

Responsible Office: Office of Headquarters Operations  
Subject: Memorandum of Agreement Process (Code C)



Office of Headquarters Operations

Office Work Instruction

## Memorandum of Agreement Process

Approved by (Original Signed By) Date 5/3/02  
Timothy M. Sullivan  
(Acting) Director for Office of Headquarters Operations

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### DOCUMENT HISTORY LOG

<u>Status (Baseline/ Revision/ Canceled)</u>	<u>Document Revision</u>	<u>Effective Date</u>	<u>Description</u>
Baseline		12/10/99	
Revision	A	5/1/00	<p>Sec. 1.0 added: ... modify "and approve" the Memorandum of "Agreement and Service Level Agreements (SLAs)"...</p> <p>Sec. 3.0 added: AA, Enterprise AA and GSFC definitions</p> <p>Sec 4.4 added "the AA for Earth Science" to reference</p> <p>Sec 5 &amp; 6.3 pluralised "AA" and added "Office of Earth Science" to approvals.</p> <p>Sec. 5 &amp; 7 Added Revised Draft Memorandum of Agreement and Service Level Agreements as Quality Records.</p> <p>Sec 7 listed URL for location of MOA and SLA</p>
Revision	B	01/23/01	<p>Cover page, corrected to indicate that there are 8 pages.</p> <p>Sec. 3.1, corrected spelling for the word "Administrators."</p> <p>Sec. 4.5. First sentence, removed the word "Headquarters" which was duplicative. Also, removed the word "DRAFT" from the end of the section.</p> <p>Sec. 6.3. Removed a question mark from the end of the first sentence and replaced it with a period.</p> <p>Sec. 6.7. Removed a question mark for the end of the first sentence and replaced it with a period.</p>
Revision	C	04/04/01	Correct "References" , item 4.3 to read NPG 1000.3 "The NASA Organization" vs NHB 1101.3 "The NASA Organization Handbook."
Revision	D	05/03/02	Change title of Head of the Office of Headquarters Operations from "Associate Administrator" to "Director". Add a sentence to Article 1.0, "Purpose" indicating that any NASA center can provide services to Headquarters under these procedures. Modify the flowchart, section 5.0, to indicate "Director " (abbreviated "Dir") rather than "Associate Administrator" for the head of the Office of Headquarters Operations.

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## 1.0 Purpose

The purpose of this office work instruction (OWI) is to describe the procedures used by the Office of Headquarters Operations to review, modify and approve the Memorandum of Agreement and Service Level Agreements (SLAs) with the Goddard Space Flight Center (GSFC), hereinafter referred to as the Memorandum of Agreement, for certain services provided to Headquarters. Additional services could be obtained from other NASA Centers. If this occurs this document will be modified accordingly.

## 2.0 Scope and Applicability

### 2.1 Scope

This OWI pertains to the Memorandum of Agreement with the GSFC that covers support activities provided by the GSFC to Headquarters in the following areas:

- (a) Logistics support and related administrative functions;
- (b) Procurement;
- (c) Training and development activities for Headquarters employees;
- (d) Accounting; and
- (e) Grants including procurement, and resources and accounting activities related to Grants.

### 2.2 Applicability

This OWI applies to the Office of Headquarters Operations personnel involved in the revision of the Memorandum of Agreement.

## 3.0 Definitions

#	Item	Definition
3.1	<u>AA</u>	Abbreviation and acronym for Associate Administrators of Headquarters Enterprises and Functional Offices
3.2	<u>Director (Dir).</u>	The Director of the Office of Headquarters Operations.
3.3	<u>Center Director</u>	The Director of the GSFC
3.4	<u>Enterprise AA</u>	The Associate Administrator for the Office of Earth Science
3.5	<u>Executive Officer</u>	The Executive Officer for the Office of Headquarters Operations
3.6	<u>Functional Manager</u>	The official at GSFC with direct responsibility for providing the support activities listed in Section 2.1. The identity and specific responsibilities for each Functional Manager will be defined in their respective Service Level Agreement.
3.7	<u>GSFC</u>	Goddard Space Flight Center
3.8	<u>Management Counterpart</u>	The official at Headquarters with historical responsibility for a function listed in Section 2.1 that is no longer performed at Headquarters but which has been transferred to GSFC. The identity and specific responsibilities for each Management Counterpart will be defined in their respective Service Level Agreement.

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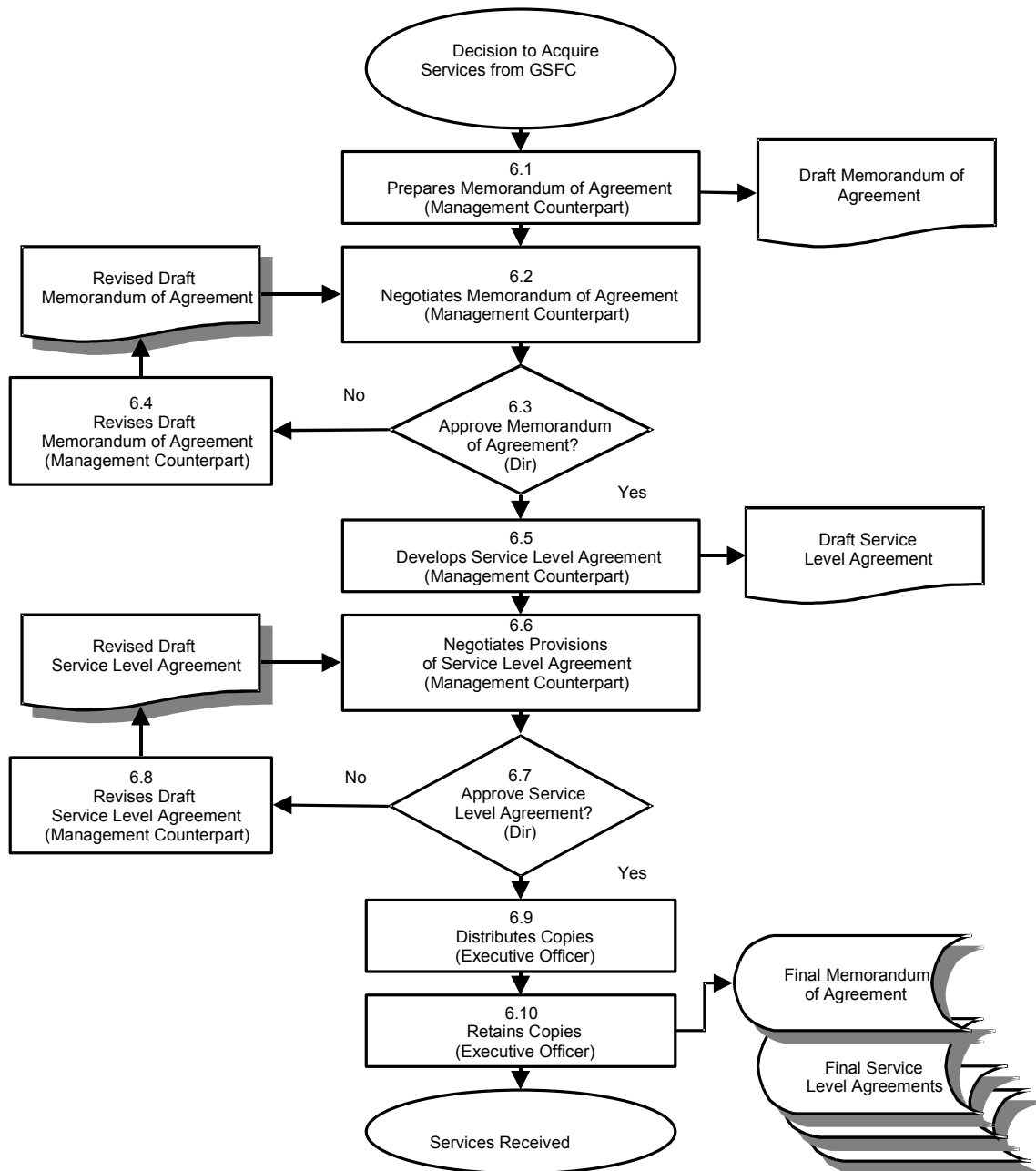
#	Item	Definition
3.10	<u>Service Level Agreement.</u>	This is a document that details the functional support activity transferred from NASA Headquarters to the GSFC. Once a function is transferred to GSFC with the signing of a Service Level Agreement, GSFC assumes responsibility for the delivery of the service described in the Service Level Agreement. Service Level Agreements include the following information: (a) description of services to be provided; (b) positions of the GSFC Functional Manager and Headquarters Management Counterpart; (c) roles and responsibilities of the GSFC Functional Manager and Headquarters Management Counterpart; (d) resource requirements and proposed savings; (e) place of performance especially if it is not performed at GSFC; performance metrics; and reporting requirements and frequency of reports.

#### **4.0 References**

- 4.1 NASA Policy Directive (NPD) 1000 - NASA Strategic Plan
- 4.2 NASA Procedures and Guidelines (NPG) 1000.2 - NASA Strategic Management Handbook
- 4.3 NPG 1000.3 - The NASA Organization
- 4.4 Memorandum of Agreement Between the NASA Headquarters Office of Headquarters Operations (Code C), the AA for Earth Sciences and the GSFC, effective November 3, 1997.
- 4.5 Service Level Agreement Between the NASA Headquarters Business Management Division (Code CF) and the Goddard Space Flight Center Logistics Management Division (Code 230) Regarding the Transfer of Selected Headquarters Logistics Support and Related Administrative Functions to Goddard Space Flight Center.
- 4.6 Service Level Agreement Regarding the Transfer of NASA Headquarters Procurement Functions to NASA's Goddard Space Flight Center, effective February 5, 1999.
- 4.7 FY 99 Service Level Agreement Regarding the Transfer of NASA Headquarters Training Functions to NASA's Goddard Space Flight Center, effective April 12, 1999.
- 4.8 FY 99 Service Level Agreement Regarding the Performance of Headquarters Accounting Functions by the Goddard Space Flight Center, effective April 26, 1999.
- 4.9 Service Level Agreement Regarding the Transfer of the NASA Headquarters Grants Function to NASA's Goddard Space Flight Center, effective April 20, 1999

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## 5.0 Flowchart



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## 6.0 Procedure

Step	Actionee	Action
6.1	Management Counterpart	Prepares a Memorandum of Agreement, or modifications to an existing Memorandum of Agreement, that describes the services to be provided by GSFC to Headquarters. Preparation of this <u>draft</u> Memorandum of Agreement is done in coordination with Functional Manager. Both the Management Counterpart and the Functional Manager include provisions that describe the support services to be provided by GSFC in a general and overall manner consistent with verbal instructions from the Director and Center Director respectively. The <u>draft</u> Memorandum of Agreement is a document prepared in a format based on other Memoranda of Agreement or Memoranda of Understanding that encompass similar matters and which will be supplemented by other documentation (in this case Service Level Agreements) to more specifically delineate how those services actually are to be performed.
6.2	Management Counterpart	Negotiates provisions in the Memorandum of Agreement with the Functional Manager so that the Memorandum of Agreement will be acceptable to the Director. This means that the provisions must: (a) encompass and describe the services required by Headquarters; and (b) have terms and conditions that conform to the Headquarters management interest and need for having the services provided by GSFC.
6.3	Director	Approves the Memorandum of Agreement. Approval is predicated upon all terms and conditions of the Memorandum of Agreement being as requested and acceptable to the management interests at Headquarters. If acceptable, the Director for the Office of Headquarters Operations and the Associate Administrator for the Office of Earth Science sign the Memorandum of Agreement and returns it to the Management Counterpart. This document, with the signature of the GSFC Center Director, then becomes the <u>final</u> version of the document. The process then skips to Step 6.5 pertaining to Service Level Agreements.  If the provision(s) of the <u>draft</u> Memorandum of Agreement are unacceptable, then the Director will return it to the Management Counterpart to incorporate revisions. The most recently dated version of the draft will be the action version; previous versions will be destroyed. Go to 6.4.
6.4	Management Counterpart	Revises provisions of draft Memorandum of Agreement to better conform to Director's position. This will result in a <u>revised draft</u> Memorandum of Agreement that will be subject to further negotiation in Step 6.2. The most recently dated version of the draft will be the action version; previous versions will be destroyed.
6.5	Management Counterpart	Develops Service Level Agreement, or modifications thereto, for each functional support service that will be provided by GSFC. Developing this <u>draft</u> Service Level Agreement is done in

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- coordination with Functional Manager. Both the Management Counterpart and the Functional Manager include specific provisions describing how the support services will be provided by GSFC. The draft Service Level Agreement is to be consistent with terms and conditions of the Memorandum of Agreement. The draft Service Level Agreement is prepared in a format based on other Service Level Agreements between GSFC and Headquarters, because many of the provisions are called for in the Memorandum of Agreement. . The minimum content of the Service Level Agreement is described in Section 3.8.
- 6.6 Management Counterpart Negotiates provisions in the draft Service Level Agreement with the Functional Manager so that the draft Service Level Agreement will be acceptable to the Director. This means that the provisions must: (a) encompass and describe the particular service required by Headquarters; and (b) have terms and conditions that conform to the Headquarters interest for having that service provided by GSFC.
- 6.7 Director Approves the Service Level Agreement. Approval is predicated upon all terms and conditions of the Service Level Agreement being as requested and acceptable to the management interests at Headquarters. If acceptable, the Director signs the Service Level Agreement, which, with the signature of the authorized GSFC representative, then becomes the final version of the document. The process then skips to Step 6.9 regarding distribution.
- If the provision(s) of the draft Service Level Agreement are unacceptable, then the Director will return it to the Management Counterpart to incorporate revisions. The most recently dated version of the draft will be the action version; previous versions will be destroyed. Go to 6.8
- 6.8 Management Counterpart Revises provisions of draft Service Level Agreement to better conform to Director's position. This will result in a revised draft Service Level Agreement that will be subject to further negotiation in Step 6.6. The most recently dated version of the draft will be the action version; previous versions will be destroyed.
- 6.9 Executive Officer Distributes copies of the approved, final versions of the Memorandum of Agreement and/or Service Level Agreement(s) to Management Counterparts at Headquarters and Functional Managers at GSFC.
- 6.10 Executive Officer Retains copies of the approved, final versions Memorandum of Agreement and the Service Level Agreement(s) in the Office of Headquarters Operations files.
- 6.11 Management Counterpart Services are received at Headquarters from GSFC in accordance with the provisions of the Service Level Agreement.

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## 7.0 Quality Records

Record Identification	Owner	Location	Record Media: Electronic or Hard Copy	Schedule Number and Item Number (NPG 1441.1)	Retention/Disposition
Revised Draft Memorandum of Agreement	Director	Office of Headquarters Operations	Hard Copy	Schedule 1, Item 6.C.	Destroy when obsolete or superseded.
Revised Draft Service Level Agreement	Director	Office of Headquarters Operations	Hard Copy	Schedule 1, Item 6.C.	Destroy when obsolete or superseded.
Memorandum of Agreement.	Director	<a href="http://hqiso9000.hq.nasa.gov/service.htm">http://hqiso9000.hq.nasa.gov/service.htm</a>	Electronic	Schedule 1, Item 6.C.	Destroy when obsolete or superseded.
Service Level Agreements.	Director	<a href="http://hqiso9000.hq.nasa.gov/service.htm">http://hqiso9000.hq.nasa.gov/service.htm</a>	Electronic	Schedule 1, Item 6.C.	Destroy when obsolete or superseded.