National Aeronautics and Space Administration

1 Financial Management
2 Human Resources
3 Procurement
4 Enterprise Services
5 Agency Business Support

NASA Shared Services Center (NSSC)

Our Vision: Unparalleled Service

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

NASA Values: The NASA core values of safety, excellence, teamwork, and integrity are the driving factors in the way that we do business across the Agency. By focusing on the NSSC Vision and Mission, we make these core values part of our daily lives.

Benefits of the NSSC's Business Model

- Achieves cost savings for the Agency

  Consolidation
  Standardization
  Automation

- Improves Customer Experience

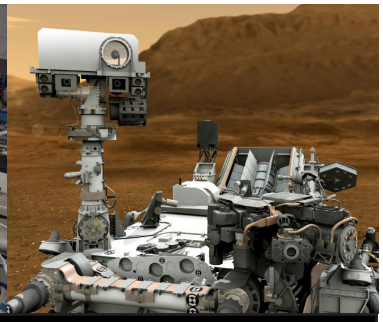
  First call resolution
  Self-service capability
  Timeliness/Quality

- More focused customer service

What makes the NSSC unique?

- Customer Contact Center
- Service Recovery Plan
- Transparency
  Monthly Performance / Cost Reporting
  Operating Like a Business –
  rates for services / bottom-line results
- Process discipline
- Structured management of customer interactions
- Sustained and systematic focus on customer service
- Chargebacks drive a balance between service and cost
- Business intelligence and data-driven decision making

call us 1-877-NSSC123 **know us:** www.nssc.nasa.gov **fax us:** 1-866-779-NSSC



Technology is key at NASA and the NSSC

Transition

Since going "live" in March 2006, 66 activities have been transitioned in the functional areas of Financial Management, Procurement, Human Resources, and Information Technology.
The NSSC is the only known shared services organization to provide services crossing four functional areas within one Center.

Innovation and Automation

Recognizing innovation is a key part of our approach. Our Leadership Capability Model for shared services leaders includes demonstrated commitment to nurturing innovation. For activities over and above the sustaining operations of the NSSC, we use an Integrated Project Plan to prioritize initiatives and allocate resources, and we adhere to recognized Agency project planning principles to translate ideas into practice.

We've also developed applications to promote customer self-service and standardization. Examples include: Grants Status on Web site; Web-based Ethics Program Tracking System; AP Work Management System; use of standardized electronic forms; and the uniform look and feel (or branding) of all NSSC applications.

"90% of Fortune 500 companies use Shared Services."
(HfS-PWC report June 2012)

Lower Costs

The NSSC targets lowering costs for services in a number of ways: optimizing processes, reducing overhead, broadening the service base, and marketing approved capabilities to other federal agencies.

Recognition of Excellence

March 2014: The NSSC was runner-up in the Excellence in Customer Service category at the Shared Services and Outsourcing Network Excellence Awards.

In March 2012: First place in the Excellence in Culture Creation category at the Shared Services and Outsourcing Network Excellence Awards.

In April 2011: Customer Contact Center was winner of the Government Customer Support Excellence Award (GCSEA) in the Technical Excellence category.

In August 2010: Won the 2010 Corporate Executive Board Force of Ideas Award in the Advanced Service Center category.

In 2009: Received the Excellence Award for "Best New Captive Service Delivery" by the Shared Service and Outsourcing Network organization.

In March 2008: Received a Government Information Technology Executive Council (GITEC) Project Management Excellence Award in the category of Cost Savings/Cost Avoidance.