



*NASA Shared Services Center*

**nssc**

NASA Shared Services Center

Customer Focused

**Center Transition Team VITS  
June 23, 2004**





# Agenda

*NASA Shared Services Center*

- Welcome/Introductions (Rick) 1:00 – 1:10
- Update on NSSC progress (Rick) 1:10 - 1:25
- Change Landscape (Ely) 1:25 – 1:40
- Round robin updates from Centers (All) 1:40 - 2:40
- NSSC Resources/ Schedule for future ViTS/  
Immediate next steps (Rick) 2:40 - 2:50
- Q/A (All) 2:50 – 3:00





# NSSC Mission Statement

*NASA Shared Services Center*

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





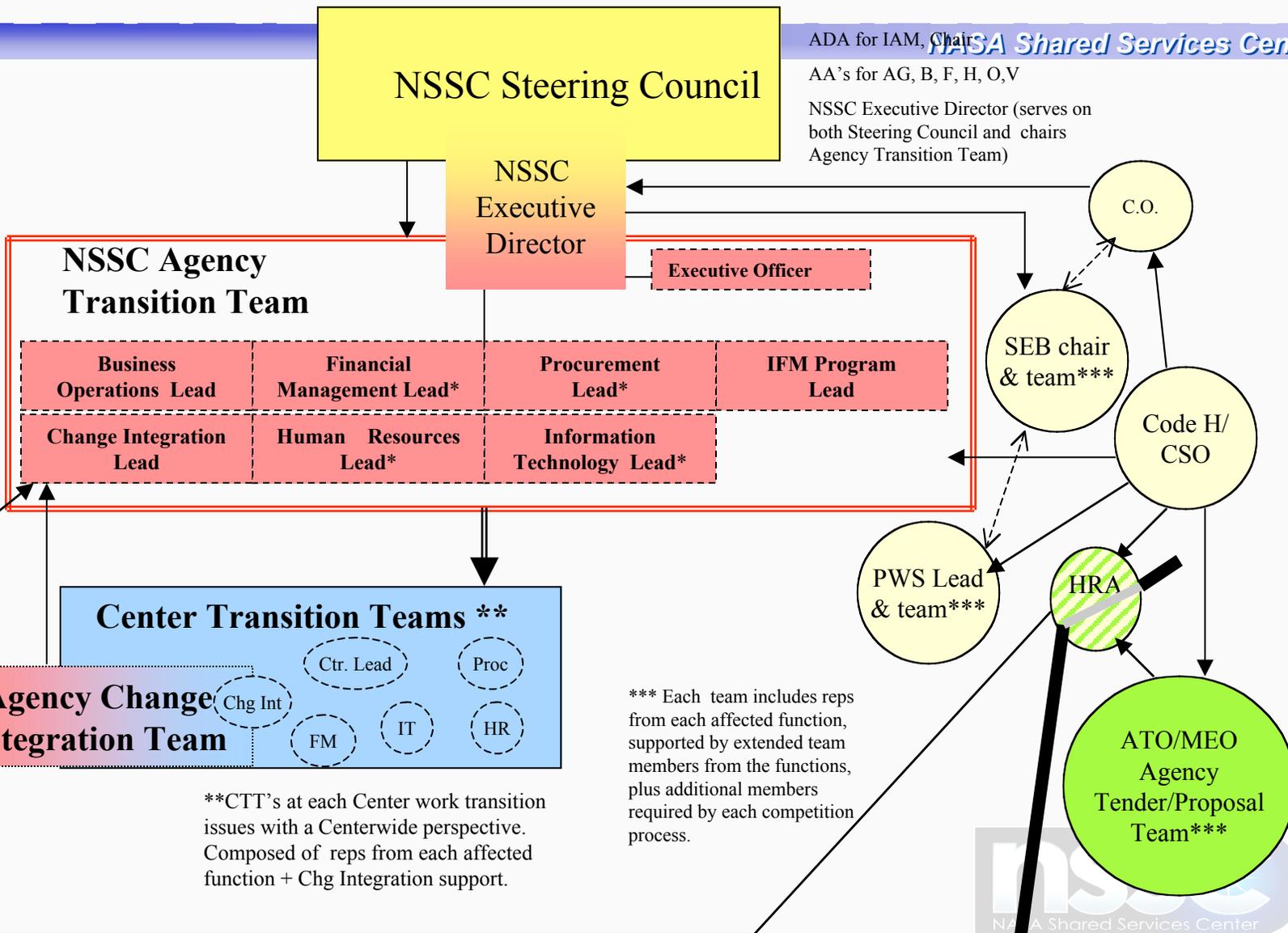
# NSSC Transition Relational Structure

ADA for IAM, Chair, **NASA Shared Services Center**

AA's for AG, B, F, H, O, V

NSSC Executive Director (serves on both Steering Council and chairs Agency Transition Team)

\* Each functional lead supported by subteam of functional specialists working their functional issues with an Agencywide perspective.



\*\*CTT's at each Center work transition issues with a Centerwide perspective. Composed of reps from each affected function + Chg Integration support.

\*\*\* Each team includes reps from each affected function, supported by extended team members from the functions, plus additional members required by each competition process.



firewall



# Agency Transition Team

*NASA Shared Services Center*

- NSSC Steering Council, Chair – Jim Jennings
- AA for Institutional & Corporate Management – Jeff Sutton
- Executive Director, Chair of Transition Team – Rick Arbuthnot
- Executive Officer – Ken Newton
- Human Resources Lead – Jerry Simpson
- Change Integration Lead – Ely Cooper
- Financial Management Lead – Cindy Epperson
- Financial Management Deputy – Shelley Meredith
- Procurement Lead – Rita Svarcas
- Information Technology Lead – Vanessa Stromer
- IFMP Competency Center Rep – Steve Smartt
- Deputy Human Resources Advisor – Francine Taliaferro
- Business Operations Manager - TBD





# Center Transition Teams

NASA Shared Services Center

AGENCY	Rick Arbuthnot	Jerry Simpson	Cindy Epperson	Rita Svarcas	Vanessa Stromer	Elizabeth Cooper
	<u>Lead</u>	<u>Human Resources</u>	<u>Financial Mgmt</u>	<u>Procurement</u>	<u>Information Tech</u>	<u>Change Integration</u>
<b>ARC</b>	Randy Rodrigues	Maureen Serjeant	Phil Fluegemann	Daryl Wong	William Likens	Alison Ekizian
<b>DFRC</b>	Gwen Young	Connie Bosworth	Valerie Zellmer	Monique Sullivan	Roberta Sherrard	Jim Walker
<b>GRC</b>	Robert Fails	Robyn Gordon, Gwendolyn Davis	Christine Root	Brad Baker	Sasi Pillay	Cynthia Forman, Jennifer Forde
<b>GSFC</b>	Thomas Paprocki	Arletta Love	Sandra Brown	Valorie Burr	Kelly Carter	Andrea Ables
<b>JSC</b>	Randy Gish	Natalie Saiz, Rhonda Moore	Gail Hammond, Marilyn Sampay	Jeff Cullen, Jose Garcia	Johnny Cools	Judith Sanders
<b>KSC</b>	Dudley Cannon	Frank Nesbit	Sam Lenck	David Wansley	Art Beller	Bet Eldred
<b>LaRC</b>	Lesia Roe	Sandy Ray	Ken Winter	Kim Stone	Cathy Mangum	Buena Crawford
<b>MSFC</b>	Jim Carter	Mack Blackman	John Alexander	Elaine Hamner	Sheila Fogle	Vicky Scherberger
<b>SSC</b>	Michael Dawson	Dorsie Jones	Cindy Epperson	Ann Sharpe	Gay Irby	Kirk Sharp
<b>HQ</b>	Bruce King	Paulette Britt	Debbie Randall	TBD	TBD	TBD





# NSSC Site Approach

*NASA Shared Services Center*

- Any of the six locations are acceptable; A-76 selection will not reevaluate site nomination proposals.
- This is a best value procurement
  - Intend to evaluate Technical, Cost and Past Performance
  - Focus of evaluation is on the quality of the service and the cost to NASA for that service
  - The offerors decide which site best fits their technical and cost approach
  - This approach maximizes competition





## NSSC Site Approach cont.

*NASA Shared Services Center*

- Technical description of facility and its location cannot be changed; remains what was nominated by Centers.
- Centers will provide a standard set of information to offerors.
- Only the existing six locations will be made available to offerors; no new locations can be proposed
  - No new site locations from other Centers
  - No new site locations from current Centers
  - No new site locations from potential offerors





## NSSC Site Approach cont.

*NASA Shared Services Center*

- Cost associated with the facility will be evaluated as part of the overall proposed cost.
- Other incentives or items affecting the offeror's technical approach will be evaluated under Mission Suitability.
- Draft RFP provides the details of the evaluation approach, and has been available for public comment.





## NSSC Site Approach cont.

*NASA Shared Services Center*

- Offerors to provide interim facility arrangements
- NASA will execute lease on permanent facility
  - Facility will house the permanent inherently government organization plus the service provider.
  - Permanent location will not be subject to future competitions.





# Integrated Transition Schedule

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- Schedule available with the draft RFP
- Reviewing it in the next 30 days, need your input to validate dates
- Specific staff impacts should be on your radar, “faces with spaces”





## Draft RFP update

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- Over 600 comments were submitted by the due date June 18.
- Comments are being organized and will be dispositioned by SEB members.
- Due date change for proposals has moved from mid-September to October 1, 2004.
- One-on-One meetings will held with potential Prime offerors at HQ July 12 – 13.





## Key Dates

*NASA Shared Services Center*

- Final RFP distributed August 2004
- Contract award on or before May 2005
- NSSC Interim facility activation/phase in – June 2005
- NSSC Operational – October 2005
- Phased Transition of Activities – October 2005- 2008





# **NSSC**

## **Setting the context for change**

**Ely Cooper**





# NASA vision, mission, values, culture

NASA Shared Services Center

## NASA Vision

To improve life here  
To extend life there  
To find life beyond

## NASA Mission

To understand and protect our home planet  
To explore the universe and search for life  
To inspire the next generation of explorers...  
as only NASA can.

## NASA Values

- Safety
- The NASA Family
- Excellence
- Integrity

## Descriptors of NASA culture

- Unique/Special
- Skeptical
- Can't say No
- Too much to do with too Little
- Compromise with Congress
- Inter-Center Rivalry
- Can Do Attitude
- Routine Access to Space
- Schedule Pressure
- Management Isolation
- Deviations from Norm
- Safety Program lacks Prestige
- Image as Perfect Place
- Resistance to Criticism
- Dysfunctional Communication
- Ineffective Preparation for Responsibility
- Intimidation
- Making Decisions based on Little Facts
- Overconfidence – Self Deception
- Informal Chain of Command
- Not Functioning as Learning Organization
- Institutional Requirements drive the Program
- Minority Opinion requires “fist pounding”
- Strong sub-cultures





# NASA Culture Change

Leadership

Processes

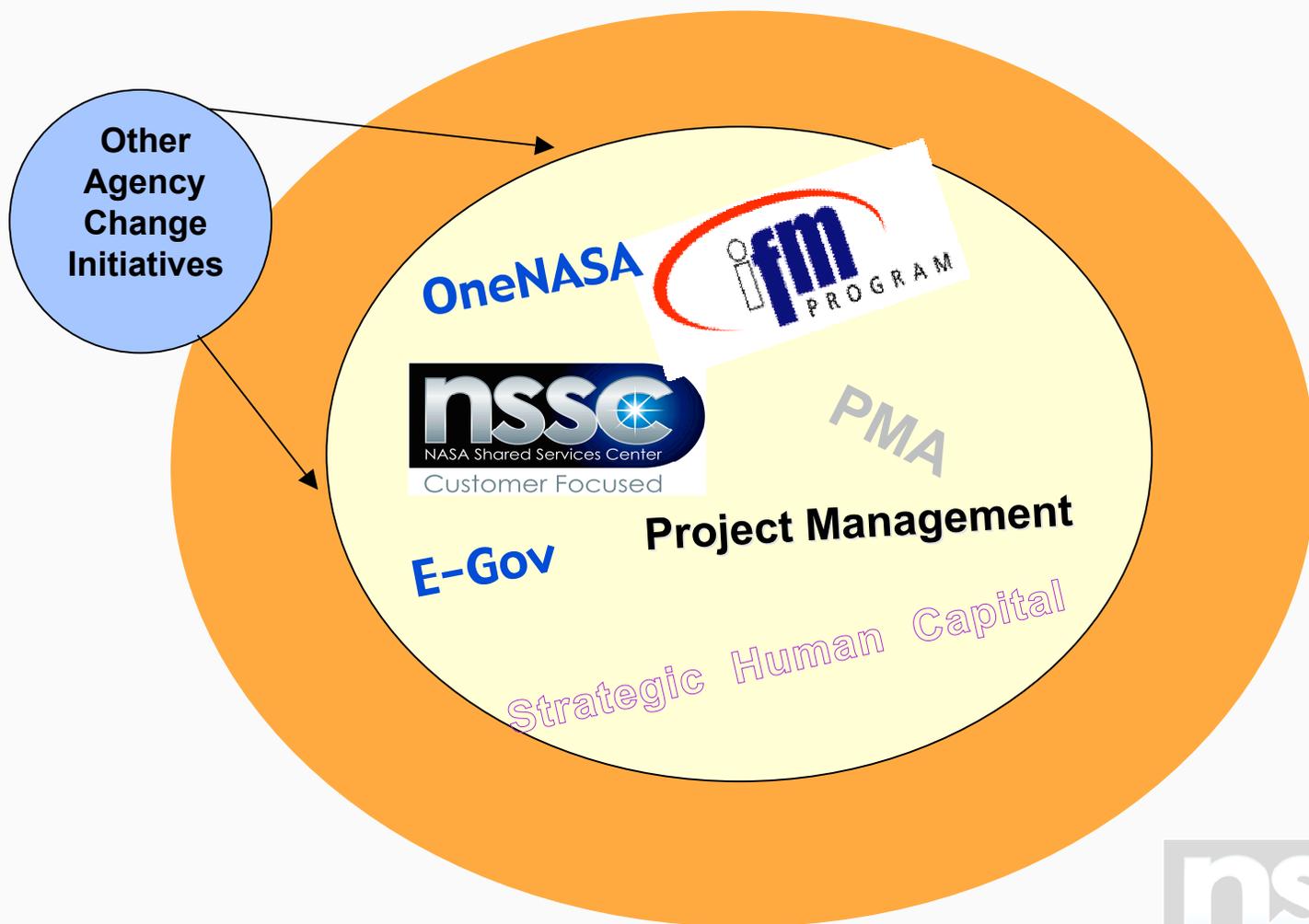
NASA Shared Services Center





# Organizational landscape

NASA Shared Services Center





## Where does NSSC fit?

NASA Shared Services Center

One implementing strategy in the Strategic Plan is to:

- *Achieve management and institutional excellence comparable to NASA's technical excellence*

The NASA vision, mission, and Strategic Plan suggest three main areas of capabilities:

- *Technical capabilities that allow achievement of mission activities*
- *Business capabilities that allow effective and efficient management of our resources*
- *Human impact capabilities that focus on our relationships within the Agency as well as externally with our stakeholders*





# New Space Exploration Vision

NASA Shared Services Center

*Excerpts from President's Commission on Implementation of United States Space Exploration Policy*

- To sustain this program over many Presidential Administrations and Congressional sessions, our leaders must routinely explain and demonstrate the value, affordability, and credibility of the program to all Americans so that they accept ownership of it. The President has projected the annual resources available to NASA at roughly the same level as in the past, growing only slightly in the coming years.
- NASA's relationship to the private sector, its organizational structure, business culture, and management processes – all largely inherited from the Apollo era – must be decisively transformed to implement the new, multi-decadal space exploration vision.
- NASA be transformed to become more focused and effectively integrated to implement the national space exploration vision, with a structure that affixes clear authority and accountability.
- NASA Centers be reconfigured as Federally Funded Research and Development Centers to enable innovation, to work effectively with the private sector, and to stimulate economic development.





## NSSC mission/key messages

NASA Shared Services Center

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

- **Supports meeting NASA strategic business and mission efforts with limited resources.**

*There are greater demands to utilize resources (people, time, dollars) to best support our core mission.*

- **Improves overall quality and service.**

*Improving both the efficiency and effectiveness of transactional support activities will provide for consistent, high quality, easily accessible, timely services delivered in a customer oriented fashion.*

- **Supports OneNASA.**

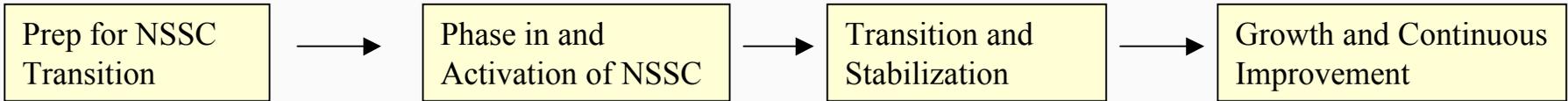
*Consolidation supports the Agency’s focus of operating as one team that better leverages its skills and resources.*



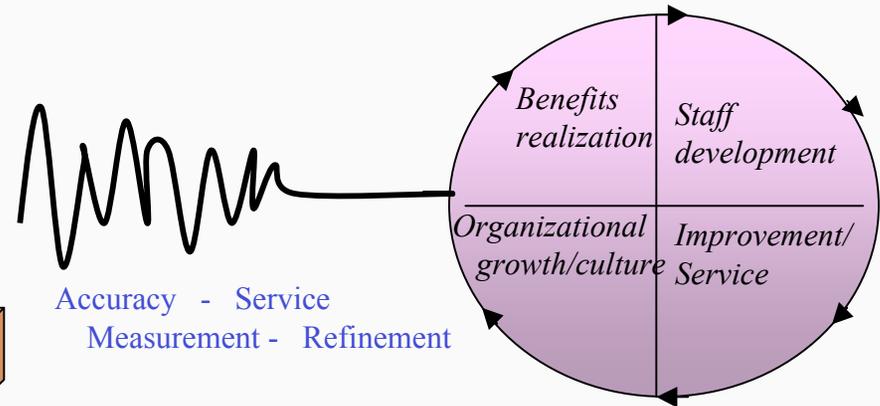
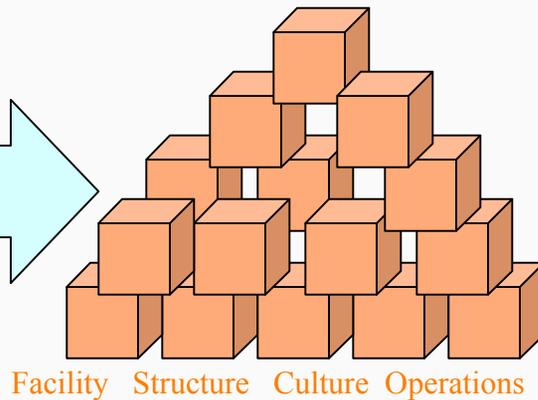


# Critical path to implementation and growth of NSSC

NASA Shared Services Center



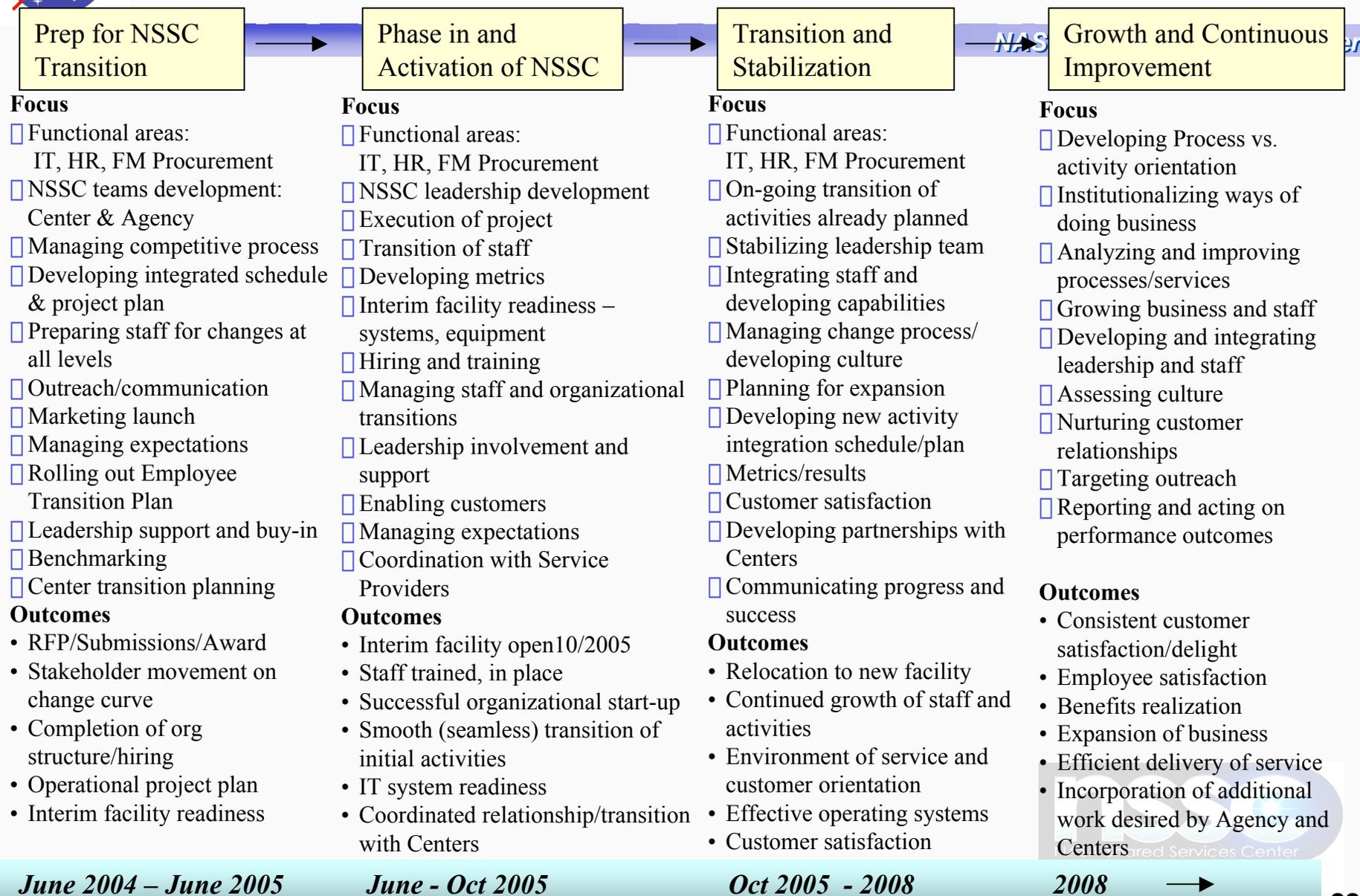
- Activities/processes
- Project planning
- Competitive process
- Benchmarking
- Outreach
- Organizational readiness





## View of NSSC progression

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





# Center Transition Team Updates





# Center Transition Team Updates

NASA Shared Services Center

## Updates from Centers

- Where is your Center in the development of its CTT? (Meeting frequency, attendance, membership)
- What are the key NSSC issues you are working on?
- What concerns do you have?
- What do you need from me the Agency Transition Team or Rick?

*Each Center has  
approx. 7 minutes*

- *Glenn*
- *Goddard*
- *Kennedy*
- *Ames*
- *Stennis*
- *Langley*
- *HQ*
- *Johnson*
- *Dryden*
- *Marshall*





## Next Steps





## Resources/Next ViTS

NASA Shared Services Center

- NSSC Resources – Website (<http://nssc.nasa.gov>), NCCS News, Functional Leads, NSSC Office
- Center Communication Plans due June 25, Change Integration Team should be working with Ely to complete
- Roles/Responsibilities document input due June 25 to Ely.
- Charging time to NSSC.
- Center Change ViTS will be scheduled every 4-5 weeks.
  - *Primary topic for next ViTS: Integrated project plan*





# Questions?

