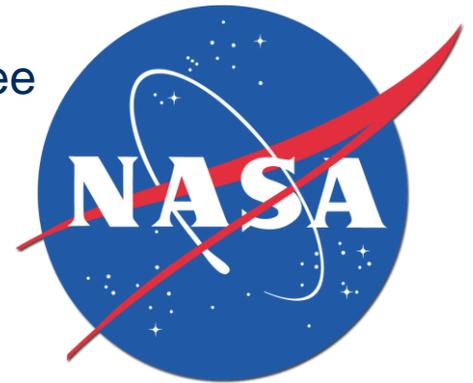


# Business Services Assessment (BSA) Overview Status

Update to the NAC Institutional Committee  
March 16, 2016



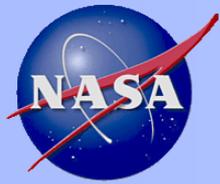


# ***Business Services Assessment***

## **NEW AGENCY OPERATING MODEL**



***IMPERATIVE: Establish a more efficient operating model that maintains critical capabilities AND meets current and future mission needs***



# ***Business Services Assessment (BSA) Overview***

## **Purpose**

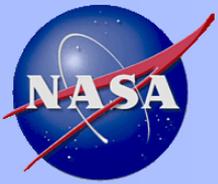
*By engaging Mission Support functions through the BSA, we are working to evaluate the health of each mission support area in a more strategic manner; identifying opportunities for optimization; and developing risk-informed recommendations. The assessments are being conducted in a manner that maintains transparency and involves stakeholders throughout the process.*

## **Success Criteria**

- Enables services to the extent and at the determined location(s) based on decisions that results in operations designed to optimally meet current and future missions.*
- Enables a balance to optimize operations both locally and globally*
- Does not introduce unacceptable risk to the Agency programs/projects*
- Provides transparent decisions that are communicated internally and externally*
- Ensures effective sharing of solutions/capabilities and collaboration across Centers and Mission Directorates*
- Enables reinvestment strategies that seek to restore shortfalls and/or strengthen Agency business services, when savings are recouped*

## **Process**





# ***Business Services Assessment (BSA) Assessments Complete***



**Implementation  
Planning**

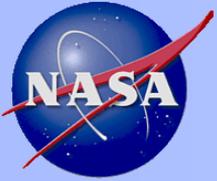
<b>Milestones</b>	<b>IT BSA</b>	<b>Procurement BSA</b>	<b>Human Capital BSA</b>
MSC Decisions Made	May 2015	Nov 2015	Feb 2016
Implementation Plan to MSC	March 2016	April 2016	June 2016



# ***Agency Decisions on Information Technology BSA May 2015***

**Based on BSA recommendations, the NASA Mission Support Council made the following decisions:**

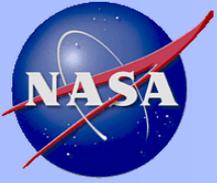
- 1. Clearly defining roles, responsibilities and the governance structure to establish clear authorities of the Agency CIO for management and oversight of the NASA IT portfolio as required by FITARA and other policies and regulations.**
- 2. Implementing a federated/hybrid approach to data centers in order to develop an agency level data center enterprise architecture to serve as a decision framework for consolidation of assets, strategic sourcing, and future investments.**
- 3. Executing a network transformation initiative to enable a seamless, integrated agency system that provides reliable, secure and lower cost services enabling cross center collaborations.**
- 4. Consolidating end-user services for both workstations and collaboration tools to improve security, maintain interoperability standards, maximize efficiencies and meet growing demands for that work across the agency and extend to external partners.**
- 5. Conducting a zero-based review of IT Security spending to actively and clearly understand the agency risk posture and inform action plans and investment strategies.**



# ***Agency Decisions on Procurement BSA November 2015***

## **Based on BSA recommendations, the NASA Mission Support Council made the following decisions:**

- 1. Expanding and strengthening the use of strategic sourcing vehicles to reduce the number of procurement instruments and enable efficiencies**
- 2. Making strategic acquisition assignments in line with the new agency operating model to enable strengthen capabilities and reduce the overall number of procurement instruments**
- 3. Streamlining contract management, reducing the number of tasks, and reducing incremental funding actions to enable more efficient operations**
- 4. Establishing a community of practice to assist with Source Evaluation Boards and centralize management to contract pricing to streamline practices**
- 5. Establishing standard policy guidance to enable more efficient operations**
- 6. Enabling strong and effective knowledge capture and sharing capabilities to improve cross-center collaboration**
- 7. Integrating project management principles into the acquisition process to enhance metrics and reduce lead times**
- 8. Establishing a leadership support model to enable more inter-dependence amongst Center procurement offices and enhance operations**

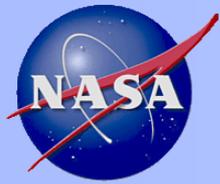


# ***Agency Decisions on Human Capital BSA \* February 2016***

**Based on BSA recommendations, the NASA Mission Support Council made the following decisions:**

- 1. Establishing a Strategic Workforce Planning process and capability that works collaboratively with Missions/Centers.**
- 2. Implementing innovative approaches to enhance recruiting as an Agency and improving awareness of NASA-wide job opportunities outside the Agency.**
- 3. Centralizing transactional operations for classification and staffing and conducting an evaluation of executive resources to determine the best way to manage.**
- 4. Implementing an Agency-wide program to expose early career hires to work across NASA during their first 2 years of employment.**
- 5. Developing and implementing a more structured approach for communicating, identifying and filling supervisory or team lead positions.**
- 6. Conducting zero-based reviews of Agency-wide training and Organizational Development and recommending go-forward approaches.**
- 7. Providing strong and effective support structures for employees working cross-organizational and cross-center.**

**\* Decisions to be discussed in detail by Dan Tenney**



# **Business Services Assessment (BSA) In-Progress**



**On going Deep Dives**

## Budget & Management

(Sep 2015 – Apr 2016)

- Out-briefing findings, observations and optimization opportunities to the BSSC 2/29 – 3/4
- BSSC developing options to vet with stakeholders
- MSC scheduled for 5/24

## Facilities

(Nov 2015 – Jun 2016)

- Core team finalizing health assessment and developing optimization opportunities
- Out-briefing to BSSC 4/25-29
- MSC scheduled for 8/4

## Education

(Mar 2016 – Sep 2016)

- Core team recently selected
- Will be meeting to develop scope and schedule for BSSC approval

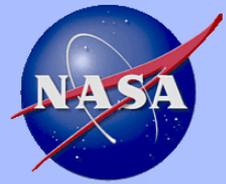
**2016/17 Deep Dives**

Technical Authority/  
Technical Excellence  
(June 2016 – Sept 2016)

Security  
(Sept 2016 – March 2017)

Institutional  
Operational Safety  
(Dec 2016 – Apr 2017)

Logistics  
(March 2017 – July 2017)



# ***Back-Up***

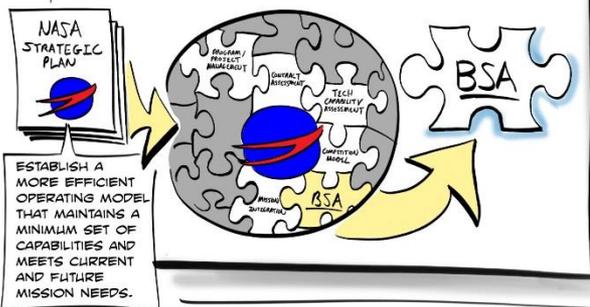


# BSA Overview

## BUSINESS SERVICES ASSESSMENTS (BSA)



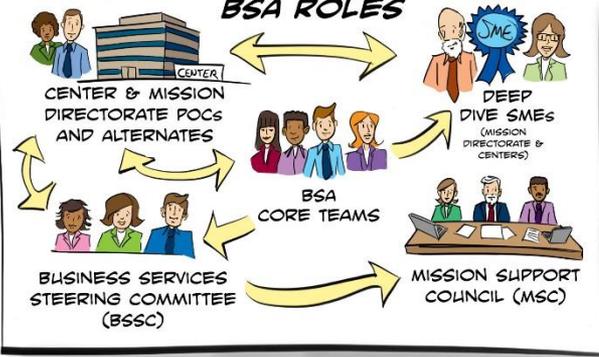
### CREATE A NEW AGENCY OPERATING MODEL



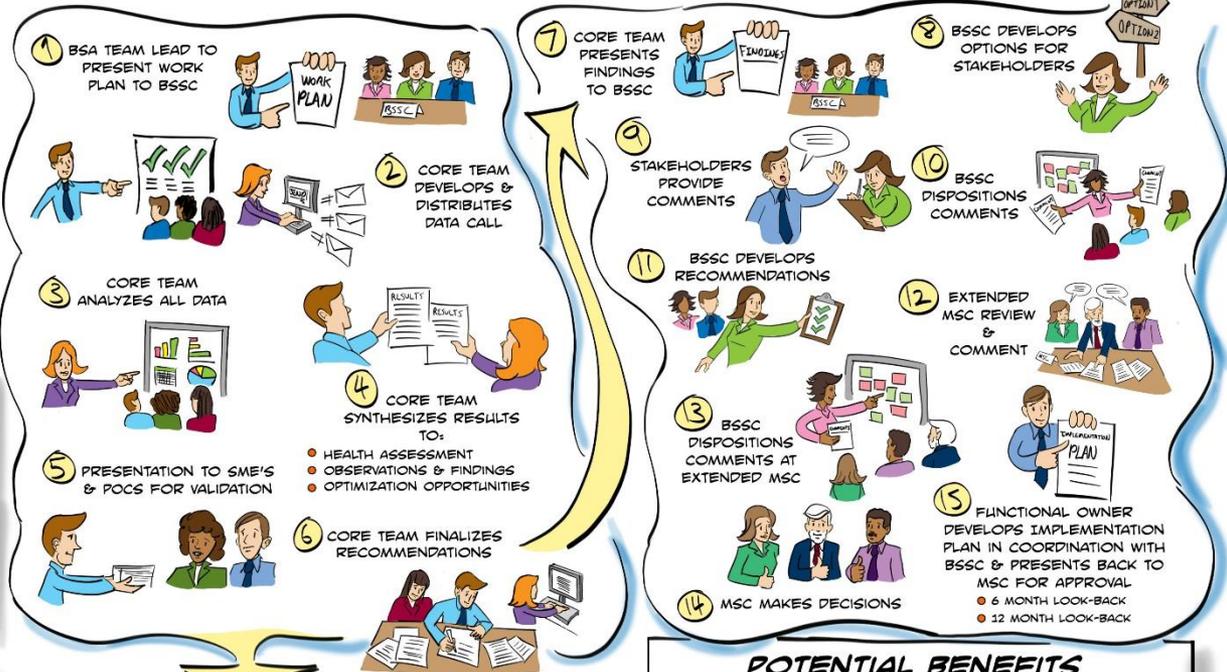
### WHAT ARE WE ASSESSING?



### BSA ROLES



### BSA DEEP DIVE TEAM PROCESS



### QUESTIONS DEEP DIVES ADDRESS



### POTENTIAL BENEFITS

