



"Reeeally" scary words...

Comments that benefits folks hate to hear...

- ★ I'm CSRS. I've been with the government since 1984.
- ★ My wife has health insurance from her company. We don't need FEHB.
- ★ I'm not eligible for TSP.... OR...I can't afford TSP.
- ★ I'm a new dad. I have FEGLI with optional. I don't need NEBA.
- ★ I don't have disability coverage. Who do you guys recommend?
- ★ I'm 56 yrs old with ten years service; I'm stuck here until I'm 62.
- ★ I'm CSRS. I'm not eligible for Social Security.
- ★ I had over 42 years service---so I didn't switch to FERS.
- ★ I'm in FERS. I don't think it's worthwhile making a military deposit.
- ★ I don't have enough Social Security credits so I can't get a benefit.
- ★ We have 285 NASA employees-- ages 65-69--- who might be eligible to receive their salary **plus...**

Up to \$1400 / month....and they may not know it!



"Reeeally" great words...

Comments that benefits folks love to hear...

- ★ "This is the **most informative, important, easy to understand** personnel document I have ever received. You had a hand in this (and in my future) and you deserve the thanks. You did good!" --**Brian Kelly**
- ★ "This is the **best summary of my current benefits that I have ever received** in 17 years. Thanks for the great job!" --**Gregory Blackburn**
- ★ "This is the **best, most comprehensive benefits statement** I have ever seen."
--**Catherine Bole**
- ★ "I just received my Benefits Statement, read it **THOROUGHLY**, and am **extremely impressed with the content and format**. Thank you very much for providing such a powerful tool! --**Lisa Spence**
- ★ "Just wanted to thank you all for doing such a great job with the Employee Benefits Statement. **In my various employment ventures, I have never seen anything like this. I'm obviously very impressed!** Thanks once again for all your hard work and for making our life a little bit easier." --**Desiree Patterson**
- ★ "Just wanted to pass on my compliments to personnel for doing such **a great job** on the benefits statement. It's been needed for a long time P.S. I didn't see any mention of the **Retirement Snickers bar**--thought I got one when I retired?
--**Barbara Kirkland**



NASA Employee Benefits System **On-Line Benefits Statement**

Mike Stewart

JSC Human Resources Services Branch

December 2002



NEBS

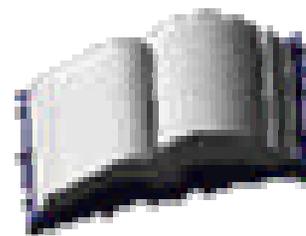
NASA Employee Benefits **"System"**

☺ **Benefits Website**



☺ **On-Line**

NASA Benefits Handbook



☺ **Benefits Specialists**



☺ **On-Line...**



**Your NASA
Employee Benefits
Statement**



NEBS

Why have a benefits statement?

- ★ Customer demand
- ★ Customer apathy
- ★ More remote customers. 30 locations, 7 time zones, soon...**in Space!**).
- ★ Business need...
 - Helps employees focus on their jobs...less on their benefits
 - Recruiting and retention
 - Improves service quality and response
 - Family-friendly
 - More cost effective
- ★ Smaller HR staffs and budgets; Increasing HR roles; Frees up HR staff to do other meaningful, productive work.
- ★ No suitable, cost effective, comparable products exist. Off-the-shelf products with minimal, incomplete, even inaccurate information—with a one time issue-- range in price from \$8 to \$34 per employee.



NEBS

Some history...

- ★ In 1995---- JSC did not have a way of meeting increasing customer demands for an up-to-date personal benefits summary. We began benchmarking, searching for COTS vendors---and didn't find one.
- ★ We began development, testing, and customer acceptance of a NOMAD2 based benefits statement on an IBM mainframe.
 - Statement was very well received but could only be produced by HRO staff-while we were at work---and only in printed form.
 - Since it was written in NOMAD, it was difficult to export.
- ★ In 1999---Moved the application out of NOMAD and on to client-server using Powerbuilder / MS SQL Server software.
- ★ In 2000---Migrated to the web using Cold Fusion (NASA/JSC Intranet)
- ★ In 2001---Completed agency-wide deployment.
- ★ In 2002, first year of full deployment---Successfully delivered over 50,000 benefits statements online to over 11,000 employees--- agency-wide.



NEBS

What is it?

- ★ On-line statement of personal, Federal employee benefits with a concise, comprehensive, actual listing of those benefits that vary according to years of service, salary, and personal elections.
- ★ Developed by JSC; Deployed agency-wide
- ★ “Sunday paper” / ATM approach
- ★ Presents 214+ employee-unique data elements in two formats...
 - Category (e.g. life insurance, health insurance)
 - Scenario (e.g. If I resign, If I become disabled, If I die, etc.)
- ★ Numerous embedded links to explain data elements or provide additional information / calculators, etc.
- ★ Current within 7 days or less
- ★ Runs in 5 seconds after the employee inputs their SSN and PIN
- ★ Available 24 / 365 without HR assistance
- ★ Validated and refined through 5+ years of customer input and acceptance



NEBS

Specifications

- ★ **Direct Users...** 18,856+
- ★ **Languages used..**
 - **Database:** SQL Server (Microsoft)
 - **User Interface:** ColdFusion, JavaScript, HTML, Word
 - **Calculations / Logic:** SQL Stored Procedures
 - **Browser:** IE 5.0+ or Netscape 4.7x+
 - **Operating System:** Windows NT
 - **Security:** Encrypted with *Verisign* 128-bit cert.
 - **Location:** HRO server
- ★ **Software Standards...** Software Engineering Institute (SEI) Lvl 3
- ★ **Interfaces...**
 - Weekly downloads via FTP from NASA Personnel and Payroll System (NPPS).
 - Data loaded into NEBS via stored procedures in scheduled batch jobs.



NEBS

How does it work?

★ From the employee's viewpoint...

- Enter the NEBS website.
- Click on the button: ***Request Benefits Statement***
- Enter **SSN** and **PIN**.
- Click on the **Submit NEBS** button

Benefits statement is generated in under 5 seconds.



NEBS

How does it work? *Cont'd*

★ From the system viewpoint...

- NPPS data is downloaded weekly into a SQL Server database. (Can use alternate source like SAP, PeopleSoft, DOI etc.)
- Employees complete a simple Cold Fusion form---on-line.
- When a statement is requested, the NEBS software processes the request using 195 MS SQL stored procedures; 120 MS SQL tables; and 125 Cold Fusion programs.
- Uses 128 bit encryption through a SSL using *VeriSign*.
- Generates a letter with PIN number for new employees.
- Tracks Usage by Center
- Local reset of employee PIN.



NEBS

Complexity & Innovation

- ★ Federal benefits & pay can vary by retirement systems (3), individual employment & military service history, location, occupation, and personal elections. They are generally unique to the Federal sector
- ★ No comparable product exists--- either in the Federal or private sectors....
 - web-accessible with 24/7/365 availability
 - uses actual data & history updated weekly
 - unlimited statements
 - Uses both life events scenarios and category formats
 - provides a comprehensive personal summary not available elsewhere
- ★ Back-end maintenance function that allows routine updates without programming support.
- ★ +19,000 Quality Control Inspectors (e.g. employees, spouses, ex-spouses, financial planners, attorneys, etc.)



NEBS

Partnering with Private Sector

NEBS is an excellent example of the government and contractor workforce partnering to provide an extremely cost effective, useful product that allows NASA to make more effective use our tax dollars. Partners:

- ★ **JSC HR Services Branch** developed the concept, format, data relationships, and content of the automated employee benefits system.
- ★ **SAIC** personnel provide programming and database support.
- ★ **Muniz Engineering** personnel provide website support and server administration.



NEBS

Developers

★ **NASA Johnson Space Center Human Resources Office**

- Michael P. Stewart
- Dianne Stokes
- Julie Barnes
- Bobbie Wood
- Niesje Humphrey
- Truda Furr

★ **Science Applications International Corp (SAIC) Houston, Texas**

- Gary Newman

★ **Muniz Engineering Corporation Houston, Texas**

- Micheal Nevills

★ **Awards**

Received NASA Group Achievement Award



NEBS

Savings / Cost Avoidance

- ★ At JSC alone, we've reduced our staff in this area by 2 FTE while providing a much higher level of service.
- ★ Comparable reductions or consolidation at other NASA centers allow benefits specialists to provide a higher level of proactive benefits service plus serve in additional roles in support of HR and NASA missions.
- ★ Estimated agency-wide net gain in FTE re-utilization is a minimum of 6-10 FTEs or more depending upon job restructuring. and customer use.
- ★ At an average of \$110k per FTE / year this will amount to as much as \$1.1M / year in savings / cost avoidance each year.
- ★ Reduction in Labor Hours
 - 19,000 employees and managers spend less time in obtaining benefits information, making benefits decisions, resolving/avoiding benefits issues.
 - Agency HR, payroll, and benefits specialists spend less time for counseling, correcting data, resolving problems



NEBS

Observable & Measurable results

- ★ **Appreciative, satisfied employees and families** who are better able to make maximum, effective use of their employee benefits.
 - Delivered over **64,712 online benefits statements** to over 11,000 employees.
 - Many repeat customers---Average user accessed their NEBS benefits statement 5-6 times in the past year.
- ★ **Quadruples our personalized benefits services** from 2,080 hours per year, on-site, ...to 8,760 hours / year, everywhere.....*even in Space!*
- ★ **Proven, significant reduction in HR staff and customer time / labor costs**
 - greatly reduces routine customer visits / calls
 - reduces paper, E-mail, counseling sessions, problems
 - empowers our customers to self-serve



NEBS

Observable & Measurable Results

cont'd

★ **Millions \$ in personal savings and benefits** to customers who were previously uninformed about their personal benefits. Examples...

- I didn't know I didn't have health benefits!
- I don't need that much life insurance!
- I've been paying for private disability insurance!
- I didn't know I could get Social Security!
- I can retire today!!!!

★ **Significant cost savings over other products.**

- Off-the-shelf products with minimal, incomplete, even inaccurate information range in price from \$8 to \$34 per employee —with a one time issue.
- Demonstrated unit costs per NEBS statement over 3 years is **< \$1.40.**
- **The more you use it-- the cheaper it gets!**



NEBS

What's next...

NEBS (Current release: NEBS 3.2.3a - 11/8/2002):

☺ **Next NEBS Release (NEBS 3.30 - TBD):**

CR 191 Modify High Average Salary Report to perform an opt. unreduced calculation.

CR 199 Add Sick Leave to Section F.

CR 208 Provide ability to identify personnel who have not run benefits statements.

CR 1183 Add FEGLI calculator link to FEGLI section of statement

CR 1184 Swap location of Section Q and web links.

☺ **Future NEBS Release (Unscheduled CRs/DRs):**

CR 145 Add 'Optional Reduced Retirement (FERS Only)' entry to Section H (With Maximum Survivorship Elected).

CR 148 Provide the ability to calculate annuities for FERS conversion employees.

CR 158 Allow physicians with a PCA to produce a statement.

CR 194 Add an employment history summary to NEBS.

CR 239 Allow employees to enter their own hi-3 salary.



NEBS

Where we're headed...

★ **Additional upgrades including:**

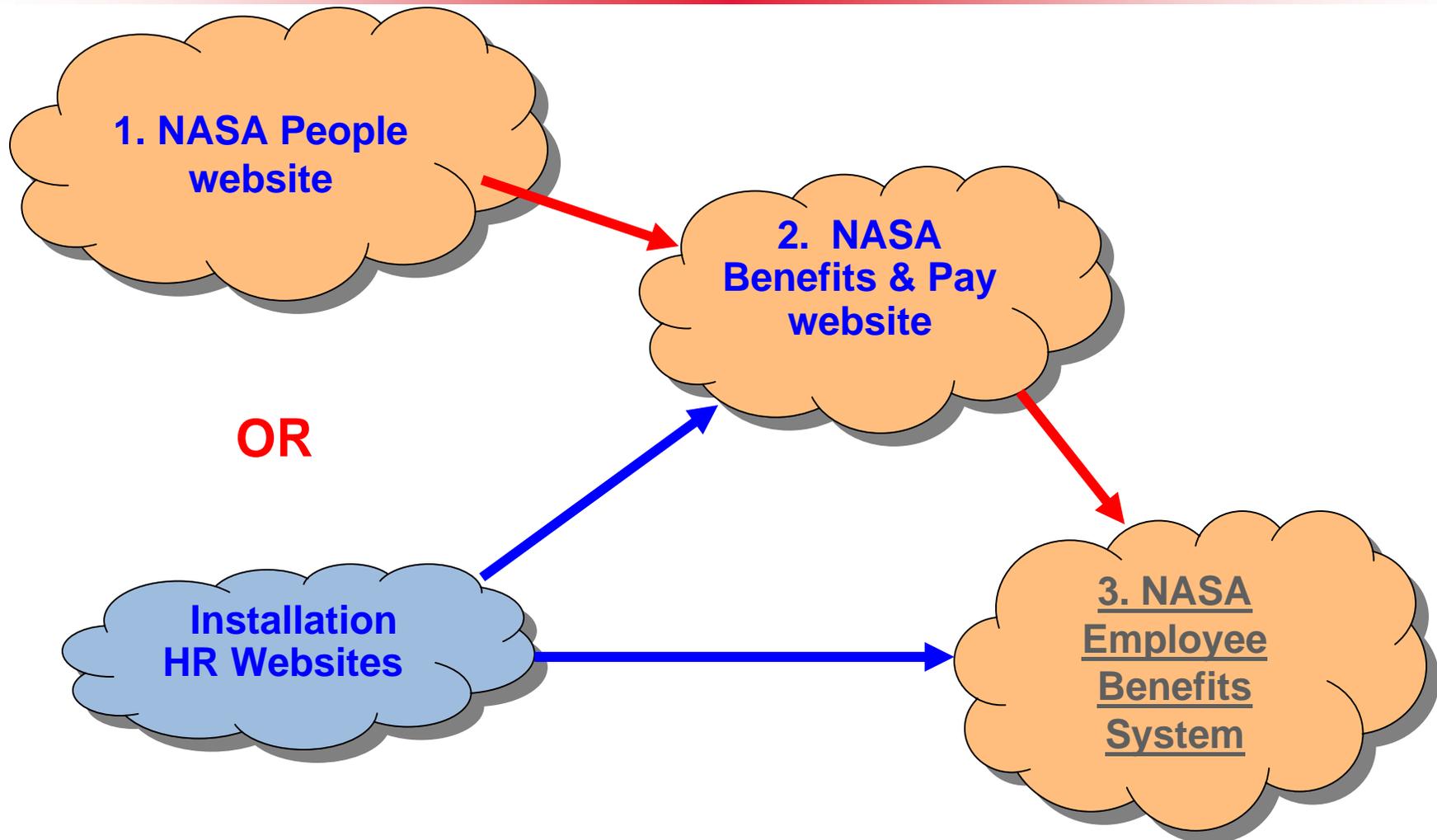
- Additional retirement page / table with future annuities (1yr, 2yr)
- Additional scenarios
 - Prospective Employee
 - New Employee
 - New Family Member
 - Expatriate
 - Benefits-in-Space (for astronauts)
 - Career Interval 5/10/20 year
- Additional calculators / estimators
- New graphics and mouse-overs

★ **Export to other Federal agencies through DOI?**



NEBS

The demo...!





Questions / Suggestions?