

| FY 2013 Service | FY 2013 Unit of Measure | FY 2013 Rate |
|--|---|-----------------|
| 3.1 Financial Management Services | | |
| Accounts Payable | # of Invoices & IPAC Payments | \$150.63 |
| Accounts Receivable | # of Billings, Write-offs, and Collections | \$63.76 |
| Domestic Travel | # of Domestic Travel Expense Reports & all Advances | \$25.42 |
| Fund Balance with Treasury | # of Travel Payments, AP, & AR Collections | \$11.87 |
| Foreign Travel Expense Report Payments | # of Foreign Travel Expense Reports | \$395.23 |
| Extended TDY (ETDY) | # of ETDY Domestic & Foreign Travel Expense Reports | \$395.23 |
| Payroll & Time & Attendance Processing | # FTE | \$80.51 |
| COS Services | # of COS Voucher Payments & RITA/ITRA Voucher Payments | \$395.23 |
| COS and ETDY Relocation Assistance | # of COS Orders & Amendments | \$2,781.26 |
| Conference Reporting | # FTE | \$3.11 |
| 3.2 Human Resources Services | | |
| Support to Personnel Programs | # FTE | \$156.96 |
| Employee Development & Training | # FTE | \$111.81 |
| SES Case Documentation/SES CDP Certification | # SES Appointments/Mentor Evaluation Memos & ECQ Presentations Completed & Submitted for Approval | \$8,918.93 |
| Employee Benefits | # FTE | \$212.42 |
| HR & Training Information Systems | # FTE | \$177.21 |
| Personnel Action Processing | # PAP Transactions | \$89.23 |
| e-OPF Maintenance and Record Keeping | # FTE | \$44.81 |
| Financial Disclosure Processing | # of OGE-450, OGE-450A, OGE-278 & OGE-278T Forms Filed | \$36.67 |
| On-Line Course Management | # Hours Required to Complete Course Upload | \$122.01 |
| Off-Site Training Purchases | # of Off-Site Training Purchases & Center Cancellations | \$114.55 |
| 3.3 Procurement Services | | |
| Procurement Processing & Other Admin Services | # FTE | \$51.48 |
| Agency Contracting Services | # FTE | \$68.39 |
| Grants, Cooperative Agreements, & SBIR/STTR Awards | # of Grants, Cooperative Agreements, & SBIR/STTR Awards | \$2,166.36 |
| Grants, Cooperative Agreements, & SBIR/STTR Administration | # of Open Instruments | \$72.35 |
| Enterprise License Management | # of Enterprise Licenses Managed | \$4 |
| On-Site Training Purchases | # of On-Site Training Classes | \$625.22 |
| Payment of Training Purchases | \$1 of Training Cost | \$1 |
| 3.4 Information Technology Services | | |
| Enterprise Service Desk | # of N2 Workforce (FTE & WYE) | \$265.13 |
| 3.5 Agency Business Support Services | | |
| I3P Business Office | # of N2 Workforce (FTE & WYE) | \$83.29 |
| I3P Contracts | | |
| ACES | \$1 of Contract Cost | \$1 |
| NASA Integrated Communications Services (NICS) | \$1 of Contract Cost | \$1 |
| Enterprise Applications Service Technology (EAST) | \$1 of Contract Cost | \$1 |
| Web Enterprise Services & Technologies (WEST) | \$1 of Contract Cost | \$1 |
| Networkx Delivery Orders | \$1 of Contract Cost | \$1 |

| FY 2013 Service | FY 2013 Service Level Indicator |
|---|---|
| 3.1 Financial Management Services | |
| Accounts Payable | <ul style="list-style-type: none"> 98% of payments on time <ul style="list-style-type: none"> Between 98% and 97% (Yellow) Less than 97% (Red) Less than \$200 in interest penalties per \$1,000,000 in payments <ul style="list-style-type: none"> Between \$201 and \$300 (Yellow) More than \$300 (Red) |
| Accounts Receivable | <ul style="list-style-type: none"> 98% accuracy |
| Domestic Travel | <ul style="list-style-type: none"> 85% within 4 business days |
| Foreign Travel | <ul style="list-style-type: none"> 85% within 5 business days |
| ETDY | <ul style="list-style-type: none"> 85% within 5 business days |
| Payroll & Time and Attendance | <ul style="list-style-type: none"> 99.9% accurately and on-time to DOI |
| COS — Actual Temporary Quarters, Real Estate, Constructive, and all Other Vouchers | <ul style="list-style-type: none"> 85% within 15 business days |
| COS — Enroute, Miscellaneous, Fixed Temporary Quarters, House Hunting Trip (Fixed/Actual) | <ul style="list-style-type: none"> 85% within 6 business days |
| COS — RITA and ITRA | <ul style="list-style-type: none"> 85% within 30 business days |
| COS & ETDY Relocation Assistance | <ul style="list-style-type: none"> 90% of Travel Authorizations issued within 25 business days |
| 3.2 Human Resources Services | |
| Support to Personnel Programs | <ul style="list-style-type: none"> 98% of Awards accurately and on-time to Center POC |
| SES Case Documentation | <ul style="list-style-type: none"> SES Selection Packages Submitted for ECQs <ul style="list-style-type: none"> 98% to OHCM within 30 business days 98% OPM approval rate Mentor Evaluation Memos & ECQs <ul style="list-style-type: none"> 90% forwarded for signature within 30 business days |
| Employee Benefits | <ul style="list-style-type: none"> Retirement Estimates, Deposits, Redeposits & Application Processing <ul style="list-style-type: none"> Expedited Actions: 90% by COB the next business day Normal Estimates: <ul style="list-style-type: none"> 90% within 10 business days for same year eligible 90% within 20 business days for 1-5 year eligible 90% within 45 business days for 5-10 year eligible 90% within 60 business days for >10 year eligible Retirement Packages: 95% within 10 business days to DOI |
| HR & Training Information Systems Operations and Maintenance | <ul style="list-style-type: none"> 99.95% Uptime (NSSC Hosted Systems) HR & Training Web site Development & Maintenance <ul style="list-style-type: none"> Urgent (Urgent Priority): 98% within 4 business hours Expedited (High Priority): 98% within 8 business hours Normal/Routine (Medium/Low Priority): 95% within 5 business days |
| Personnel Action Processing | <ul style="list-style-type: none"> 97% accuracy; 97% processed by the cutoff date |
| eOPF Maintenance & Record Keeping | <ul style="list-style-type: none"> 90% of documents filed within 15 days |
| Off-Site Training Purchases | <ul style="list-style-type: none"> 90% of credit card transactions within 5 business days |

| FY 2013 Service | FY 2013 Service Level Indicator |
|--|--|
| 3.3 Procurement Services | |
| Grants, Cooperative Agreements, & SBIR/STTR Awards | <ul style="list-style-type: none"> Grants/Cooperative Agreement Awards: 90% prepared within 29 calendar days SBIR/STTR Awards: 95% Phase I by deadline |
| On-Site Training Purchases | <ul style="list-style-type: none"> 90% of \$3,001-\$25,000 actions within 10 business days 90% of >\$25,000 actions awarded within 30 business days |
| 3.4 Information Technology Services | |
| Enterprise Service Desk | <ul style="list-style-type: none"> 80% Call Response Rate within 60 seconds < 7% Call Abandonment Rate 99.95% ESD Applications Availability 95% First Call Resolution Rate 90% ESD Customer Satisfaction 85% ESD Customer Satisfaction (Tier-0) |
| NSSC Systems Uptime | <ul style="list-style-type: none"> 99.95% Uptime |
| NSSC Web site Availability | <ul style="list-style-type: none"> 99.95% Availability |
| 3.5 Agency Business Support Services | |
| IBP Business Office | <ul style="list-style-type: none"> 95% of advances within 4 business days of complete FCD 95% of liquidation transactions with available funding by the end of the calendar month 90% of contract funding modifications awarded within 5 business days Issue 90% of Request for Proposals within 10 business days of receipt of COR's completed package 90% of modifications prepared within 7 business days 95% of advances processed within 5 business days 95% of Purchase Requests processed within 2 business days of posting of advance 90% of reconciliations within 5 business days Process Utilization Report against advance prior to month end 90% of the time |
| 3.6 Customer Contact Center | |
| Call Resolution Rate | <ul style="list-style-type: none"> 85% first call resolution rate |
| Call Response Rate | <ul style="list-style-type: none"> 80% within 30 seconds |
| Call Abandonment Rate | <ul style="list-style-type: none"> Less than 7% Abandoned |