis Space Center, Miss.

In FY12, the NSSC directly poured nearly $53 million into the coastal Mississippi counties of Hancock, Harrison, and Pearl River and St. Tammany Parish in Louisiana in the form of salaries and purchases.

Civil Service 136
Service Providers 405
Total 541

(Totals as of July 2013)
The NSSC’s Financial Profile

• NSSC is a Working Capital Fund (WCF) fee-for-service organization

• Fee-for-service supports the shared services business model
  – Matches cost, consumption, and service
  – Promotes transparency of cost and services
  – Supports goal of operating in a business-like manner
  – Customers modify behavior to achieve the optimum balance between service and cost
  – Promotes a long-term approach to asset management
  – Encourages process efficiencies

• Provides better allocation of Agency resources – from institutional and transactional support to mission-related areas
Accomplishments

• May 2012: NASA received the Above and Beyond Award from the Washington, D.C. Chapter of Employer Support for the Guard and Reserve (ESGR). The nomination cited NASA policies, and direct support two JSC employees had received in connection with their military service from their supervisors, co-workers and the NSSC.

• April 2012: The NSSC was selected by the International Academy of Visual Arts to receive a 2012 Communicator Award of Distinction for NASA’s “Welcome to NASA” video.

• March 2012: The NSSC won first place in the Excellence in Culture Creation category at the Shared Services and Outsourcing Network Excellence Awards; the NSSC was also runner-up in the Excellence in Customer Service category.
NSSC Procurement Activity

- Full service procurement office with recognized expertise in grants, research and development, service contracting, and commercial item acquisition

- The NSSC provides five core procurement services for the Agency:
  - Award and administration of grants and cooperative agreements
    - FY13 = 1,874, Since “Go-Live” in March 2006 = 8,821
    - Grant Supplements FY13 = 5,704, Since “Go-Live” = 14,315
  - Award and administration of Agency-wide contracts
The NSSC provides five core procurement services for the Agency (continued):

- Award and administration of SBIR and STTR contracts
  - Phase I: FY13 = 410, Since “Go-Live” = 1,186
  - Phase II: FY13 = 191, Since “Go-Live” = 435
  - SBIR/STTR Fund Modifications: FY13 = 508, Since “Go-Live” = 906
- Agency procurement services for the Headquarters Office of Procurement
- Award and administration of internal training purchases
  - FY13 = 795, Since “Go Live” = 2,122
Opportunities and Support to the NSSC

• NSSC currently administers several multi-million dollar, Agency-wide contracts with small businesses
  
  – ISO 9001 Audit and Registration Services
    » Paragon Business Solutions, Nixa, MO ($2.2 million)
  
  – ESRI Software Licenses with Maintenance Support
    » ESRI, Redlands, CA ($1.9M)
  
  – SAP Software Licenses with Maintenance Support
    » Carahsoft Technologies, Reston, VA ($1.9M)
  
  – Oracle Software Licenses with Maintenance Support
    » Affigent, Inc., Herndon, VA ($6.5 million)
  
  – Contract Closeout & Procurement Support Services
    » Brandan Enterprises, Inc., Knoxville, TN (NTE $43.0 million)
Opportunities and Support to the NSSC (continued)

- NSSC currently administers several multi-million dollar, Agency-wide contracts that contain significant small business subcontracting goals
  - NSSC Service Provider contract with CSC ($350 million)
    - Small business goal 62.3%
    - SDB goal 52.1%
    - 2 Option Years remaining
  - ACES: End User Services: (approximately $2.5 billion)
    - Provide and manage most of NASA's personal computing hardware, agency-standard software, mobile information technology (IT) services, peripherals and accessories, associated end-user services, and supporting infrastructure.
      - Small business goal 36.82%
      - SDB goal 10.76%
Opportunities and Support to the NSSC (continued)

– Enterprise Application Service Technologies (EAST): ($190M)
  » Provides services necessary to operate the NASA Enterprise Applications Competency Center (NEACC)
  » Small business goal 19%
  » SDB goal 12%

– NASA Integrated Communications Services (NICS): (NTE $1.2 billion)
  » Provides and manages the vast majority of NASA’s IT Communications infrastructure
  » Small business goal 33.1%
  » SDB goal 21.3%
The NSSC's History

**Nov 2001**
- NASA formed a team to study the feasibility of shared services within NASA—Consolidated Business Services (CBS) Study

**Mar 2002**
- Lead assigned to the NSSC Implementation Team; Mission—"To establish a consolidated shared services organization that will provide higher quality, more cost-effective and efficient services for selected NASA business and technical services"

**Aug 2002**
- NASA approved the team's recommendation to implement a shared services center

**May 2003**
- Executive Council approved NSSC's recommendations on the governance structure and endorsed recommended functional activities for consolidation

**Sep 2003**
- NASA created an NSSC Implementation Plan, indicating activities to transition to the NSSC and a go-live date of October 1, 2005. Soon, NASA formed an Agency Transition Team

**Dec 2003**
- NASA announced the A-76 Public-Private competition. Site selection was incorporated in the A-76 competition in April 2004

**Jan 2004**
- The NSSC names first Executive Director

**Sep 2004**
- NSSC developed its Project Plan for shared services implementation

**Oct 2004**
- NASA released the RFP and received four proposals in November 2004

**May 2005**
- NASA awarded the contract to CSC who selected Stennis Space Center (SSC) as the site

**Aug 2005**
- NSSC received two protests from IBM and the MEO. By August 2005, IBM withdrew their protest with the GAO, and the Agency denied the MEO’s contest in its entirety

**Dec 2005**
- NSSC project team reported to SSC. On August 29, 2005, all employees evacuated due to Hurricane Katrina. Go-Live is delayed

**The project team temporarily regrouped in Washington D.C. in September–December 2005**
The NSSC’s History (continued)

Feb 2006
Prototype for customers’ monthly performance and utilization reports

Mar 2006
NSSC Board of Directors meeting: the Board consists of senior officials from 4 NASA Centers and NASA’s senior IT, Procurement, HR and Financial management officials

Apr 2006
First monthly bill to customers

Jun 2006
Framework and tools deployed for NSSC’s integrated project plan. The plan links all NSSC projects using a single shared-resources pool, improves management of limited resources and forces prioritization of competing demands

Aug 2006
First event-driven customer survey for domestic travel deployed. The domestic travel event-driven survey uses a representative sample of randomly selected customers to get customers’ feedback on the quality, timeliness and accuracy of the service provided

Sep 2006
Incorporated quality metrics for domestic travel in monthly reports to customers

Oct 2006
Began using 2D bar codes on fillable web forms for document imaging and electronic routing. 2D bar codes reduce redundant input and improve document tracking

Dec 2006

Jan 2007
First module of NSSC Datamart completed. The NSSC Datamart provides the business intelligence needed for end-to-end insights into the domestic travel reimbursement process

Feb 2007
Usability testing of new customer service Portal

Mar 2007
First runner-up for Shared Services Outsourcing Network’s Best New Shared Services organization.

May 2007
Service Recovery Program institutionalizes the NSSC’s philosophy, tools, and processes for recovering from service failures.

NSSC balanced scorecard cascaded to work force. The scorecard ties NSSC strategic initiatives, tactic and objective targets to the NSSC vision of Unparalleled Service

NSSC’s History (continued)
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- **Jan 2008**: Enterprise License Management new business approved by Board of Directors
- **Aug 2008**: Completed AP and AR transition
- **March 2009**: Received Best New Captive Shared Services Organization Excellence Award from Shared Services Outsourcing Network
- **April 2009**: Return on Investment: The $30 million financial investment the Agency made in establishing the NSSC was paid in full
- **June 2009**: The White House website recognized the NSSC’s work in the innovative acquisition improvement initiative through its Enterprise License Management Team
- **Aug 2009**: Received Corporate Executive Board Force of Ideas Award in the Shared Services Performance Measurement – Advanced Shared Services category
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- **Jan 2011**: Customer Contact Center selected as finalist for the 10th annual Government Customer Support Excellence Awards
- **March 2011**: Richard Arbuthnot, awarded the Shared Services and Outsourcing Network (SSON) 2011 “People’s Choice” Award
- **March 2011**: Richard Arbuthnot steps down as NSSC Executive Director
- **April 2011**: Customer Contact Center wins “Technical Excellence” Award at 10th Annual Government Customer Support Excellence Awards
- **Nov 2011**: Michael J. Smith is selected as NSSC Executive Director
The NSSC’s History (continued)

March 2012
- NSSC won first place in the Excellence in Culture Creation category at the 2012 Shared Services and Outsourcing Network Excellence Awards. The NSSC was also runner up in the Excellence in Customer Service category

March 2012
- Rebecca Dubuisson announced as NSSC Deputy Director; Kenneth Newton announced as Director of Service Delivery Directorate

April 2012
- The NSSC selected by the International Academy of Visual Arts to receive a 2012 Communicator Award of Distinction for NASA’s “Welcome to NASA” video

May 2012
- NASA received the Above and Beyond Award from the Washington, D.C. Chapter of Employer Support for the Guard and Reserve (ESGR). The nomination cited NASA policies, and direct support two JSC employees had received in connection with their military service from their supervisors, co-workers and the NSSC
Accomplishments (continued)

- April 2011: The NSSC Customer Contact Center was the 2011 winner of the Government Customer Support Excellence Award (GCSEA) in the Technical Excellence category
- March 2011: Richard E. Arbuthnot, Executive Director, NSSC, awarded the Shared Services & Outsourcing Network (SSON) 2011 “People’s Choice” Award
- January 2011: The NSSC Customer Contact Center has been selected as a finalist in the categories of Technical Excellence and Overall Excellence for the tenth annual Government Customer Support Excellence Awards
- August 2010: Corporate Executive Board “Force of Ideas” Award winner for Shared Services Performance Measurement – Advanced Shared Services Category; award recognizes best demonstrated practices, key business processes, and the creation of sustainable, measurable value
Accomplishments (continued)

- August 2009: Enterprise Licensing Management Team (ELMT) cited on White House Web site as an innovative acquisition best practice

- March 2009: Winner of Best New Captive Shared Services Organization Excellence Award; recognizes the most successful shared services organization launched within the last three years; nationally recognized as the highest accolade for shared services organizations; and runner-up: Wal-Mart Stores, Inc.

- January 2009: Help Desk Certification by Help Desk Institute

- March 2008: Government Information Technology Executive Council (GITEC) Project Management Excellence Award in the category of Cost Savings/Cost Avoidance (OMB)

- March 2007: Runner-up - Best New Shared Services Organization Excellence Award

- Met or exceeded 93.91% of SLIs since “Go-live” in March 2006 (99.42% in FY11)