What GAO Found

NASA’s strategic human capital framework is generally aligned with its strategic mission, outcomes, and programmatic goals. NASA’s leaders have set its overall direction and goals and involved its mission directorates and centers in implementing human capital strategy and providing feedback to headquarters. Recently, NASA has been improving its workforce planning information technology matching program requirements with human capital resources. Some centers have been critical of the systems’ performance, but others find these tools useful.

NASA attracts and retains critical personnel by using tools such as recruiting and retention bonuses. Recently, NASA has asked Congress for additional human capital flexibilities to help manage its workforce. The centers also have their own programs that address their critical skills shortfalls by training and developing employees. NASA recognizes that critical skills now present in the civil service and contractor Space Shuttle workforce are needed to complete present and future mission objectives, but also understands that additional capability will also be needed in certain areas. Given this, NASA is looking ahead and considering how best to mitigate any potential loss of skills and knowledge that could take place in the period between the Space Shuttle’s retirement in 2010 and the resumption of human space flight in 2015.

NASA needs to manage its workforce to maintain core technical capabilities as it works through retirement of the Space Shuttle to enable it to achieve its missions

Source: NASA.


To view the full product, including the scope and methodology, click on the link above. For more information, contact Cristina Chaplain, 202-512-4841, or chaplainc@gao.gov.