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NASA Shared Services Center Business Continuity Plan

NSBCP-1040-0003

Revision 3.0

Effective Date: April 15, 2013
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NSSC Human Resources Division Business Continuity Plan (BCP)

(Redacted)

Responsible Office: Human Resources Division

NSSC Business Continuity Plan	NSBCP-1040-0003 Revision 3.0	
	<i>Number</i>	<i>Revision</i>
	Effective Date: April 15, 2013	
	Expiration Date: April 15, 2014	
Page 2 of 23		
Responsible Office: Human Resources Division		
SUBJECT: NSSC Human Resources Business Continuity Plan (BCP) (Redacted)		

Approved by:

/s/
Chief, Human Resources Division
NASA Shared Services Center

April 5, 2013
Date

NSSC Business Continuity Plan	NSBCP-1040-0003 Revision 3.0	
	<i>Number</i>	<i>Revision</i>
	Effective Date: April 15, 2013	
	Expiration Date: April 15, 2014	
Page 3 of 23		
Responsible Office: Human Resources Division		
SUBJECT: NSSC Human Resources Business Continuity Plan (BCP) (Redacted)		

DOCUMENT HISTORY LOG

Status (Basic/Revision Cancelled)	Document Version	Effective Date	Description of Change
Basic		03/15/10	Initial release - This document was created as a guideline for continued operation of the Human Resources Division should NSSC experience an emergency that would stop normal business.
Basic	1.1	06/15/10	Updates made to the Emergency Relocation Group (ERG) listing. No signature required for this change.
Revision	2.0	11/30/2011	Updates made to Center POC's and Key HR Systems and POC's.
Revision	2.1	07/16/2012	Administrative change to Appendix B, HR ERG.
Revision	3.0	04/15/2013	Updates made to POCs in Appendix A, B, C, and D.

NSSC Business Continuity Plan	NSBCP-1040-0003 Revision 3.0	
	<i>Number</i>	<i>Revision</i>
	Effective Date: April 15, 2013	
	Expiration Date: April 15, 2014	
Page 4 of 23		
Responsible Office: Human Resources Division		
SUBJECT: NSSC Human Resources Business Continuity Plan (BCP) (Redacted)		

TABLE OF CONTENTS

1.0 PURPOSE.....	5
2.0 APPLICABILITY	5
3.0 AUTHORITY AND APPLICABLE DOCUMENTS	5
3.1 AUTHORITY	5
3.2 APPLICABLE DOCUMENTS.....	5
4.0 DEFINITIONS	5
5.0 INSTRUCTIONS	5
5.1 PROCESS FOR ENSURING EMPLOYEE SAFETY.....	6
5.2 PROCESS FOR ENSURING CONTINUANCE OF HUMAN RESOURCE PROCESSES	6
5.3 PANDEMIC EVENT	8
5.4 SEVERE WEATHER/UNFORESEEN CIRCUMSTANCES	9
5.5 PROCESS FOR CLARIFICATION AND ADDITIONAL AUTHORITY	9
6.0 SAFETY PRECAUTIONS AND WARNING NOTES	9
7.0 RECORDS	9
8.0 TOOLS, EQUIPMENT, AND MATERIALS.....	9
9.0 PERSONNEL TRAINING AND CERTIFICATION.....	11
APPENDICES	
APPENDIX A - HR BUSINESS WORK-AROUND PROCESSES.....	12
APPENDIX B - HUMAN RESOURCES EMERGENCY RELOCATION GROUP (ERG)	14
APPENDIX C - KEY CENTER POC'S	15
APPENDIX D - KEY HR SYSTEMS AND POC'S.....	22
APPENDIX E - ACRONYMS.....	23

NSSC Business Continuity Plan	NSBCP-1040-0003 Revision 3.0	
	<i>Number</i>	<i>Revision</i>
	Effective Date: April 15, 2013	
	Expiration Date: April 15, 2014	
Page 5 of 23		
Responsible Office: Human Resources Division		
SUBJECT: NSSC Human Resources Business Continuity Plan (BCP) (Redacted)		

1.0 PURPOSE

The purpose of this plan is to establish ground rules for the safe and effective operations of the NASA Shared Services Center (NSSC) Human Resources (HR) Division in the event of an emergency (disruption of business) where the NSSC Emergency Plan is invoked, or any emergency that would cause normal business of the NSSC to cease for a period of time that exceeds a day.

2.0 APPLICABILITY

This document applies to all personnel (civil servants and contractors) subject to lines of authority established within the NSSC.

3.0 AUTHORITY AND APPLICABLE DOCUMENTS

3.1 Authority

NSBCP-1040-0001 "NSSC Business Continuity Plan (BCP)"

3.2 Applicable Documents

No additional documents are applicable

4.0 DEFINITIONS

No definitions are applicable

5.0 INSTRUCTIONS

Essential and key personnel needed to perform HR functions during an emergency are identified in Appendix B. For purposes of carrying out this plan and operating within any emergency situation, lines of succession shall be established within each office for gathering and reporting information and carrying out essential functions. The lines of succession for NSSC HR shall be as follows: Chief, HR; Deputy Chief, HR; Team Leads according to seniority in the position, employees according to grade and seniority in the position. This succession shall be invoked as needed, especially in the case of numerous employee absences.

NSSC Business Continuity Plan	NSBCP-1040-0003 Revision 3.0	
	<i>Number</i>	<i>Revision</i>
	Effective Date: April 15, 2013	
	Expiration Date: April 15, 2014	
Page 6 of 23		
Responsible Office: Human Resources Division		
SUBJECT: NSSC Human Resources Business Continuity Plan (BCP) (Redacted)		

5.1 Process for Ensuring Employee Safety

5.1.1 In the event of any emergency such that the NSSC BCP would be invoked, the first priority of the HR would be to ensure the safety of all civil service and contractor personnel assigned to Human Resources.

- a. Leads shall immediately account for each employee assigned to them. Recognizing the probable confusion that would exist, it is the joint responsibility of the employee and supervisor to locate and respond to their work group for this purpose.
- b. Deputy Chief and Leads shall report to the Chief, HR for civil service employees and Service Provider Human Resources Functional Manager for contractors or other official-in-charge upon the successful location of all assigned personnel. If there is doubt as to whereabouts of an employee, progress reports shall be given to the official-in-charge, as requested.
- c. Officials-in-charge shall notify the Office of Human Capital Management (OHCM), as requested, concerning the location status of all employees.

5.2 Process for Ensuring Continuance of Human Resource Processes

5.2.1 During emergency operations, civil service labor and contractors shall be charged to a specific labor code, which will be provided by the NSSC Business & Administration (B&A) Directorate. This charge code was authorized in November, 2007, but will not be activated in Web based Time and Attendance System (WebTADS) for the civil service labor unless it is needed. Questions concerning use of this labor code should be coordinated thru Chief, HR for civil service employees and Service Provider Human Resources Functional Manager for contractors.

5.2.2 In the case of an impending hurricane that enters the Gulf of Mexico, the NSSC HR will have the authority to pre-position critical support personnel outside of the hurricane threat area. The Chief, HR will send a notification to OHCM and the Center HR Offices notifying them of service impacts.

The notification will read as follows:

“Hurricane _____ is approaching the Gulf of Mexico. In accordance with the NSSC Business Continuity Plan and to help mitigate the risk associated with NASA not being able to process HR transactions, the NSSC will process critical activities from an alternate location. This notification is effective _____.”

NSSC Business Continuity Plan	NSBCP-1040-0003 Revision 3.0	
	<i>Number</i>	<i>Revision</i>
	Effective Date: April 15, 2013	
	Expiration Date: April 15, 2014	
Page 7 of 23		
Responsible Office: Human Resources Division		
SUBJECT: NSSC Human Resources Business Continuity Plan (BCP) (Redacted)		

5.2.3 If HR systems connectivity is available in our geographic area during the emergency, essential and key HR personnel shall be authorized to work from their home or shall be relocated to the NSSC's designated alternate site and continue processing necessary transactions.

5.2.4 If HR systems connectivity is not available in our geographic area during the disruption of business event, the procedure shall be according to the following options, as appropriate:

a. Will perform selected activities immediately regardless of length of time we anticipate being down (see Work-around processes in Appendix A):

1. Drug Testing for New Hire, Reasonable Suspicion, and Post Accident
2. Personnel Action Processing – Pay Transaction Processing
3. Benefits Processing:
 - Retirement Estimates/Counseling for retirements < 60 days.
 - Survivor Counseling
 - Advanced Sick Leave & Voluntary Leave Transfer Program

b. Will perform selected activities after 10 business days:

1. Benefits Processing – Insurance Programs
2. In-Processing
3. Financial Disclosure

c. Will perform selected activities after 15 business days:

1. Administration of Online Training and Training Data Systems
2. Training Data Entry
 - Will perform remaining activities after 30 business days. At this point, it is assumed that the NSSC will be back to normal operations.
 - Employees assigned to the immediate response functions listed above are identified in Appendix B.

NOTE: This could result in NSSC employees being temporarily assigned to another location until NSSC systems access is regained.

NSSC Business Continuity Plan	NSBCP-1040-0003 Revision 3.0
	<i>Number</i> <i>Revision</i>
	Effective Date: April 15, 2013
	Expiration Date: April 15, 2014
Page 8 of 23	
Responsible Office: Human Resources Division	
SUBJECT: NSSC Human Resources Business Continuity Plan (BCP) (Redacted)	

5.3 Pandemic Event

In the event that there is a disruption of business at the NSSC due to a Pandemic Event, the following section addresses the processing of transactions in the event that there is an impact. The NSSC's goal is to perform all HR activities; however, the transactions have been categorized into three priorities based on available resources (time and workforce).

5.3.1 Priority 1 (Will perform selected activities regardless of length of time anticipate being impacted):

- a. Drug Testing for New Hire, Reasonable Suspicion, and Post Accident
- b. Personnel Action Processing – Pay Impacting Transactions
- c. In-Processing
- d. Financial Disclosure
- e. Benefits Processing:
 1. Retirement Estimates/Counseling for retirements projected < 60 days
 2. Survivor Counseling
 3. Advance Sick Leave/Leave Donor
 4. Insurance Programs

5.3.2 Priority 2 (Will perform based on available resources (time and workforce)):

- a. Administration of Online Training and Training Data Systems
- b. Training Data Entry
- c. eOPF Processing

5.3.3 Priority 3 (Will perform based on available resources (time and workforce)):

- a. All remaining HR Activities
- b. Other internal and external reports not specifically required to meet regulatory deadlines.
- c. Responses to Incident Cases in Remedy

NSSC Business Continuity Plan	NSBCP-1040-0003 Revision 3.0	
	<i>Number</i>	<i>Revision</i>
	Effective Date: April 15, 2013	
	Expiration Date: April 15, 2014	
Page 9 of 23		
Responsible Office: Human Resources Division		
SUBJECT: NSSC Human Resources Business Continuity Plan (BCP) (Redacted)		

5.4 Severe Weather/Unforeseen Circumstances

If a Center is unable to initiate Federal Payroll Personnel System (FPPS) Personnel Actions due to severe weather (or other unforeseen circumstances), the following guidelines will be utilized:

1. The Center will designate a principle and alternate point of contact to act as the approval authority for Center-initiated actions; and
2. The Center Approval designee will e-mail or fax documentation and approval for NSSC to initiate/approve FPPS actions on their behalf.

5.5 Process for Clarification and Additional Authority

The primary responsibility of the NSSC HR during an emergency would be to process transactions based on the criteria identified in section 5.2. The Chief, HR shall coordinate with NASA HQ/OHCM on any additional clarification and information required throughout the duration of emergency operations.

6.0 SAFETY PRECAUTIONS AND WARNING NOTES

These procedures shall be invoked as needed in accordance with emergency procedures, and under guidance from the NSSC Disruption of Business Management Team. All NSSC emergency notices, warnings and communication shall be adhered to as established by NSSC governance.

7.0 RECORDS

Records of specific actions taken during an emergency will be retained by the Chief, HR, and will be used as historical reference files only.

8.0 TOOLS, EQUIPMENT, AND MATERIALS

All employees who will potentially be involved if the BCP is implemented will have an RSA token. The RSA token will be used to connect with the NSSC network. As a back-up plan, it has been confirmed through the NSSC Information Technology Division that the RSA tokens can be used if we relocate to the Marshall Space Flight Center and the NSSC network is not available.

Each area will have a jump drive to have the required back-up files in case the "N" drive is not available. In addition, the key employees in the following areas that are considered essential personnel will have permanent docking stations or loaner laptops; specifically, all Drug Test Coordinators and Benefits Counselors.

NSSC Business Continuity Plan	NSBCP-1040-0003 Revision 3.0	
	<i>Number</i>	<i>Revision</i>
	Effective Date: April 15, 2013	
	Expiration Date: April 15, 2014	
Responsible Office: Human Resources Division		
SUBJECT: NSSC Human Resources Business Continuity Plan (BCP) (Redacted)		

The Following Technical/Systems and/or access will be required as indicated:

- a. Regardless of length of time anticipate being down (system descriptions provided in Appendix D):
 1. Critical Systems/Access:
 - Assistant Pro
 - Employee Express
 - EODS
 - eOPF
 - FPPS
 - GRB Assist
 - Internet/Web Access
 - NSSC "N" Drive contents
 - WebTADS
 - WTTS
 - EPTS Admin
 - Printer/Scanner
 2. Non-Critical - None
- b. For those activities we anticipate being down more than 5 business days:
 1. Critical
 - Same requirements for no downtime, plus
 - SATERN
 - SATERN Data Mart
 2. Non-Critical
 - BRIO
 - NAAS
 - NOPS
- c. The Following Technical/Systems and/or access will be required as for Pandemic Events:
 1. Critical Systems/Access

NSSC Business Continuity Plan	NSBCP-1040-0003 Revision 3.0	
	<i>Number</i>	<i>Revision</i>
	Effective Date: April 15, 2013	
	Expiration Date: April 15, 2014	
Page 11 of 23		
Responsible Office: Human Resources Division		
SUBJECT: NSSC Human Resources Business Continuity Plan (BCP) (Redacted)		

- Assistant Pro
 - Employee Express
 - EODS
 - eOPF
 - FPPS
 - GRB Assist
 - Internet/Web Access
 - NAAS
 - NSSC "N" Drive contents
 - SATERN
 - SATERN Data Mart
 - WebTADS
 - WTTS
 - EPTS Admin
 - Printer/Scanner
2. Non-Critical – BRIO

9.0 PERSONNEL TRAINING AND CERTIFICATION

Certifications are not required for NSSC HR personnel to invoke these procedures. Appropriate NSSC HR personnel shall participate in any special training related to continuity of operations, as required by the Center.

NSSC Business Continuity Plan	NSBCP-1040-0003 Revision 3.0	
	<i>Number</i>	<i>Revision</i>
	Effective Date: April 15, 2013	
	Expiration Date: April 15, 2014	
Responsible Office: Human Resources Division		
SUBJECT: NSSC Human Resources Business Continuity Plan (BCP) (Redacted)		

Appendix A - HR Business Work-Around Processes

The following manual workarounds will be used if a natural disaster occurs that results in an interruption of our normal operating procedures:

Benefit/Retirement Processing:

1. Upon arrival to BCP destination, verify physical mailing address, fax and telephone numbers.
2. Notify our customers of this temporary change to ensure receipt of documents.
3. Customers will use the new fax number to send a copy of their retirement paperwork to the Benefits Counselor for review prior to the original package being mailed. Upon review, the Benefits Counselor will contact the employee to provide them with the address to mail their original retirement package.
4. Once we receive the retirement package from the employee, we will conduct a final review, attach all required paperwork and UPS completed package to the Department of Interior for final processing.
5. Record all documents received and forwarded in a Work Activity Log. This log is to remain in a secure locked location until normal operations are live. Once normal operations are back up, we will transfer all information into Remedy and Tech Doc and the secure spreadsheets used for recordkeeping.

Personnel Action Processing (PAP):

1. Upon arrival to Coop destination, verify physical mailing address, fax and telephone numbers.
2. Notify our customers of this temporary change to ensure receipt of documents.
3. Once we arrive at our remote location, we would access the Federal Personnel Payroll System (FPPS) and the Workforce Transformation Tracking System (WTTS) to resume operations.
4. We will continue operations by reviewing the request for personnel actions in FPPS for the impacted period.
5. Check external systems such as WTTS, Entrance on Duty System (EODS) and the Electronic Position Description System (EPDS) for additional supporting documentation.
6. If supporting documentation is not available, we will request the Centers to forward the supporting documentation to the new remote location.

NSSC Business Continuity Plan	NSBCP-1040-0003 Revision 3.0	
	<i>Number</i>	<i>Revision</i>
	Effective Date: April 15, 2013	
	Expiration Date: April 15, 2014	
Page 13 of 23		
Responsible Office: Human Resources Division		
SUBJECT: NSSC Human Resources Business Continuity Plan (BCP) (Redacted)		

7. Check to see if New Hire will be occupying a Testing Designated Position. If so, contact Drug Testing POC to request a pre-employment test be conducted and await results prior to releasing the action for processing. If not, proceed to Step 8.
8. We will code the personnel action based on the supporting documentation provided and conduct an additional quality review of the personnel action prior to releasing the action for processing.
9. After quality review, we will release the personnel action for processing.
10. We will record all documents received and forwarded in a Work Activity Log. This log is to remain in a secure locked location until normal operations are live. Once normal operations are back up, we will transfer all information into Remedy and the secure spreadsheets used for recordkeeping.

Drug Testing:

1. Upon arrival to BCP destination, verify physical mailing address, fax and telephone numbers.
2. Notify our customers of this temporary change to ensure receipt of documents, including the Collection Contractor and the Medical Review Officers.
3. Execute pre-employment drug test if notified by the Personnel Action Processing team, and communicate results to the Center's HR Office and the Personnel Action Processing team.
4. All other customer requests including reasonable suspicion and post accident/unsafe practices will be directed to new telephone number provided.
5. Record all documents received and forwarded in a Work Activity Log. This log is to remain in a secure locked location until normal operations are live. Once normal operations are back up, we will transfer all information to the secure spreadsheets used for recordkeeping.

NSSC Business Continuity Plan	NSBCP-1040-0003 Revision 3.0	
	<i>Number</i>	<i>Revision</i>
	Effective Date: April 15, 2013	
	Expiration Date: April 15, 2014	
Responsible Office: Human Resources Division SUBJECT: NSSC Human Resources Business Continuity Plan (BCP) (Redacted)		

Appendix B – Human Resources Emergency Relocation Group (ERG) (Redacted)

HR Emergency Relocation Group Listing					
Activity	Role	Name	Office Phone	Home Phone	Cell Phone

PRIOR TO BCP AND ERG ACTIVATION, NSSC SENIOR LEADERSHIP TEAM (SLT) MUST MEET AND APPROVE

NSSC Business Continuity Plan	NSBCP-1040-0003 Revision 3.0	
	<i>Number</i>	<i>Revision</i>
	Effective Date: April 15, 2013	
	Expiration Date: April 15, 2014	
Responsible Office: Human Resources Division		
SUBJECT: NSSC Human Resources Business Continuity Plan (BCP)		
(Redacted)		

NSSC Business Continuity Plan	NSBCP-1040-0003 Revision 3.0	
	<i>Number</i>	<i>Revision</i>
	Effective Date: April 15, 2013	
	Expiration Date: April 15, 2014	
Page 19 of 23		
Responsible Office: Human Resources Division		
SUBJECT: NSSC Human Resources Business Continuity Plan (BCP) (Redacted)		

Appendix C - Key Center POC's (Cont)(Redacted)

Center Personnel Action Processing POC's			
Center	Name	E-mail	Phone

NSSC Business Continuity Plan	NSBCP-1040-0003 Revision 3.0	
	<i>Number</i>	<i>Revision</i>
	Effective Date: April 15, 2013	
	Expiration Date: April 15, 2014	
Page 20 of 23		
Responsible Office: Human Resources Division		
SUBJECT: NSSC Human Resources Business Continuity Plan (BCP) (Redacted)		

Appendix C - Key Center POC's (Cont)(Redacted)

Center In-Processing POC's			
Center	Name	E-mail	Phone

NSSC Business Continuity Plan	NSBCP-1040-0003 Revision 3.0	
	<i>Number</i>	<i>Revision</i>
	Effective Date: April 15, 2013	
	Expiration Date: April 15, 2014	
Page 23 of 23		
Responsible Office: Human Resources Division		
SUBJECT: NSSC Human Resources Business Continuity Plan (BCP) (Redacted)		

Appendix E - Acronyms

ACRONYM	DEFINITION
B&A	Business & Administration
BCP	Business Continuity Plan
EODS	Entrance on Duty System
FPPS	Federal Payroll and Personnel System
GRB	Government Retirement and Benefits
HR	Human Resources
HQ	Headquarters
NAAS	NASA Automated Awards system
NSSC	NASA Shared Services Center
OHCM	Office of Human Capital Management
RSA	An Internet encryption and authentication system that uses an algorithm developed by Ron Rivest, Adi Shamir, and Leonard Adleman
SATERN	System for Administration, Training, and Educational Resources for NASA
WebTADS	Web based Time and Attendance System
WTTS	Workforce Transformation Tracking System
EPTS	Ethics Program Tracking System