

**NASA Headquarters
Operational Support Services
Program Review Outline
- NASW 01003 -**

LESCO

Reporting for: February 2006

I. Program Management – Paul R. Mugge, Program Manager

- Technical
- Human Resources
- Safety & Health
- Contractual
- Other Issues

II. Information Production Group – Olivia Curtis, Group Manager

- Document Services Center
- Duplicating Services
- Audiovisual Support
- Printing & Design

III. Information Resources Group – Marvette Cofield, Group Manager

- Headquarters Library
- Law Library
- History/Archives Support
- Information Center
- Public Inquiries

IV. Facilities Services Group – Paul Mugge, Group Manager

- Mover Services
- Handyman Services
- Courier Services
- Chauffeur Services
- Electrical Support Services
- Help Desk
- Mail Center Operations
- Mail Screening
- Mail List Services
- Custodial Support Services

I. PROGRAM MANAGEMENT

Technical

Notice for the Record/Deficiency Memorandum

None.

Commendations/Letters of Appreciation

- LESCO has received several notes of appreciation from several clients within NASA.

Human Resources

- New Document Services employee Ms. Stacey Dapoz started on 2/15/2006.
- Recruiting efforts are continuing for the Library Technician position
- Recruiting for Janitorial positions is continuing, and temps are being photo ID badged to augment the staffing levels.

Safety & Health

- Safety report submitted for this month.

Other Issues

- None.

II. INFORMATION PRODUCTION GROUP

Document Services

Issues/Concerns: None

Accomplishments:

Typed, cleaned up, formatted, and laid out 103 pages of "GRC Assessment."
(FE000)

Typed, cleaned up, formatted, and laid out 100 pages of "Suited for Space walking."
(HA000)

Cleaned up, formatted, laid out and revised 209 pages of "HQ Ops Guide."
(LD080)

Scanned 749 pages of "Bidders Library." (LD080)

Total Number of Jobs: 35

Number of Rush jobs: 0

Staff Training: Training continues throughout the Document Services Center as needed to perform various tasks.

Duplicating

Major Highlights and Accomplishments

- Kept up with work flow from NASA, no late jobs from the Duplication Center.
- Continued training for the Docucolor 8000 and Docusp Front end.
- Xerox replaced a broken cd drive on Docusp

Issues/Concerns

No issues or concerns

Total Number of Jobs

83

Rush: 23

Priority: 4

Total Number Impressions

457,243

Service Calls

Docucolor 8000: 4

Docutec 6100: 2

Docutec 6180: 1

Audio Visual Support Services

Equipment Issues: Kevin of Washington Professional systems will be in during early March to complete the installation of the teleconference hybrid for use during Auditorium teleconferences. Other Auditorium priorities include the preparation of cabling that will be used for the 42 inch plasma screens that will be installed before April 1st. Mounting hardware for these systems will be installed by NASA's engineering department. AVSS has acquired a large amount of older televisions from office area equipment upgrades. These televisions will be removed to Goddard and placed in excess.

Room Area Issues: As M street operations return to Headquarters, AV equipment will need to be returned. Exact timing of this will be determined by March 10th.

Performance Issues: A verbal thanks was received from Karhy Regul of Infonetics for the support of the NAC (Nasa Advisory Council) Conference during early February. Duane McMahon was cited for his excellent service during day one of this conference.

Printing and Design Services a Issues/Concerns

- Received training for Xerox 250 on 2/17/06.
- Awaiting Xerox review of Xerox 250 and Xerox 8000 color match issue.
- Awaiting training for both the Xerox 8000 and 250. The LANIER in CL78 n15eed to be removed.
- Color LANIER in CF20 need to be removed.
- Awaiting status of new H/W and SW orders.

INNOVATIONS

- New P&D web site launched 1/23/06.
- Revised Customer Service Database launched 1/20/06.

STAFFING ISSUES

- P&D department-fully staffed.

NUMBER JOB DEADLINES ADJUSTMENTS – 2 estimated

(Deadline changes due to duplication equipment failures, rush and priority jobs)

TOTAL DESIGN JOBS –116

NUMBER OF RUSH JOBS – 7

NUMBER OF PRIORITY JOBS–2

NUMBER OF REDO JOBS–0

MAJOR/HIGHPROFILE JOBS

- STS-1 25th Anniversary Invitation
- NASA Press Kit Template
- ISS Reference Guide
- NASA-Industry Day Conference on Excellence Materials
- 9th Floor Exhibit (STS-121)
- Numerous awards and certificates

PROGRAM MANAGEMENT

Accomplishments/Highlights/Process Improvements:

Recruiting efforts are continuing for the library technician position. We expect to have this position filled by March 30, 2006.

LIBRARY

Issues/Concerns:

The Library is currently interviewing candidates for the vacant Library Technician position.

Accomplishments/Highlights/Process Improvements:

IT Security has begun a process of converting the public access computers in the Library from the Victimnet to a new Guest Network. The move resolves some security concerns raised under a recent review of IT security.

The Library staff provided research support on coverage of the Global Warming/Hansen issue.

LAW LIBRARY

Normal activity this reporting period.

HISTORY OFFICE

Issues/Concerns:

None in this reporting period.

Accomplishments/Highlights/Process Improvements:

The staff continued the ongoing task of scanning and adding to the electronic database our Current News collection.

Colin Fries finished working on the John Daily Deputy Administrator, 1993-2000 files. He began the Michael Mott and France Cordova collections.

Colin Fries attended a two week training program at the National Archives Modern Archive Institute from January 23, 2006 to February 3, 2006.

John Hargenrader continued photocopying the old news clippings in the human spaceflight collections. He also began arranging the Michael Meyer astrobiology collection.

INFORMATION CENTER

Issues/Concerns:

The current teledirectory, Conveyant, no longer works with the upgraded systems. We are working with ODIN and ISEM for a solution. Verizon Call Manager will replace the Conveyant system. This issue is still on hold.

Accomplishments/Highlights/Process Improvements:

Normal activity during this reporting period.

PUBLIC INQUIRIES

Issues/Concerns:

Charles Bennett resigned as of 12/30/2005. We have already begun the interview process and have identified a few candidates. We are looking to have a replacement by mid-January 2006.

Accomplishments/Highlights/Process Improvements:

The Public Inquiry Staff continues to process volumes of work. For the month of February 2006, PI staff processed 3,882 inquiries. They also input 1,632 inquiries in the HATS database. 100% of the paper mail was also processed. The staff continues to process over 80% of the workload that comes in each month.

The Current Major/High Profile Jobs

- **Global Warming**
 - o We received 816 Redirects to Public Inquiries functional e-mail account
 - o 2,500 have been filtered to PCIM via a functional e-mail account owned by the Executive Secretariats office.
- **New Horizons** (mission to Pluto) processes set in place are running smoothly:
 - o Standard Response letter approved by Management mid-January 12, 2006.
 - o Prior to the approval of the Standard Response 135 inquiries was on hold, to date all inquiries have been processed as well as the New Horizon inquiries that we receive daily. There is no backlog.
 - o The telephone script developed for handling telephone inquiries is working well.
- **Web site**
 - o The website prototype was delivered.
 - o We are waiting for the E-Touch deliverable before rolling out web site.
- **Telephone Inquiries**
 - o The process has been revamped. We have dedicated a staff person to this area of responsibility.
 - o In January, we received 341 calls. We returned 297 of the calls.
 - o Since calls are received retrieved daily, there have been No calls to the client or Executive Secretariat office that the voicemail is full.

FACILITIES SERVICES

MOVER SERVICES

- On Saturday, February 25, Mover Services relocated the Procurement office from Duke Street Alexandria Virginia back to NASA Head Quarters. Roughly 500 boxes, 80 file cabinets, 200 chairs, and 2 copiers were relocated back to Head Quarters. As usual, the move went very well.
- Delivered and set-up new stage set in Auditorium.
- Performed several moves for the Science Department.
- Picked-up NASA HQ Annual Budget books.
- Delivered 400 boxes to 1800 M Street for moves.
- Delivered and set-up tables and skirts for activities in the Admin Suite.
- Moved TV's and VCR's as requested.
- Made numerous trips to Duke Street Building to deliver and pick-up boxes.
- Performed weekly delivery of security tape to the FBI.
- Moved safes throughout NASA HQ as requested.
- Mover Services staff moved records boxes as requested to help NASA perform the Executive order to declassify Government documents.
- Delivered/ picked-up boxes throughout NASA HQ building.
- Moved/ delivered furniture throughout NASA HQ building.
- Delivered packages offsite to the Washington Office Center.
- Provided courier services delivering packages to embassies, and various government agencies.
- Delivered boxes offsite to and from NASA Records Center.
- Opened and closed dividing walls in MIC rooms as requested.
- Delivered burn bags to the Mail Center.
- Moved and assembled various items in R&I.
- Delivered and set-up tables and skirts in the West Lobby, Auditorium, Administrator's Conference Rooms, and the Multi-purpose room.
- Supported various office moving activities.
- Delivered Federal Express packages daily throughout NASA HQ.
- Moved furniture and other items throughout Headquarters.
- Delivered tables and chairs to conference rooms.
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- **Handyman Services:**
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- Installed towel rack and mirror in Shana Dale's Office.
- De-installed white boards at Duke Street office, and relocated and re-installed at NASA Head Quarters.
- Installed expansion joint cover at 3P33 and 3P44.
- Replaced ceiling tiles on the 3rd, 5th, & 8th floors.
- Replaced sixteen floor tiles at 1B48.
- Changed panels on the backdrop at CB31.
- Hung sixteen large pictures in 3K70.
- Roped off West Lobby area for safety reasons.
- Removed door panels, toilet, and sink from Space.com space.
- Patched, sanded, and painted columns at 3C65.
- Patched, sanded, and painted walls at 5P71 and 5Q73.
- Painted boards for stress lab fans.
- Removed and replaced carpet tiles at Kia Burnett's workstation.
- Installed carpet tiles in corridor leading to the Administrator's Suite.
- Removed and replaced carpet tiles in the new Procurement space.
- Patched carpet at 5K77.
- Mounted televisions to wall at 9P37 conference room.
- Purchased special lights for the Auditorium.
- Installed room/cub numbers on 3, 4, 5, and 8th floors.
- Mounted suite numbers and 7 slotted plaques at CC69, CE51, and 8S69.
- Assisted Electricians with light cable installations at 3Q35.
- Connected 2X4 light fixtures at 3B26.
- Repaired switch at room 3D76.
- Removed room numbers at 1800 M Street.
- Patched and replaced carpet tiles.
- Replaced ceiling tiles in various locations.
- Assembled and broke down new stage set in Auditorium.
- Checked Handicap automatic doors for proper operations.
- Assembled tables and chairs in various locations.
- Assisted Mover Services with moving activities.
- Assisted Movers with furniture moving and table set-ups.
- Relocated and hung white boards and pictures.

- Assisted Electricians with light fixture installations.

Electrical Services Projects for NASA

February 2006

NASA HQ Projects

- Replaced lights in 1st floor main auditorium.
- Replaced incandescent light bulbs in North side main corridor high hats, floors 2nd through 9th floors.
- Replaced incandescent light bulbs inside conference pods and replaced fluorescent tubes in high hats outside of conference pods on 2nd through 9th floors.
- Replaced incandescent light bulbs in high hats inside MIC rooms.
- Installed power strips in 4G27 and 4N33.
- Repaired floor outlet boxes in 8H44, 3Q72 and CX74.
- Installed new extension cords in 5R35.
- Repaired under cabinet light in 3Q24.
- Power outages in CX87, 7P22, 1M32, 5H45 and 4R71.
- Installed new doorbell and doorbell button in 5V80 area.
- Installed wall electrical outlet and drilled hole in side of cabinet, 1st floor US postal convenience center.
- Opened floor box cover in 6B70.
- Installed new heaters in 8G84, 9Q38, 2N24 and 8C45.
- Removed light tubes from fixtures in 4L82.
- Removed, relocated and installed floor outlet boxes in 2X31, 3C63, 4F76, 3L36, 3P16 and 3P18.
- Repaired power problem under the floor in 2R65.
- Rewired lights and doorframe switch in 9P82.

1800 M. Street

- N/A

Office Moves

- Relocated, removed and installed floor outlet boxes. (3rd floor, 3A70 to 3E86 area, 5F73 to 5R80 area.)
- Relocated, removed and installed light fixtures, doorframe switches. (3rd floor, 3A70 to 3E86 area, 5F73 to 5R80 area.)
- Relocated, removed and installed exit signs. (3rd floor, 3A70 to 3E86 area, 5F73 to 5R80 area.)
- Replace ceiling tiles as needed. (3rd floor, 3A70 to 3E86 area, 5F73 to 5R80 area.)
- Rewired 3 way switches as needed. (3rd floor, 3A70 to 3E86 area, 5F73 to 5R80 area.)
- Carpet work as needed. (3rd floor, 3A70 to 3E86 area, 5F73 to 5R80.)

Chauffeur Services

Issues/Concerns

- NASA has switched out the Chauffeur vehicles with new dual fuel vehicles that operate both Ethanol and gasoline. Per direction from NASA Facilities, we are only fueling the vehicles with Ethanol fuel.
- NASA Chauffeur vehicles are being fitted for emergency finishing lights and sirens.

Accomplishments/Highlights/Process Improvements

- During the month, the Chauffeurs logged 229 trips and 714 miles.
- • On occasions we provided emergency Chauffeur services for the Administrator, by enlisting the help of Move Services Supervisor Roger Hatch, Handyman Mike Williams and Mail Center employee Reggie Donaldson.
- Chauffeurs fueled all of the NASA HQ Government vehicles to include the three Natural Gas vehicles.
- **Courier Services:**
- Accomplishments/Highlights/Process Improvements
- Made 115 daily pick-ups and deliveries to embassies, and government institutions.
- Courier Renato assisted the Admin Suite with a rush delivery.

Help Desk

Issues/Concerns

Some changes were made to the Facilities Help Desk System to add Handyman, Move Services, and carpet repairs to the Trouble call data collection. LESCO Help Desk staff has been instrumental in backing up the Facilities Services Group Manger with taking and dispatching driver requests from the Admin Suite, when the Facilities Manger is unavailable.

Accomplishments/Highlights/Process Improvements

- The help desk staff received 490 trouble service calls, 92 Move Services furniture action items, 130 delivery action items, 117 handyman action items, courier 115 deliveries, and 60 electrician special requests. These calls were then dispatched to the appropriate staff at LESCO, VETS', or Boston Properties, and logged into their database.
- Facilities Help Desk operators met with Malicha Day periodically to discuss possible Facilities Systems Software improvements.
- received numerous calls for scheduling conference rooms, and booked the reservations in the conference room scheduling system.
- Received numerous requests for Audio Visual Equipment, and reported the requests to the LESCO Audio Visual staff.

February Mail Operations:

Contract Performance Review

Mail List Services for the Month of February 2006

Accomplishment Highlights/Process Improvements

Assisted customers with mailing issues
Processed FedEx Billings for validation
Processed FedEx Packages for shipment
Sent Federal Express Validations to GSFC
Updated labels list for Suite CO72
Printed Labels for Suite CO72
Updated SDL for Suite 4D17
Printed SDL for Suite 4D17
Updated list for Suite 6J39-A

Concerns/Solutions

NONE

Mail Screening Monthly Status Report

During the month of February 2006, LESCO screened 1009 mail pieces. None of the screened pieces were found to contain substances that could indicate a chemical or biological hazard. Other relevant highlights follow:

- Glove box gloves were water tested. The main pair was replaced in accordance with the SOPs.
- All required equipment integrity checks were performed, and the equipment determined to be safe.
- The results of four weekly swab tests indicated no presence of anthrax spores.

Mail List Services

February 2006

1. Mail List Activities

Suite	List Size	Use	Requests for Services
9F44	3,638	NASA Technology list	
2E69	56	Engineering Management Mailings	

9F44	426	CEO Mailing and University President	
5R39	42	Accounting Branch Mailings	
1M32	1,302	NASA HQ Library	
4D17	21,294	Standard Distribution List	Printed labels
6V39	9,027	STI Mailing	
4F39	48	Federal/Congressional Book/Pg.'s. Mailing List	
	100	Civilian Personnel Records	
4W39	157	NRA Postcard Mailing	
4U70 A	32	Educational Horizons Newsletter (new list)	
	1,122	Natn'l Director Space Grant	
4042	259	Union Newsletter	
4K70-B	3,331	Training Materials Mailings	
CO72	1,483	History New Letter	Printed labels
	84	Book Review	Updated list
7W39-E	10,000	Business Mailing	
6W39	14	NASA Partnering Desk Ref.	
8M31-B	404	Small Disadvantaged Business	
8M31-B	57	Small Business	
8M31-B	122	Large Business	

7P39	1,019	Manifest Mailing	
7P39	93,241	Video Conference Mailing	
	80	Distribution	
5P39	391	Press Kits	

5V79-A	396	ASAP Report	
5U39	144	14 th Annual CI & Reinvention Conf.	
6J79	3,266	TGIR Conference Post Card	
6J39-A	1,880	NRA Mailing	
6J39-A	6,199	Space Innovations	Updated List
	63	Newsletter / Private List Multiple Copy Distribution List	
3E39-A	146	OSS Education Strategy Mailing	
3E39-A	2,999	Solar System Exploration Division Mailing	
3K39-B	21,000	NRA Mailings	
2V79	6,892	Space Forum Postcard	
2P39-C	2,392	IIS Research Plan	
	12,773	98 HEDS-02	
5E39-A	52,320	NRA Mailings	

2. Projected Cost Savings Realized by Using USPS Discount Plans

Total Savings for the month \$ 0.00

3. Number of Labels Printed/Exported/Printed on Paper

5,329

Total: 5,329 Labels Printed

0 Export
0 Printed on Paper

Grand Total: 5,329 Printed labels/Exported/Paper

Custodial Support Services

Issues/Concerns

- LESCO has taken over the janitorial work at NASA Head Quarters, and is making many changes to improve the quality of the cleaning.

Accomplishments/Highlights/Process Improvements

- Carpet cleaning was performed in the Admin Suite as requested.
- Cleaned chairs in R&I per request from John Stumpf.
- Staffing levels were increased in an effort to improve the quality of cleaning.
- Temporary employees have been badged with NASA photo ID badges to help keep the Janitorial staffing levels up to a good level.
- Bathroom cleaners are being evaluated, and the best bathroom cleaners are being assigned to clean the restrooms, and the staff that don't do a good job are being assigned to pull trash.
- Returned to purchasing NASA approved paper products from S. Freedman Company.
- Two backpack vacuums were purchased.
- Janitorial crew is providing weekly carpet extraction of the Columbia Cafe carpet weekly, and as needed. Carpet has been replaced.
- Performed spot cleaning and preventive carpet maintenance as needed.
 - Provided daytime pulling of trash, in various areas of the building.
 - Purchased a dozen new keys for the toilet paper dispensers.