



Office of Headquarters Operations

All Hands

July 22, 2009

Chris Jedrey
Executive Director, Office of Headquarters
Operations

Welcome and Opening Remarks

Chris Jedrey

Agenda

- Feds Feeding Families, Margie Team
- 2008 Human Capital Survey, Stephanie Diamond
- ITCD Update, Kelly Carter
- New Employees, Chris Jedrey
- Recognitions, Chris Jedrey
- Length of Service Awards, Natasha McNeill
- Upcoming Events, Chris Jedrey
- Q & A and Closing Remarks, Chris Jedrey

Feds Feeding Families

Margie Team
Office of HQ Operations

FEDS FEED FAMILIES **FOOD DRIVE**



reminder

Children and families are in great need of donated food this summer. Feds have met greater challenges before, and we will meet this challenge now. OPM, in partnership with the Chief Human Capital Officers Council, is gathering **one million pounds of food** this summer from Federal employees for the Capital Area Food Bank to distribute throughout our region.

Please bring non-perishable food items throughout **June, July, and August.**

To learn more, visit:
www.FedsFeedFamilies.gov

- Food Bank boxes are located in the East and West lobbies through 9:00 am August 28th



UNITED STATES
OFFICE OF PERSONNEL MANAGEMENT

feds **feed** families

Leadership Expectations

- Leadership
- Work Life
- Good Supervision
- Development of Staff and Self
- Innovation and Work Satisfaction
- Collaboration, Communication, and Teamwork
- Quality

2008 Federal Human Capital Survey

Stephanie Diamond
Human Resources Management Division

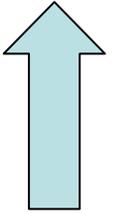
Federal Human Capital Survey

- Administered every 2 years;
- 100% of NASA HQs employees were given the survey;
- Overall NASA response rate = 46%/HQs just under 45%;
- Provides information regarding employee satisfaction;
- Survey results provide valuable insight to Agency leaders regarding the challenges they face in ensuring they have an effective civilian workforce.

HQs Results

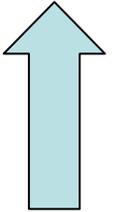
- 2008 shows the highest results we've seen in years – 3.4 % change up from 2006.
- 50 of the 74 items (78%) increased by one or more percentage points since 2006.
- 7 items decreased since 2006 (mostly in the Satisfaction with Benefits area).
- 5 items stayed the same since 2006.

HQs Areas of Particular Note



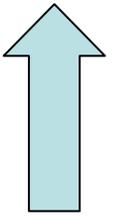
- Personal Work Experience – up to 74 from 71
- Recruitment, Development and Retention – up to 68 from 65
- Performance Culture – up to 56 from 53
- Leadership – up to 61 from 56
- Learning/Knowledge Management up to 73 from 69
- Job Satisfaction up to 57 from 53
- Satisfaction with Benefits up to 56 from 55
- Summary – up to 64 from 61

HQs Areas of Particular Note



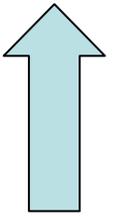
Question #and Theme: Personal Work Experience	2006/ HQs	2008/ HQs	2008/ HQ Ops
(3) I have enough info to do my job well	71	76	79.4
(7) I have trust & confidence in my supervisor	62	67	79.1
(9) Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	64	71	85.2

HQs Areas of Particular Note



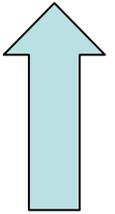
Question #and Theme: Performance Culture	2006/ HQs	2008/ HQs	2008/ HQ Ops
(23) In my work unit, steps are taken to deal with a poor performer who cannot or will not improve	28	33	53.1
(25) Employees are rewarded for providing high quality products and services to customers.	56	61	68.8
(26) Creativity and innovation are rewarded.	49	55	61.2
(27) Pay raises depend on how well employees perform their jobs.	30	35	46.0
(28) Awards in my work unit depend on how well employees perform their duties.	45	54	66.4
(29) In my work unit, differences in performance are recognized in a meaningful way.	33	38	37.4

HQs Areas of Particular Note



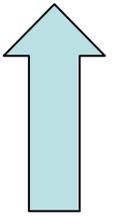
Question #and Theme: Leadership	2006/ HQs	2008/ HQs	2008/ HQ Ops
(38) In my organization, leaders generate high levels of motivation and commitment in the workforce.	40	48	63.7
(39) My organization's leaders maintain high standards of honesty and integrity.	51	58	70.7
(44) Complaints, disputes and grievances are resolved fairly in my work unit.	35	40	44.0
(46) Prohibited Personnel Practices are not tolerated	59	65	80.5
(47) I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	50	57	65.6

HQs Areas of Particular Note



Question # and Theme: Learning (Knowledge Management)	2006/ HQs	2008/ HQs	2008/ HQ Ops
(48) Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.	56	61	77.2
(49) Supervisors/Team leaders in my work unit support employee development.	69	72	74.5
(50) Employees have electronic access to learning and training programs readily available at their desk.	88	93	91.7
(51) My training needs are assessed.	48	56	64.5

HQs Areas of Particular Note

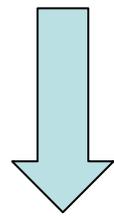


Question # and Theme	2006/ HQs	2008/ HQs	2008/ HQ Ops
(34) Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society. (Performance culture)	63	61	67.5
(35) Policies and programs promote diversity in the workplace. (Performance culture)	65	63	79.4
(59) How satisfied are you with your opportunity to get a better job in your organization? (Job Satisfaction)	39	37	53.2
(64) How satisfied are you with retirement benefits? (Satisfaction w/benefits)	71	69	70.4
(69) How satisfied are you with paid vacation time? (Satisfaction w/benefits)	91	90	93.2
(72) How satisfied are you with work/life programs? (Satisfaction w/benefits)	43	41	64.2
(74) How satisfied are you with alternative work schedules? (Satisfaction w/benefits)	66	61	74.3

What Now?

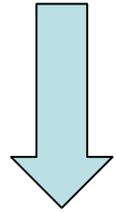
- Office of Personnel Management/Office of Management and Budget are requiring agencies to undertake activities related to hiring reform, employee satisfaction, and employee wellness in conjunction with submittal of the 2011 budget.
- By September 1, 2009, OHCM has asked each Center to:
 - Identify 10 items on the 2008 FHCS where the Center scored the lowest compared to the rest of government;
 - Identify any items on which employee satisfaction decreased since the 2006 FHCS survey;
 - Identify follow up activities;
 - Create an action plan to address.

Ten Items With Lowest Score (Compared With The Rest of Government)



Question #	Gov	NASA	HQs	HQOP S
(20) The work I do is important.	90.8	87.7	83.8	96.3
(71) How satisfied are you with child care subsidies?	9.1	8.7	3.6	5.4
(6) I like the kind of work that I do.	83.8	83.5	78.8	88.4
(32) In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example Fully Successful, Outstanding).	64.3	66.4	59.8	79.2
(61) Considering everything, how satisfied are you with your job?	68.5	74.4	64.1	76.8
(15) The skill level in my work unit has improved in the past year.	52.7	54.4	48.4	66.6
(5) My work gives me a feeling of personal accomplishment.	73.4	78.3	70.2	79.1
(17) My workload is reasonable.	60.0	62.0	57.6	64.9
(18) My talents are well used in the workplace.	62.3	67.2	60.0	72.5
(53) Employees in my work unit share job knowledge with each other.	75.4	80.3	73.1	68.7

Items Where Employee Satisfaction Decreased since 2006



Question #	2006	2008	HQOPS
(34) Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.	63	61	67.5
(35) Policies and programs promote diversity in the workforce (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	65	63	79.4
(59) How satisfied are you with your opportunity to get a better job in your organization?	39	37	53.2
(64) How satisfied are you with retirement benefits?	71	69	79.4
(69) How satisfied are you with paid vacation time?	91	90	93.2
(72) How satisfied are you with work/life programs?	43	41	64.2
(74) How satisfied are you with alternative work schedules?	66	61	74.3
(71) How satisfied are you with child care subsidies?	5	4	5.4

HR Advisory Group Action

- Each HQs organization will discuss with its employees;
- Explore causes and recommended actions/solutions;
- Benchmark where scores are high (HQs Ops in most cases);
- HRMD will roll up and prepare Center-wide action plan for HRAG endorsement.

ITCD Update

Kelly Carter, Acting Division Director
Information Technology and Communications Division

Smartcards

- In accordance with Agency direction, Headquarters will be implementing the use of Smartcards for PC workstation login
 - Currently this implementation is limited to PC workstations
 - Technical elements to support the Mac platform are under development
- Initial PC implementation will provide support for “mixed mode”
 - Customers will be able to utilize current “ID and Password” or “Smartcard and PIN”
- Scheduled deployments with appropriate outreach
 - Start: September 2009
 - Project completion: December 2009

iPhone

- The NASA CIO will soon be issuing guidance on the usage of smartphones
 - Definition: any handheld device, such as a personal digital assistant (PDA), that integrates personal information management and mobile phone capabilities, provides e-mail and web services, and has the ability to execute applications.
- NASA employees and contractors will be able to use ODIN-provided iPhones on the NASA network
 - Apple iPhone 3G model
 - Seat price TBD
- Guidance will include FAQs and policy regarding application downloads, etc.

I3P Update

- RFPs for five new Agency IT services contracts are scheduled for release in August
 - Expecting award in Spring 2010
- ACES (desktop), NICS (networks), and NEDC (data center) will be the primary contracts affecting HQ customers
- All Tier 1 Help Desk and Service Requests will be handled by the NSSC support contractor
- HQ is currently working the redistribution of funding as a result of an SMC action

Color Copier Usage

- NASA is exceeding its allotment of color “flashes” (pages/copies) on the Xerox multi-function devices (MFDs)
 - Average usage of 3,000 – 6,000 flashes per month vs. 2,000 allotment on the highly utilized machines
 - We pay \$.08 per flash over the allotment
- If a black/white document is printed on a color MFD, it is not considered a color flash
 - If one item on an otherwise black/white document is color, it is counted as a color flash
- Please use color printing judiciously
- Please utilize double sided printing and “handout” mode when possible

HQ Onboarding Working Group

- Purpose
 - To improve the timely delivery of tools and services to new hires enabling them to be productive on day 1 or as close to day 1 as possible
- Membership
 - HR, Security, Facilities, IT (including Account Admin and ODIN)

HQ Onboarding Working Group

- Work currently underway:
 - Established a communication mechanism between the service providers to facilitate better and timely communication
 - Reviewing the Agency Onboarding Initiative for NASA (OBIN) Report of Technical Onboarding and Onboarding Experience
 - Conducting a Lean Six Sigma event for HQ (August)
 - Establishing report criteria to monitor and improve onboarding metrics
 - HR facilitating a Center Visit for new hires prior to their start date so onboarding pre-requisites can begin prior to start date (badging, E-QIP application)

HQ Onboarding Working Group

- What Orgs Can Do To Help:
 - Submit your CICO requests as soon as you have the UUPIC, preferably one week before start date
 - When onboarding contractors, submit your PIV requests in a timely manner
 - Identify and communicate any unusual check-in use case (e.g., civil servant becoming a contractor or vice versa; contractor supporting HQ but working off a Center contract).
 - Special coordination may be needed
 - If you are a PIV Requester and/or PIV Sponsor, take the mandatory training in SATERN

New Employees

- ITCD Darlene Brown (3/2)
- FASD Sharon Oby (5/24)
- HRMD Andrea Arnold (3/1)

Recognitions

- **Kelly Carter/Dennis Groth, IT & CD**
 - **The CSSC Staff** are to be commended for the exceptional job on the design for the rededication for the Great Hall, the introduction of the new conference rooms, the work creating the Apollo 40th Anniversary exhibit, mission-specific graphics, west lobby exhibition, and video was a multimedia extravaganza experience.
- **Diane DeTroye, Office of Education**
 - My thanks and appreciation to **Mike Crnkovic and the CSSC Staff** for their hard work and expedited customer service delivering a pin montage on an incredibly short notice.
- **Janet Petro, KSC**
 - I wanted to pass along my thanks to your team at NASA Headquarters. In route to HQ, (Janet) discovered at the Orlando airport her computer problems were not resolved, and her computer was needed at the meeting – and when she arrived at Reagan Airport, **Mr. Matthew Veillette** had sent me the email below. When she arrived at the building, he expeditiously helped out with all IT issues. She up and running in record time – and he had to go the extra mile to make it happen.

- **Ron Ticker, Space Ops**
 - A large part of the success of the Photosynth models was due to **Bill Keeter's** efforts. This was a learning process and required Bill to train himself. He acquired the needed expertise on the emerging technologies and software products with little or no guidance. Bill provided good feedback and coordinated well with the Microsoft Photosynth and Silverlight developers, with JSC for the imagery, and with ARC and HQ web portal officials for the website development and release. He identified and helped resolve problems along the way. He did an outstanding job.
- **Sheree Stovall-Alexander, Public Services and Protocol Division**
 - My thanks and appreciation to all for the exemplary work provided to the Public Services and Protocol Division. We are most proud of the CSSC designer talents. **Steve Schaberle** created an absolutely stunning design for the rededication of the Great Hall and the introduction of the new conference rooms to the NASA community.

- **Al Feinberg and Beth Dickey, Public Affairs**
 - **Maria Werries**, InDyne, received kudos from Al Feinberg and Beth Dickey for her photography at the Collier Dinner in support of Aeronautics.
- **Webby Nominations and Graphics Awards**
 - **Tim Smith, Colleen Kaiser, and Yvette Smith**, InDyne received a Webby nomination in the government web site category for keeping the www.nasa.gov content up to date. (**Yvette Smith** was also part of a team to receive an Agency Honor Award for the web site.)
 - **Tim Smith** and, **Gamble Gilbertson**, Multimedia Team, InDyne are to be commended on their latest round of awards.
 - **HITSS** received 2 Communicator Awards for animations created for SMD's "**Understanding Solar System Dynamics: Orbits and Kepler's Laws**" in the Information Category and the Use of Animation Category and 1 Communicator Award for "**Tour of the Electromagnetic Spectrum: Intro Video**" in the Education Category.

- **Dave Barrett, Office of the General Counsel**
 - Words cannot express the deep gratitude I have for **Inez Hunter**. Inez is always a top performer in my book. Her proactive approach to her job duties, her professionalism with clients, and her attention to detail make her one awesome HR specialist and management advisor. When working actions with my office I can always depend on her reliable advice and high quality written work products that at some Agency's may be seen as legal work. Inez takes so much pride in her work and "her cases" that she took charge and left me with no worries.
- **Mike Torres, Office of Diversity and Equal Opportunity**
 - I want to extend my appreciation for the excellent contribution **Judy Phillips** made to our organization. She participated as an outside reviewed in an ODEO proposal review panel regarding support services for compliance reviews to be conducted by NASA. Her outstanding analytical and communication skills significantly contributed to the final results, in a very timely manner.

- **Mike A. McNeill, Deputy Director, Environmental Management Division, I&A**
 - We had an unusual situation with an IPA "mandatory 2-month break in service", and I approached the ITCD staff to see what they might be able to do to minimize the impacts. **Joan Verbeck, Greg Kerr, and Elaine Bowman** brainstormed and found an outstanding solution that meets the IT security needs while not wasting NASA's time or money. Most of all, I appreciate that they didn't just hand me the stock answer and call it "done", but rather took time to understand my concern, and found an innovative solution.
- **George Varros, 53468 Varros Asteroid Belt**
 - Recently, the main belt asteroid 2000 AC2 was renamed "(53468 Varros" by the International Astronomical Union (IAU), as requested by the discoverer, **Stefano Spossetti**. Mr. Spossetti is an Italian astronomer living in Switzerland with some 120 asteroid discoveries to his credit. Mr. Spossetti requested the asteroid be renamed in recognition of the work George has done popularizing lunar meteoroid impact detections and getting more amateur astronomers to do the same.

- **Judith Phillips, EODM**

- Thank you for the outstanding customer support **Byran McCall**, ITCD provided for our Take Your Children to Work program. Your level of support, coming in early, and staying on standby throughout the day was appreciative.
- Many thanks to **Tom Powers** for finding the postcard program, physically setting up the equipment, and helping troubleshoot the program. Without his help, our event would have lacked a popular activity.
- Thanks to **David Redman, FASD** and his staff for their support to the Take Your Children to Work program. **Eric Rountree** produced miracles working through logistical nightmares. **Cherie Zieschang** was very patient and creative in working with us to create a healthy activity for the program.
- The **facility staff and movers** did an outstanding job setting up the program outside the auditorium.
- The program was a success due to the support and coordination from the **Information Technology and Facilities staff**.

- **George Albright, Science Mission Directorate**
 - Kudos to the **On-Boarding Working Group** for the great progress and teamwork.
- **Chris Jedrey, Executive Director HQ Operations**
 - Many thanks to **Dennis Groth, Jeff Hall**, and **Joe Lanasa**, ITCD and **Emer McCarthy, Ed Motsinger, Meng Li**, and **Ellis Kitchen**, Indyne, for their joint effort and great facilitation in the purchase and installation of QuickBooks Pro 2009 for the NASA Exchange.
- **Yvette Coles, HRMD**
 - I would like to recognize **Sean Johnson**, HQ Security Officer, for going above and beyond the call of duty and taking the time away from his other responsibilities to help me one evening while working late. I went to the garage, started my car, and it was dead. Officer Johnson was kind enough to locate jumper cables and get my car started.

- **Chris Jedrey, Executive Director HQ Operations**
 - Thank you for your thoughtfulness to - **Mike Chambers, Michael Cabbage, Barbara Gibson, Richard Spencer** and **Craig Levin**
 - As we prepare for another busy day at NASA Headquarters, I wanted to take some time out to recognize your recent consideration and generosity to a family visiting recently from Iowa, and to say thank you personally. The family was staying at the Marriott hotel across the street from Headquarters, and put up a sign in their window stating “We love NASA”.
 - In case you haven’t had a chance to read the note from “Iowa Mom”, here is an excerpt from her letter.
 - “After returning home we've been telling people that our experience in Washington D.C. was great and we met all sorts of wonderful people who were very helpful, yet it's the people at NASA Headquarters who went way above and beyond anything we'd have ever expected to make us feel welcome. They definitely have converted all of us! Thanks to everyone we encountered.”
 - I’d like to thank you all again for your kindness. I know you all recognize what a remarkable program you’re supporting at NASA and no matter your role, that each of you are contributing to something that one day we will all look back upon and be proud.

Length of Service Awards

Natasha McNeill
Office of HQ Operations

- **Five Year Service Award**
 - Paul Raudenbush
 - Tara Hairston
 - Michele O’Connell
- **Ten Year Service Award**
 - Jannette Black
 - Rebecca Bythewood
- **Fifteen Year Service Award**
 - Deedy Peters
 - Sheila Jackson (absent)
 - Sam Ramos
- **Twenty Year Service Award**
 - Rose Butler
 - Chris Beidel (absent)
 - Inez Hunter
- **Thirty-Five Year Service Award**
 - Yvette Coles
 - Stephanie Diamond
 - Brenda Spicer (absent)
 - Chris Jedrey
- **Forty Year Service Award**
 - Ray Johnson (attending Apollo events)

Upcoming Events

- Columbia Café
 - Summer hours, streamlined menu, catering
- Crab Feast
- Fall Golf Tournament
- Picnic

Questions / Answers

Closing Remarks