SORRY.... 😞
Agenda

• Welcome Remarks
• NASA Core Values
• Vision and Goals
• Combined Federal Campaign
• March Madness
• Training Needs Assessment
• HQ Web Site Redesign/Event and Meeting Services
• Pandemic Preparedness
• New Employees
• Recognition
• Customer Service
• Upcoming Events
• Questions and Answers
• Closing Remarks
Welcome and Opening Remarks
Mission success requires uncompromising commitment to Safety, Excellence, Teamwork, and Integrity.
Mission Support Directorate Attributes

• Operate NASA Headquarters in the same manner as a field center

• Agency level leadership/policy/guidance for appropriate functions provided from a separate office.

• Infrastructure, Human Capital Management, NSSC report directly to the AA/DAA

• Functions of program and institutional integration incorporated into the Directorate office
VISION AND GOALS

• To make the best Operations Office given our resources, manage wisely, focus on our customers, provide for our employees, and support the NASA Headquarters mission.

• Ensure NASA Headquarters has the facilities, services, and resources to successfully accomplish the management and oversight of NASA and to achieve the US Vision for Space Exploration.

• Provide high-quality customer service with a focus on personal interaction with our customers

• Embrace and enable creativity and innovation in executing our responsibilities.
Combined Federal Campaign

• NASA Headquarters Goal $260,000; NASA HQ collected $338,328
  I&M’s goal $68,589; collected $92,436
• 34 Eagle Awards and 9 Double Awards
• Sherry McAllister, Headquarters Campaign Manager
• Lora Dunn, HQ Operations Team Captain
MARCH MADNESS

Judy Phillips
HQ Equal Opportunity & Diversity Management
Drew Elementary Book Drive was very successful
Thank you for all your generosity and support!
In honor of Women’s History Month, EODM will screen the documentary:

For The Next 7 Generations

March 18, 2010
NASA HQ Auditorium 11:30-1:30
In honor of “March Madness” EODM proudly presents…

March Movie Madness!!
Bring your lunch and join us throughout March as we screen an eclectic mix of films celebrating diversity!

More information is available on the EODM Website and Inside HQ.
Training Needs Assessment

Deedy Peters
HQ Human Resources Management
Employee & Organizational Excellence Branch
Training and Organizational Learning Needs Assessment

• Comprehensive Needs Assessment will be conducted at NASA HQ

• Initially, the needs assessment will be piloted across organizations within the Office of HQ Operations

• Findings will be used to plan learning, leadership development, and organization consulting activities occurring in fiscal year 2011 and perhaps beyond

• A more comprehensive needs assessment will be conducted across all organizations at NASA HQ later in the year
Assessment Purpose & Objectives

“EOEB’s primary goal is to have a measurable impact on individual and organizational performance, thereby enabling target audiences to accomplish NASA’s mission-related objectives”

• **Objectives:**
  - Establish baseline assessment of training and organizational learning services offered in the HQ Operations Office
  - Address gaps in services related to training, leadership development, and organizational development
  - Ensure wise investments are made in training, leadership development, and organizational development services

• **Assessment Focus Areas**
  - Organizational and Discipline Competencies
  - NASA Leadership Model Competencies
  - Executive Core Qualifications
Overarching Framework and Timeline

1) **Conduct Pre-Planning and Design**
   - Formulate Hybrid Team to Conduct Study
   - Brainstorm Approach
   NOVEMBER-DECEMBER 2009

2) **Formalize Approach and Project Plan**
   - Inquiry Questions
   - Evaluation Criteria and Factors
   - Data Collection Methodology // Identify
   - Project Tasks & Milestones/Competencies
   JANUARY-FEBRUARY 2010

3) **Conduct Assessment**:
   - Collect Data, Synthesize & Analyze Data
   MARCH-APRIL 2010

4) **Finalize Assessment Report**
   - Hold Briefing to Discuss Results
   MAY-JUNE 2010
NASA is partnering with KnowledgeAdvisors, Inc. to conduct the Training and Organizational Learning Needs Assessment.

HRMD/Employee & Organizational Excellence Branch

De Andrea Peters, Branch Chief
Kim Haney-Brown, Lead, Organization Development, Leadership, and Special Projects
Adib Sabree, Lead, Professional Development & Career Management

MORE INFORMATION WILL BE DISSEMINATED TO HQ EMPLOYEES IN APRIL 2010.
Inside HQ Web Site Redesign Status

Kelly Carter, Headquarters CIO
HQ Information Technology & Communications
Inside HQ Web Site Redesign

• **Inside HQ Redesign - Phase I**
  – Deployed October 2009
  – Migrated current content into new look and feel
  – Made minor improvements and added new features
  – Reorganized links to make it easier to find information

• **Inside HQ Redesign - Phase II**
  – Changes will be based on customer input gathered through focus groups
  – New features will be added
  – Plan to use social media tools to promote HQ networking, collaboration, and knowledge sharing
  – New site will be available in June 2010
Event Support

Bryan McCall
HQ Information Technology & Communications
Background

• Event support at Headquarters has become more complex
  – Traditional support included room, projection capability and microphones
  – Now it’s standard for customers to need multi-media support including audio, video, recording, and broadcasting capability
  – Relevant policies regarding collecting, publishing and sharing information are often not known by the customer

• Several high-visibility teams have been established by the Administrator’s office
  – Quick turnaround support from multiple service providers has been required
  – Need for single point of contact and better internal coordination has become evident

• Executive Director, HQ Operations, requested a team be formed to discuss and implement improvements in the internal coordination of events, to better serve the customers’ needs
Team Members

- Bryan McCall, Assigned as Team Leader
- HQ Facilities
- Office of Public Affairs and NASA TV
- Office of Independent Program and Cost Evaluation (Previously PA&E)
- HQ EEO
- HITSS (InDyne, Inc.)
- ODIN
- NISN
- UNITeS
- ASARS
- ITI
Team Activities

• Held focus group discussions with service providers and major customers
• Developed draft checklist of required steps and integration points for events
  – Will be finalized and used to obtain up-front requirements from customers and track internal actions before and during events
• Implemented procedure for notifying Team Leader when an event is scheduled through the Facilities Help Desk Scheduler
• Established collaboration tool for posting and sharing documents for the team
• Identified and have begun to implement enhancements within existing conference rooms
• Added new resources identified as immediately necessary (Recording Studio in a box)
Results So Far

• Internal communication and coordination within HQ Ops organizations has significantly improved
• Team has responded in a well-coordinated way to a number of high-profile events for the Administrator’s and other offices
• Several customers, including senior Agency leadership, have provided extremely positive feedback

Thanks to all who are contributing to this important effort!
PANDEMIC PREPAREDNESS

David Redman
HQ Facilities & Administrative Services
PANDEMIC PREPAREDNESS

- **Telework Drills**
  - Quarterly basis starting February 2010
  - One day per year for each Office/Directorate
- **HQ Telework drills web site:** [www.hq.nasa.gov/telework-drills](http://www.hq.nasa.gov/telework-drills)
  - Telework schedule
  - Telework Preparedness
  - Telework Readiness Checklist
  - Remote Connectivity Guide
  - Useful Web sites
  - FAQs
- **H1N1 tracking is on temporary hold**
  - Shots are available for all Government and Contract employees in the Health Unit.
  - Pandemic web site: [www.hq.nasa.gov/flu](http://www.hq.nasa.gov/flu)
New Employees

• Kelly Carter, Director, ITCD
• Martesia Lavant, HRMD
• Isabel Reyes, HRMD
• Michael Cummins, HRMD
• Adib Sabree, HRMD
• Cheryl Thomas (Career Counselor) HRMD
• Susan Snyder (Contractor) (HRMD)
• Leslie Cahoon, ITCD (Effective 3/29)
Headquarters Operations Webpage New Features

Talk to Chris Jedrey
Ask the Executive Director for HQ Operations a question, and have your answer posted anonymously on the HQ Operations Website.

+ Submit your question

Customer Service Feedback
Submit a good or bad customer service experience that you think needs to be acknowledged.

+ Submit Feedback

Customer Service Comments
RECOGNITION

Headquarters Operations Staff
  M. O’Connell  N. McNeill  R. Jones
  M. Team  W. Winslow  J. Meidinger
  M. Day  E. Rountree  J. Stumpf
  S. Brock  D. Groth  B. McCall
  IT Team  D. Lewis

InDyne (HITTS)
  HITSS Team  K. O’Connor

Lockheed Martin (ODIN)
  D. Nguyen  M. Veillette  D. Bryant
  ODIN Team  ODIN Support Help Desk
RECOGNITION

MEDIA FUSION

M. Chambers  R. Brown  L. Jirousek
CSSC Team Members  R. Cunningham

SECTEK

A. Houze  Lt. B. Gibson

ASARS

F. Gomez  J. Thompson  ASARS Team  Library Staff

CONGRATULATIONS:

Yvette Banker
Society for Human Resource Management Professional Certification
LENGTH OF SERVICE AWARDS
Thru March

Natasha McNeill
CUSTOMER SERVICE AWARD

Margie Team
The trip was absolutely wonderful, truly an eye opener for someone so far removed from NASA’s mission. A heartfelt thank you to my tour guide Lori Wheaton, who did an excellent job. I witnessed astronauts suit up and lowered into the training pool (102 ft wide, 40 ft in depth) at the Neutral Buoyancy Laboratory, was able to take photos (awesome)! I was personally introduced to Canadian astronaut Chris Hatfield and he patiently answered questions I’m sure he’s heard a million times. Fascinated to learn JSC is the home to NASA’s astronauts and responsible for the training of our space station partner nations.

Another remarkable moment was the tour of the Mission Control Center and the Space Shuttle Flight Control Room. Flight control teams are on duty 7 days a week, 24 hours a day, 365 days a year.

I encourage HQ to continue with the Customer Service Program to give other individuals a different perspective of what goes on at the Center level.

Again thank you for the opportunity!

Wanda Brown, GSFC
Customer Service Award

During my center tour I visited the Sonny Carter Training Facility, Neutral Buoyancy Laboratory, Space Vehicle Mockup Facility, Mission Control Centers (for the ISS and Space Shuttle. The employees at JSC really take pride in assignments and were willing to answer any questions and view the facility where they make the space suits. This was very interesting because the space suit (gloves, shoes) are extremely heavy. The Space Vehicle Mockup Facility was quite an experience. I entered the shuttle mock-up and they are extremely close conditions.

The mission is different at HQ and after visiting JSC it made me feel like I was really a part of the NASA. A part that I could touch and see.

*Rhonda Horton-Taylor, HRMD*
Upcoming Events

• Exchange Council Events

  – March 17    St. Patrick’s Day Social
  – April 14    Ice Cream Sundae Social
  – April (TBD) Book Fair
  – May 12      Trail Mix Social
  – May 21      Spring Golf Tournament (AAFB)
Questions & Answers
Closing Remarks