Application	Remedy #	Category	Brief Title	Request Description	Priority	Initiator	Init Date	Actions taken
SATERN SYSTEM ADMIN	CHG000000059451	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	STEVEN D. BLISS	3/19/2007	This customization was included as part of the last customization roll-out. Case has already gone to OWG and is being looked at by GP Waiting on GP to add the field for Company name on the new account page for contractors. On the new account registration page for contractors, add the Company Name field as a mandatory field. The field should use a picklist that points to the Company Name reference table in SATERN. Jason Nelson, PHR Approval not required for this change request.
SATERN SYSTEM ADMIN	CHG000000059457	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	STEVEN D. BLISS	3/19/2007	History deletions have been made Mr. Bugtong is gathering the incorrect data to send us a list of the changes that need to be made. There are mistakes in the record of my training ('Combined Learner History'). To whom do I speak to correct this problem? Approval not required for this change request.
SATERN SYSTEM ADMIN	CHG000000059459	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	STEVEN D. BLISS	3/19/2007	Was part of latest customization effort and has been rolled out. Marshall will run a script to pass a file to GP at that time. GP has sent instructions and the OWG is aware of this enhancement.
SATERN SYSTEM ADMIN	CHG000000059465	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	SUSAN L. CHERRY	3/19/2007	Has been elevated outside of NSSC. THIS IS A BUG IN THE SYSTEM AND IT REALLY NEEDS TO BE CORRECTED...THANKS...SEAN Problem Changing Enrollment Status From Waitlist to Enrolled Several times our SATERN Admins who are also logistics coordinators for NASA HQ Agencywide Courses have tried to change a status under the registration tab of a scheduled offering from Waitlist to Enrolled and have received error messages. The last time we contacted the SATERN help desk about this we were informed that we needed to back out the scheduled offering and reenter the offering and all of the registrants again in order for SATERN to accurately reflect the enrollment in the scheduled offering.
SATERN SYSTEM ADMIN	CHG000000059466	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	STEVEN D. BLISS	3/19/2007	Resolved as part of the last customization rolled out. 3/19/2007 10:31:28 AM NS000386 Approval not required for this change request.

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SATERN SYSTEM ADMIN	CHG000000059480	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	STEVEN D. BLISS	3/19/2007	Patch 50 has been implemented. Is in staging at this time for testing. 3/19/2007 10:47:59 AM NS000386 2/28/2007 9:13:13 AM NS000386 The OWG team has discussed this and we will proceed. GP is putting it into development and will provide us recommendations for moving it into staging for testing and into production. Plateau Release Bulletin- Patch 50 (P50) is available for Learning and Performance (LMS) v. 5.5 SP2 on All Supported Platforms Application Servers: WebLogic 8.1 SP4 WebSphere 5.1.1.2 Oracle App Server 9.04 (10g) Bulletin: Patch 50 (P50) is now available for Learning and Performance version 5.5 SP1 and SP2 on all supported platforms. This patch corrects the following defect: Tracker Number: 15601 When registering for a scheduled offering and the window is not maximized, you may need to scroll down to find the offering you wish to register for. When selecting Register, the Approval Message will be displayed without having to scroll up to find it.
SATERN SYSTEM ADMIN	CHG000000059484	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	STEVEN D. BLISS	3/19/2007	The history has been corrected.
SATERN SYSTEM ADMIN	CHG000000059516	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	REBECCA D. HOWLETT	3/19/2007	CCB has discussed this issue, and action has been recommended. 4/3/2007 12:26:35 PM NS000386 Setting requester to original requester Spoke with Vessie and there is no way to determine a 1735 number through the SATERN Admin view. You can only see the Approval Id. This should be a future enhancement. I relayed this info to Rebecca. She didn't think there was a way she was just double checking. I am elevating this case and updating the Item to Future Enhancement. The 1735 Tracking ID and the actual form should be accessible through the Admin site.
SATERN SYSTEM ADMIN	CHG000000060114	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	RYAN M. NELSON	3/21/2007	CB has discussed this issue and made it's recommendations. STEVE...ENHANCEMENT OR COMPLAINT, HOWEVER MUST BE HANDLED BY YOU..THANKS...Please take note of this complaint that I'm forwarding on behalf of one of our users. Ryan customer insight on satern passwords
SATERN SYSTEM	CHG000000061892	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	OLA M. METCALFE	3/28/2007	No action is required for this CR. Has been elevated outside of NSSC.

ADMIN

SATERN SYSTEM ADMIN	CHG000000061896	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	STEVEN D. BLISS	3/28/2007	closed as a dupliate to an existing CCR. Vendor is looking at how we can validate the feed prior to creating or updating records. Recent errors associated with the FPPS import and creation of invalid accounts and table entries have highlighted the need for validation checks in the system prior to changes being made in SATERN. We need a remedy ticket created to elevate this to the vendor for vendor support in modifying the FPPS feed processes.
SATERN SYSTEM ADMIN	CHG000000062179	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	DENNIS C. CONRAD	3/28/2007	Has been elevated outside of NSSC.
SATERN SYSTEM ADMIN	CHG000000062193	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	JENNIFER F. MYERS	3/28/2007	This was a test. Approval not required for this change request.
SATERN SYSTEM ADMIN	CHG000000062472	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	IRENE R. BARRY	3/29/2007	this was a test case.
SATERN SYSTEM ADMIN	CHG000000063544	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	JASON R. NELSON	4/3/2007	closed as a duplicate to an existing CCR Assigning to level 3 for future enhancment to elevate to CCB
SATERN SYSTEM ADMIN	CHG000000065051	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	TOBIAS GARCIA	4/10/2007	This has been coordinated and the issue is closed. Pending information from our project manager. CALLED TOBY, INFORMED HIM THIS WOULD HAVE TO ESCALATED TO IG AS THIS WOULD INCUR A COST WITH GP, ASSIGNING TO STEVE BLISS FOR REVIEW MR. GARCIA CALLED REQUESTING SOMEONE FROM THE NSSC TO CONTACT HIM SO THAT HE CAN CORRDINATE A DOWNLOAD OF ACTIVE CONTRACTOR UUPIC NUMBERS FROM IDM TO SATERN. HE IS ONE OF THE ADMINISTRATORS FROM AMES RESEARCH CENTER IN TRAINING SUPPORT.

SATERN SYSTEM ADMIN	CHG000000065833	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	ELLEN A. BLAHUT	4/13/2007	Corrective action to avoid this problem has been put into place. Ellen, I'm going to close the help desk remedy ticket and open a CR related to it. You'll get a system generated email, please ignore that and know that this is being sent up for discussion and action. Add viewing priveledges to the Level 8 Admin role for the "Approvals" and "Approval Role" tabs in "Learners". We (the NASA Safety Center) experienced some issues recently with folks registering for training (which required the four-step approval process with the NSC being designated as the last step -- HCTO) and their registration request never made it to the HCTO level. Since I don't have the rights to view the aforementioned tabs, I could not check where in the process the registration approval was hung up.
SATERN SYSTEM ADMIN	CHG000000066206	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	GEORGANN F. CRUMP	4/16/2007	Vendor has reported this is closed. I have sent your request to GP to update Mr. Hill's ID in the private history table so all his learning history is reflected under his new ID. When this is completed by GP, I will let you know.
SATERN SYSTEM ADMIN	CHG000000066346	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT CCR 53	Low	JASON R. NELSON	4/16/2007	Vendor has completed requested actions.
SATERN SYSTEM ADMIN	CHG000000067109	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT CCR 55	Low	ELLEN A. BLAHUT	4/19/2007	I have completed the changes to the approval process domains with the exception of one. It appears to be used only at SSC. Please let me know if I need to place that one in the PUBLIC domain also. I have completed the changes to the workflows.
SATERN SYSTEM ADMIN	CHG000000067183	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT CCR 56	Low	JASON R. NELSON	4/19/2007	I have completed the changes to the approval process domains with the exception of one. It appears to be used only at SSC. Please let me know if I need to place that one in the PUBLIC domain also. CR numbers added in the table below. I have completed the changes to the workflows. I do have a question in regards to OIS-102 - changing all approval roles to the public domain. Will this include the approval roles that are titled specifically to one center, for example, SSC Learning Center?
SATERN SYSTEM ADMIN	CHG000000067475	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT CCR 59	Low	WILLIAM BENNETT	4/20/2007	Approval was granted to continue using this tool.

SATERN SYSTEM ADMIN	CHG000000067476	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT CCR 60	Low	WILLIAM BENNETT	4/20/2007	This has been implemented by the vendor.
SATERN SYSTEM ADMIN	CHG000000068150	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT CCR 62	Low	JULIA A. RIVERA	4/24/2007	this has been implemented by the vendor. Modify to include CCR number 62 Forwarding to the CCB for discussions.
SATERN SYSTEM ADMIN	CHG000000068534	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT CCR 63	Low	ELLEN A. BLAHUT	4/26/2007	This has been implemented by the vendor. the titile is Access to Learner History Admin Report. forwarding to CCB for future enhancement discussions.
SATERN SYSTEM ADMIN	CHG000000068748	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT CCR 64	Low	BONITA J. OLIVER	4/26/2007	This has been implemented by the vendor. forwarding to CCB for futrue enhancement discussions.
SATERN SYSTEM ADMIN	CHG000000070159	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT CCR 82	Low	JASON R. NELSON	5/3/2007	This has been implemented forwarding to CCB for future enhancement discussions.
SATERN SYSTEM ADMIN	CHG000000074917	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	STEVEN D. BLISS	5/29/2007	ROM 13B is active and installed. The suggestion is to add the below message in bold red letters on top of the Approval Submission page and change the Submit button above to Confirm. Please note: Your request has not been submitted. You must review your Approval steps below and click Confirm.
SATERN SYSTEM ADMIN	CHG000000074921	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	GAYLE G. PATTERSON	5/29/2007	ROM 13B is active and installed. I have a couple of suggestions for improving the help for the External Training Request: - add a comment indicating the form is used for conferences - estimated cost: add comment about which field lodging is included in (I had to ask). Perhaps mention that travel includes airfare or mileage.
SATERN SYSTEM ADMIN	CHG000000076224	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT CCR 94	Low	GEORGANN F. CRUMP	6/4/2007	This is a duplicate for CR 74901 which is in the hands of the SATERN Change Control Board.
SATERN SYSTEM ADMIN	CHG000000076257	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	LAWRENCE A. FRIEDL	6/5/2007	Web site has been updated. On the log-in screen on your website, the page says that "Support hours are from 8am - 8pm ET" -- may I suggest that you include Monday-Friday if you don't have weekend support hours. I tried to contact SATERN today about an issue, and the voice message said you only support Mon-Friday. It'd be nice if the website was consistent with the voice message.

SATERN SYSTEM ADMIN	CHG000000076538	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT CCR 95	Low	BONITA J. OLIVER	6/6/2007	This suggestion is already in in place. Future Enhancement, contractor account creation CCR #2 below has already been met by the Custom Learner Item Status report. You can filter by Company Name using the Custom Learner Item Status Report. It doesn't require you to Search for Learners by company name, which is what you are referring to. The only problem with Item 2 is that Company Name is in the Custom Fields for the Learner and the way I understand it is you have access to all or access to none. No in between.
SATERN SYSTEM ADMIN	CHG000000076590	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	BONITA J. OLIVER	6/6/2007	duplicate ticket.
SATERN SYSTEM ADMIN	CHG000000076873	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	CHRISTOPHER J. CARLSON	6/7/2007	NO document link available, invalid document number.
SATERN SYSTEM ADMIN	CHG000000076949	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT CCR 103	Low	CHRISTOPHER J. CARLSON	6/7/2007	Continued use was approved by the Change Board. updating with CCR number 103 Sent to CCB 10 Jun 2007 for discussions.
SATERN SYSTEM ADMIN	CHG000000080970	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT CCR 104	Low	OLIVIA T. GUNTER	6/19/2007	Closing, this is a duplicate to CR 80966
SATERN SYSTEM ADMIN	CHG000000081214	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	DAVID R. SMITH	6/20/2007	closed as duplicate.. two identical entered in error, see 81213.
SATERN SYSTEM ADMIN	CHG000000082171	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT CCR 107	Low	GEORGANN F. CRUMP	6/25/2007	Was approved and implemented in staging 3 Jul. Tested and promoted to production on 9 Jul. Received approval, forwarded to GP for evaluation 2 Jul 07. Changes mad in Staging on 3 July. Received approval, now forwarding to GP to find out what the cost would be. From: Bliss, Steven D. (NSSC-XD020) Future enhancement suggestion Future enhancement suggestion for self study materials options. A Delivery Method "Book" and "Book/Audio" are not listed on the list of Delivery Methods for an Item. Please add the Delivery Method "Book" and "Book/Audio" as options under the Delivery Method ID.
SATERN SYSTEM ADMIN	CHG000000083877	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	LISA F. JUKES	6/29/2007	This was submitted to test the system.

SATERN SYSTEM ADMIN	CHG000000086832	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT CCR 112	Low	GREGORY L. MARTIN	7/12/2007	Closing as a duplicate to 86871. I've started an initial contact with the SATERN Program Manager, Chris Carlson. Can you answer his questions below to continue the discussion? I think that you should put it in as an Enhancement CR. Anytime we are considering anytpe of interface into the system, we need to do a thorough impact assessment. The other things that we have to be careful with, is that the HCIE is suppose to become the centralized data hub to deliver information to applications that need it. So we have to balance what SATERN provides versus what should go through HCIE. As you know, we are going to need a lot more information. But at least to start out with, we need contact information, I am sure you have name and the Center. We also need to know the application/system name, what project is it related to, is this a tool for HR or some I think it best for us to direct this type of call/request directly to the SATERN program office. Chris would want to be involved in something like this right from the start. Not our call to even discuss an interface or the feasibility of setting one up. all of the actions to set up an interface would be between them and the SATERN data source which right now as you know is at GP. SATERN DATABASE FEED DELIVERED TO HIS CENTER MUCH LIKE WE RECEIVE HERE AT NSSC FOR ALL OF THE DATABASE I am currently writing a web-based app that would like to interface with SATERN to get course data. I am basically looking for some sort of a feed, web service, or database access.
SATERN SYSTEM ADMIN	CHG000000098598	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	LISA F. JUKES	8/21/2007	Test case. Closing for successful test.
SATERN SYSTEM ADMIN	CHG000000116225	FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	HR - SATERN SYSTEM ADMIN - FUTURE ENHANCEMENT	Low	UNKNOWN	10/30/2007	This CR is being closed because of incomplete information and the inability to identify the requestor. Not enough information to proceed. Closing in accordance with directives from the E.C. this one and 116223 appear to be the same, and I don't understand either. Do you know what these are?