NASA SHARED SERVICES CENTER

Administration and Oversight of On-Line Agency Training and Training System Service Delivery Guide (3.2.2.5)

Revision: Basic
Draft

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Approved by

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Date

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Document History Log

Status (Basic/Revision Cancelled	Document Version	Effective Date	Description of Change
Basic	Basic	9/26/06	Basic Release

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Administration and Oversight of On-Line Agency Training and Training System

Introduction

The NASA Shared Service Center (NSSC) will handle System Administration activities for NASA customers and employees. These activities include submission of trouble tickets, development of new SATERN accounts for civil servants and contractors, and development of customized Brio and SATERN Reports. NSSC (SP) is responsible for resolutions to trouble tickets and determining the appropriate escalation procedure, facilitating resolution of issues between NASA and the LMS contractor, supporting NASA users in password resets, connectivity, training as required to access and efficiently use LMS, and providing ad hoc reports as requested. The support activities referenced above shall consider customer needs and feedback as expressed through identification of Agency and Center-specific training needs, systems functionality comments as well as advances in online training capability.

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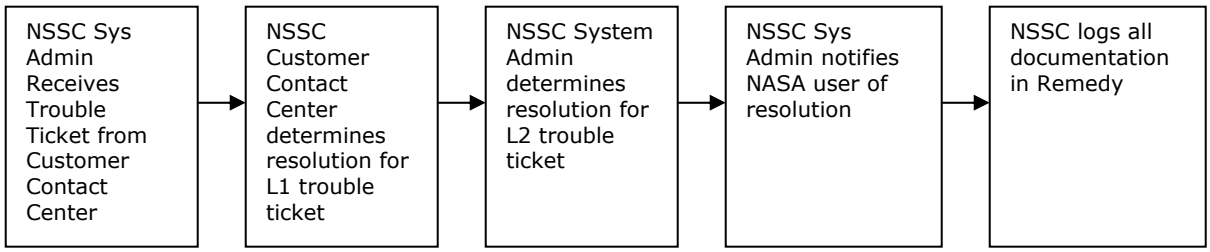
Process – Administration and Oversight of On-Line Agency Training and Training System

Submission of SATERN Trouble Tickets



Roles & Responsibilities

Roles and Responsibilities	Action	Tips
SATERN Trouble Tickets		
Step 1 **Center** Submits trouble ticket	*A trouble ticket is submitted to the NSSC Customer Contact Center from a center by a learner or user. When necessary, the ticket will go through the following escalation process: NSSC Customer Contact Center (level one), NSSC (SP) System Admin (level two), and Plateau/GP (level three). Each ticket will be resolved at one of the above identified levels.* **Output:** Remedy Help Desk Ticket	*Trouble tickets will be submitted via phone or email. If phone, learner/user will call Help Desk or NSSC Customer Contact Center at 1-877-677-2123 The phone number is the same for both. If email, learner/user will email the Help Desk at nasa Saternsupport@nasa.gov or NSSC Customer Contact Center at NSSC-Contactcenter@nasa.go. All email will go to the NSSC Customer Contact Center.*
Step 2 **Customer Contact Center** Receives and start	*After receiving phone call or email from learner/user, NSSC Customer Contact Center will create Help Desk ticket in Remedy and populate the appropriate fields (Summary,*	*Help Desk ticket will be resolved by contact center if ticket is a password reset, unlock*

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Roles and Responsibilities	Action	Tips
documentation for SATERN Trouble Tickets	*Category, Type, Item, Case Type, Status, Priority, Source, Requester Information, Work Log information and any necessary additional information). All correspondence will be logged in the work log field on the Help Desk ticket. Contact Center will copy and paste all emails into the work log field. There are two types of tickets in the Remedy system, level one (Contact Center) and level two (System Admin). If ticket is a level one ticket (i.e. password reset, unlock account and basic SATERN navigation), NSSC Customer Contact Center will resolve Help Desk ticket, notify learner/user via phone or email of resolution and close ticket. If Contact Center can not resolve ticket, it will be elevated to level two, NSSC System Admin (SP) via Remedy. Contact Center will assign Help Desk ticket to System Admin group.* **Output:** Remedy Help Desk Ticket	*account or basic navigation ticket*
Step 3 **NSSC System Admin (SP)** Responsible for resolving L2 trouble tickets	*NSSC System Admin (SP) will receive and review Help Desk ticket in Remedy. System Admin (SP) will verify that the correct Category, Type and Item are selected on the Help Desk ticket and if necessary populate the information on the SATERN tab. (SP) will review all information in the Help Desk work log. NSSC (SP) will record any additional correspondence with learner/user in the work log including emails (must copy and paste). When responding to the learner/user, (SP) will send and receive all emails from NSSC-SATERNSupport@nasa.gov and all phone calls from their personal work number. NSSC (SP) will resolve Help Desk ticket and learner/user will be*	*NSSC (SP) L2 will always receive Remedy Help Desk tickets that the Contact Center can not resolve.* *Remedy Help Desk ticket will remain with NSSC (SP) while in pending status. NSSC (SP) will refer issue to LMS vendor via email and always copy NSSC IT.* *NSSC (SP) does not have to assign Remedy Help*

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Roles and Responsibilities	Action	Tips
	notified via phone or email of resolution. Contact Center will close Help Desk ticket. If (SP) can not resolve ticket, it will be placed in Pending status. This will stop the clock in Remedy and the ticket will stay in the (SP) Remedy inbox. (SP) will elevate issue to vendor via email and copy NSSC IT. **Output:** Completed Remedy Help Desk Ticket	*Desk ticket back to Contact Center. NSSC (SP) will only have to resolve Remedy Help Desk ticket.*
Step 4 **Vendor** Responsible for resolving L3 trouble tickets	*Vendor will be notified of trouble ticket via email. NSSC (SP) will record all correspondence (emails or phone calls) with Vendor in the work log of the Help Desk ticket. Vendor will resolve issue and notify NSSC IT and NSSC (SP) of resolution via email. (SP) will resolve Help Desk ticket in Remedy and notify learner/user via email or phone call. Contact Center will close ticket.* **Output:** Final solution to L3 Trouble Ticket and closed Remedy Help Desk Ticket	*Vendor may take weeks to resolve issue. While waiting on resolution the Remedy Help Desk ticket will remain in pending status.*

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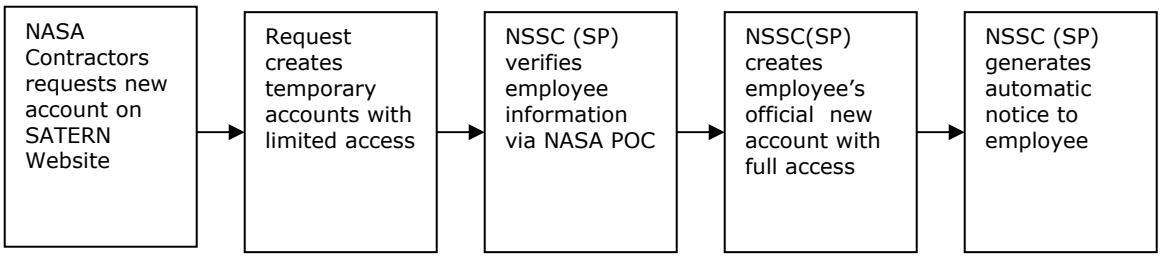
Development of new Accounts
Contractors



Roles & Responsibilities

Roles and Responsibilities	Action	Tips
Step 1 **Contractor/Learner** Requestor for new SATERN account	*Contractor/ learner will click link on SATERN Website to request new account. The request will generate an account with a number as the Learner ID. The learner will have to enter the following required information: Password, First Name, Last Name, Email Address, Center Location, NASA Point of contact (POC) Name, POC Email Address, POC Phone Number. This account will allow the learner to have very limited access to the SATERN Website. If learner email address doesn't end with @nasa.gov, authorization will be required from a NASA POC.* **Output:** Temporary SATERN Account with limited access	*New contractor/learner will use the SATERN website: https://satern.nasa.gov to request new account. This request will generate a temporary SATERN account with limited access. The account will have a number as its user name.* If learner is an IPA, NSSC (SP) will create their new account just like a civil servant and notify them via SATERN emails.
Step 2 **NSSC (SP)** Creates official new SATERN account	*NSSC (SP) will email learner's NASA POC requesting approval for access to SATERN. Once request is approved, NSSC System Admin (SP) will create an official SATERN account (see System Administration Step by Step Guide) and notify learner via emails from SATERN. Learner will receive two emails from SATERN, one containing the username and one containing the password. All generated number accounts that need to be converted to*	*If the email address of the learner requesting the new account does not end with nasa.gov. A NASA POC must give authorization for that learner to use SATERN and state the learner's center.*

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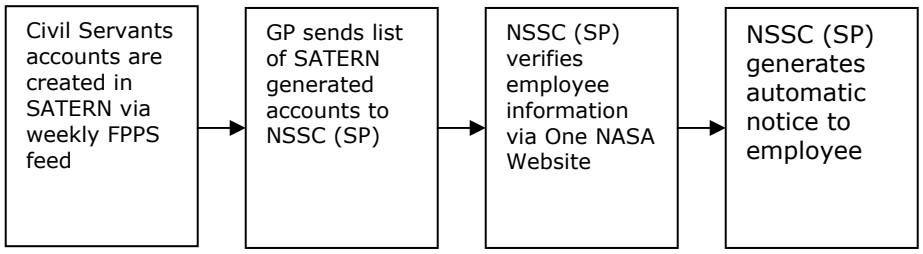
Roles and Responsibilities	Action	Tips
	an official account are located in the New Account Domain in SATERN and the NSSC (SP) will check this domain daily. For each account, NSSC System Admin (SP) will open and close a Remedy Change Request ticket. (SP) will have 5 days from initial request to create new account. If learner's email address ends with nasa.gov, NSSC (SP) will create a new account without authorization from a POC. **Output:** Remedy Change Request ticket	*NSSC SP will verify the POC is an active NASA civil servant using the x500 or One NASA website. If learner's email address ends with nasa.gov, the NSSC (SP) do not have to receive authorization from a POC. NSSC (SP) will create learner's new account.*
Step 3 **NASA POC** Grants authorization for new SATERN account	*NASA POC will grant approval for contractor without a "@nasa.gov" email address. POC will email NSSC (SP) stating authorization and the learner's center.* **Output:** Email granting authorization	*NASA POC must be an active NASA Civil Servant*

Civil Servants



Roles & Responsibilities

Roles and Responsibilities	Action	Tips
Step 1 **Federal Personnel Payroll System (FPPS)**	*New civil servants/learner accounts are generated weekly in SATERN from the Federal Personnel Payroll System (FPPS) feed.*	*This is an automated process.*

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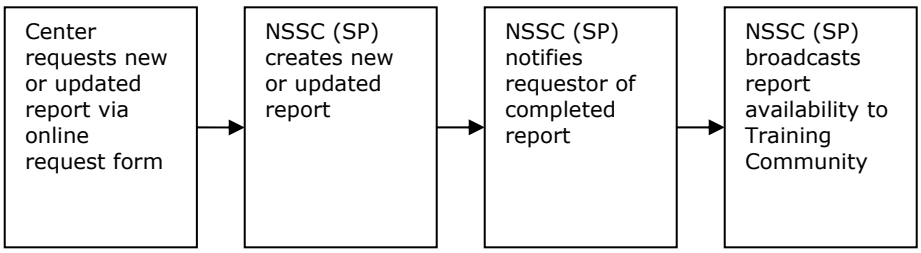
Roles and Responsibilities	Action	Tips
NASA Payroll System	**Output:** New Civil Servant Account in SATERN	
Step 2 **NSSC System Admin (SP)** Verifies new civil servant account	*NSSC (SP) will receive an email from GP (nasa_tr@vapdbs08.gpehosting.com) in its' NSSC-SATERNSupport@nasa.gov email box. NSSC (SP) will use this list to verify new accounts and have SATERN send learner their username and password (see System Administration Step by Step Guide)* **Output:** Remedy Change Request Ticket	*The list from GP will contain the learner's username, UUPIC and email address* *NSSC (SP) will verify new CS's center and email address on the One NASA Website.*

Development of Customized Reports (Brio & SATERN)



Roles & Responsibilities

Roles and Responsibilities	Action	Tips
Step 1 **Center/User** Requestor for Customized Report	*Center/User will submit request for customized Report via the NSSC Brio Request form and NSSC SATERN Request form on the NSSC public Website: http://www.nssc.nasa.gov (click on the following links: customer service, Human Resources, Administration of Online Training and Training Systems). All online forms*	*Center must use Brio to test Brio reports and SATERN to test SATERN Reports*

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Roles and Responsibilities	Action	Tips
	are listed under the Resources tab. The online form will generate an email that will go to the Document Imaging Department. *Output: Email created from online form*	
Step 2 **Document Imaging Department (DID)** Create Remedy Change Request ticket	*DID will create a Change Request ticket in Remedy, attach the Brio request form and assign ticket to the System Admin (SP).* **Output:** Remedy Change Request ticket	*Forms will be housed in TechDoc.*
Step 2 **NSSC System Admin (SP)** Developer of Customized Report	*NSSC (SP) will verify requestor is an active NASA employee or NASA contractor via the One NASA Website or X500 Website. If legitimate requestor, NSSC (SP) will create a report based on the formats requested using Brio or SATERN. NSSC (SP) will record all notes in the work log of the Remedy Change Request ticket. NSSC (SP) will notify user of completed report via email. The User will inform NSSC Training (SP) if additional adjustments are necessary. If necessary, NSSC (SP) will make changes. If no additional changes, NSSC Training (SP) will close Remedy ticket.* **Output:** Customized Report for User and completed Remedy Change Request ticket	*NSSC (SP) will modify an existing report or develop a new report. NSSC (SP) will only create reports for an active NASA employee or NASA Contractor. If Brio report, NSSC (SP) will send results via email as an attachment. If SATERN report, NSSC (SP) will make report accessible in SATERN to requestor. When appropriate, NSSC (SP) will publicize report to appropriate users.*

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Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC HR	Trouble Tickets	NSSC	Within 5 business days
NSSC HR	New Accounts	NSSC	Within 5 business days
NSSC HR	SATERN/Brio Reports	NSSC	Within 5 business days

Privacy Data

All participants involved must ensure protection of all data covered by the Privacy Act.

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System Components

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
Federal Personnel Payroll System (FPPS)	System provides automatic organizational data updates to SATERN	Access granted to Center Training Office (CTO)	FPPS
BRIO	System provides organizational data from SATERN and NASA legacy systems	Access granted to System Admins at NASA centers	
Remedy	Supports NSSC internal activities, metrics, etc.	Access granted to NSSC employees	Remedy
TechDoc Management System	System creates electronic files from faxes, emails or hard copy documents	Access granted to NSSC employees	Tech Doc

New Systems

Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
SATERN (LMS)	HR System for learner account information	NASA Learners and users	None

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Contact Center Strategy

Trouble tickets activity requires a clearly defined contact center strategy which answers the question "Who will answer the call and handle the request and defines the escalation parameters for the activity. Refer to the NASA Shared Service Center Customer Contact Center Service Delivery Guide (3.5.1) for the contact center strategy concerning this activity.

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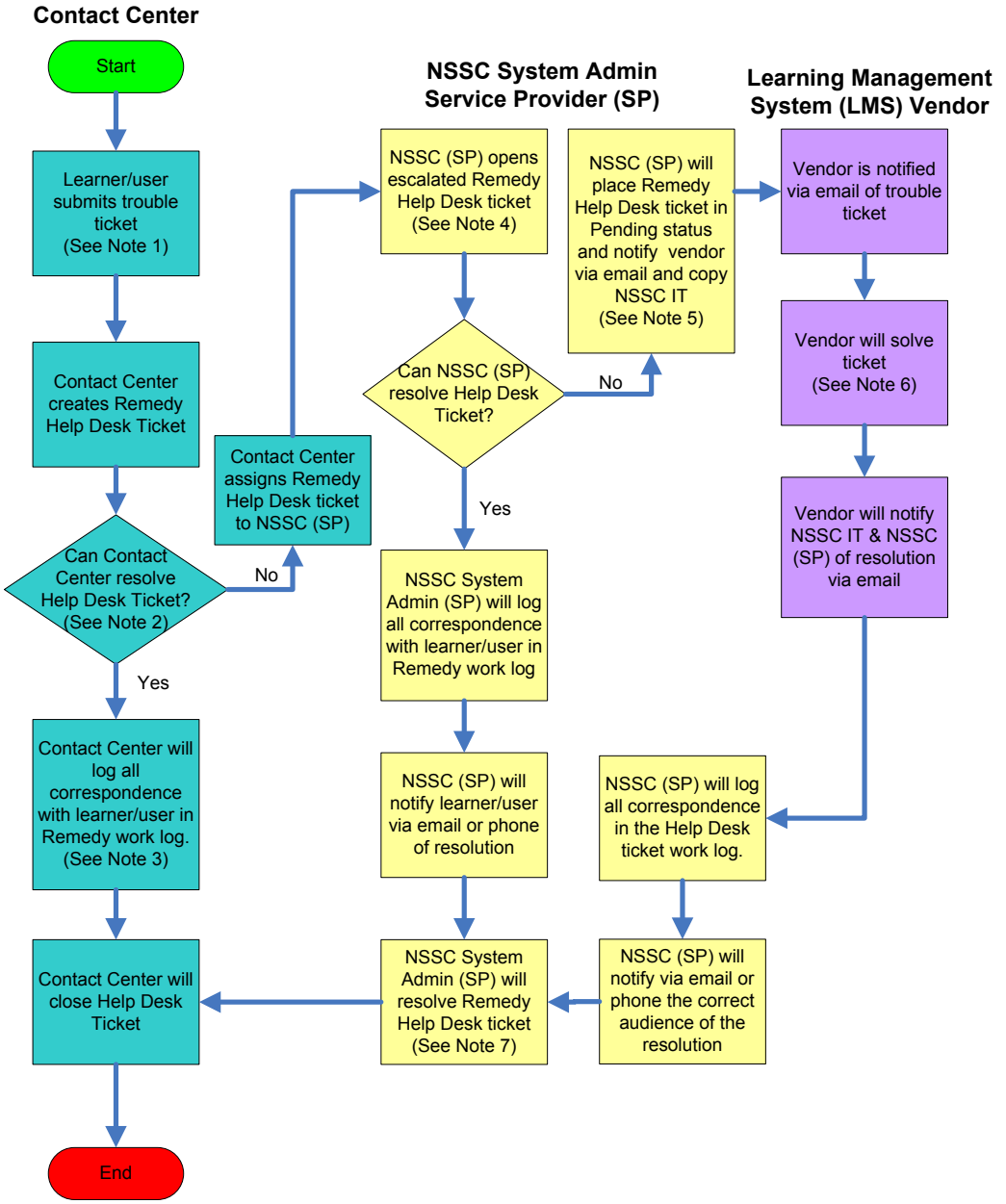
Appendix – Process Flow Diagram

Submission of Satern Trouble Tickets



Note 1:
Trouble tickets will be submitted via phone or email.
If phone, learner/user will call Satern Help Desk or NSSC Customer Contact Center at 1-877-677-2123
The phone number is the same for both.
If email, learner/user will email the Satern Help Desk at nasa-Saternsupport@nasa.gov or NSSC Customer Contact Center at NSSC-Contactcenter@nasa.gov

Note 2:
Help Desk ticket will be resolved by contact center if ticket is a password reset, unlock account or basic navigation ticket

Note 3:
All correspondence will be placed in the work log area of the Remedy ticket. All email will be copied and posted in the work log

Note 4:
NSSC (SP) L2 will always receive Remedy Help Desk tickets that the Contact Center could not resolve.

Note 5:
Remedy Help Desk ticket will remain with NSSC (SP) while in pending status. NSSC (SP) will refer issue to LMS vendor via email and always copy NSSC IT. If issue result in system outage, NSSC (SP) will send out notification of system outage.

Note 6:
LMS vendor may take weeks to solve issue. While waiting on resolution the Remedy Help Desk ticket will remain in pending status. Vendor can be NDC or GP/Plateau.

Note 7:
NSSC (SP) does not have to assign Remedy Help Desk ticket back to Contact Center. NSSC (SP) will only have to resolve Remedy Help Desk ticket.

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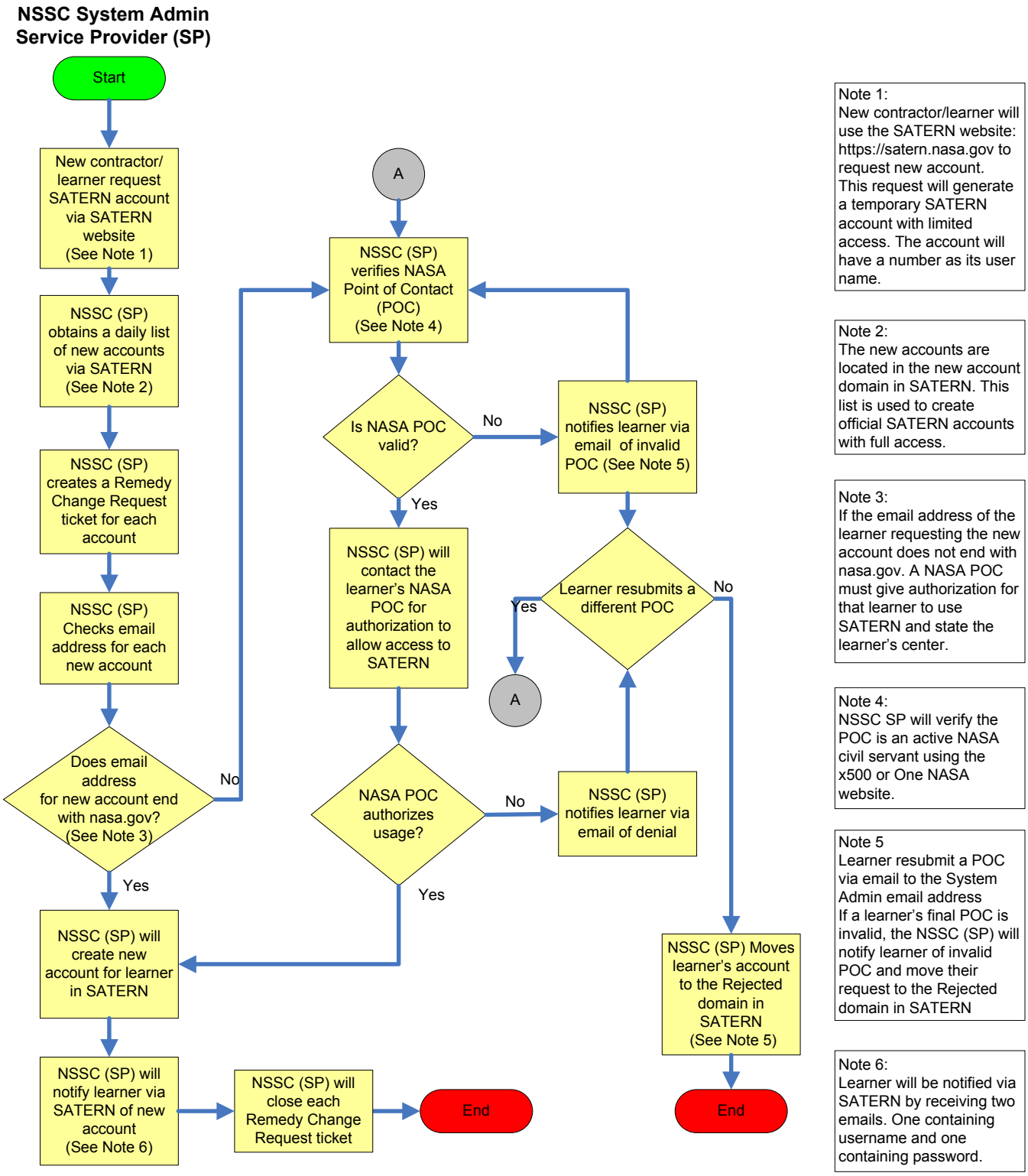
SATERN Account Request for New Contractors



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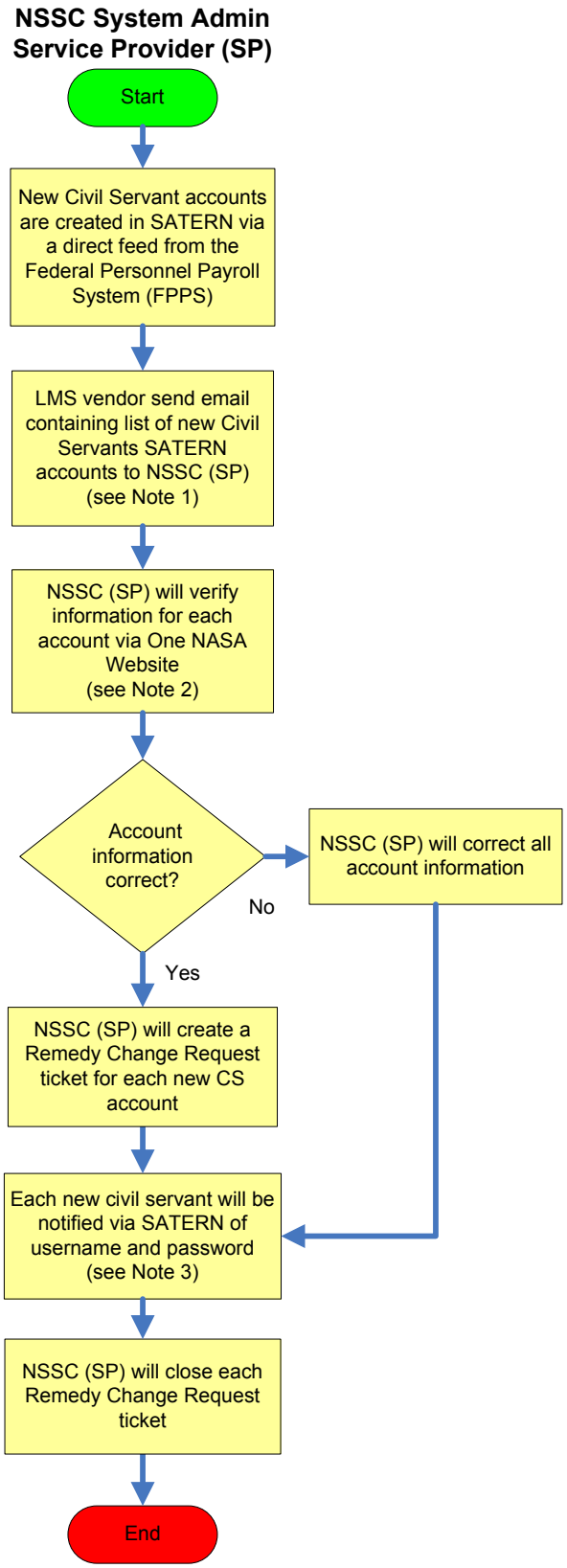
SATERN Account Request for New Civil Servants



Note 1:
Email will come after COB every Friday from GP (nasa_tr@vapdbs08.gpehosting.com) to the NSSC System Admin outlook inbox NSSC-SATERNSupport@nasa.gov. The list will contain the learner's username, UUPIC and sometimes email address

Note 2:
NSSC (SP) will verify new CS's center and email address on the One NASA Website.

Note 3:
Learner will be notified via SATERN by receiving two emails. One containing username and one containing password.

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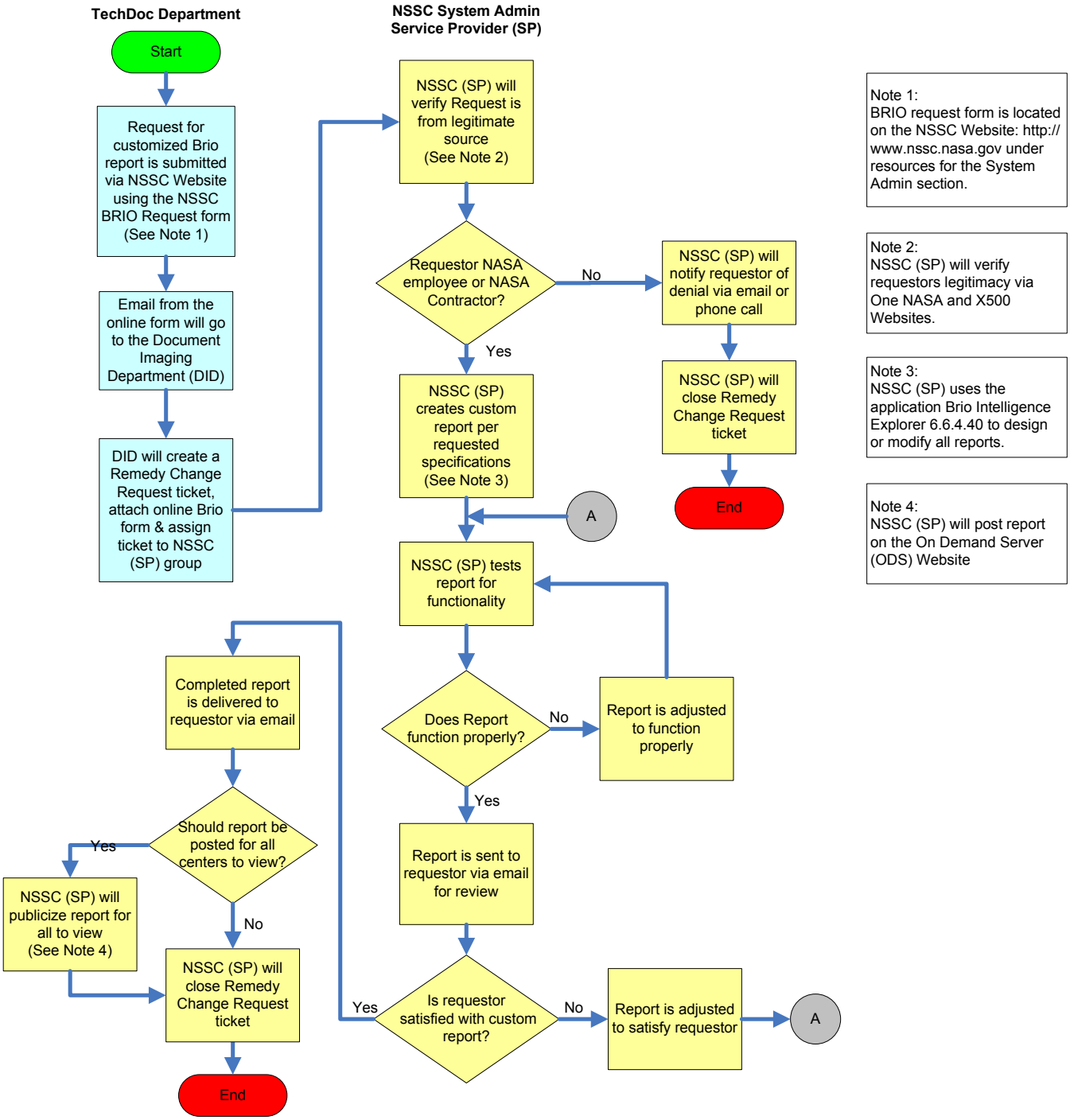
Request for Customized BRIO Report



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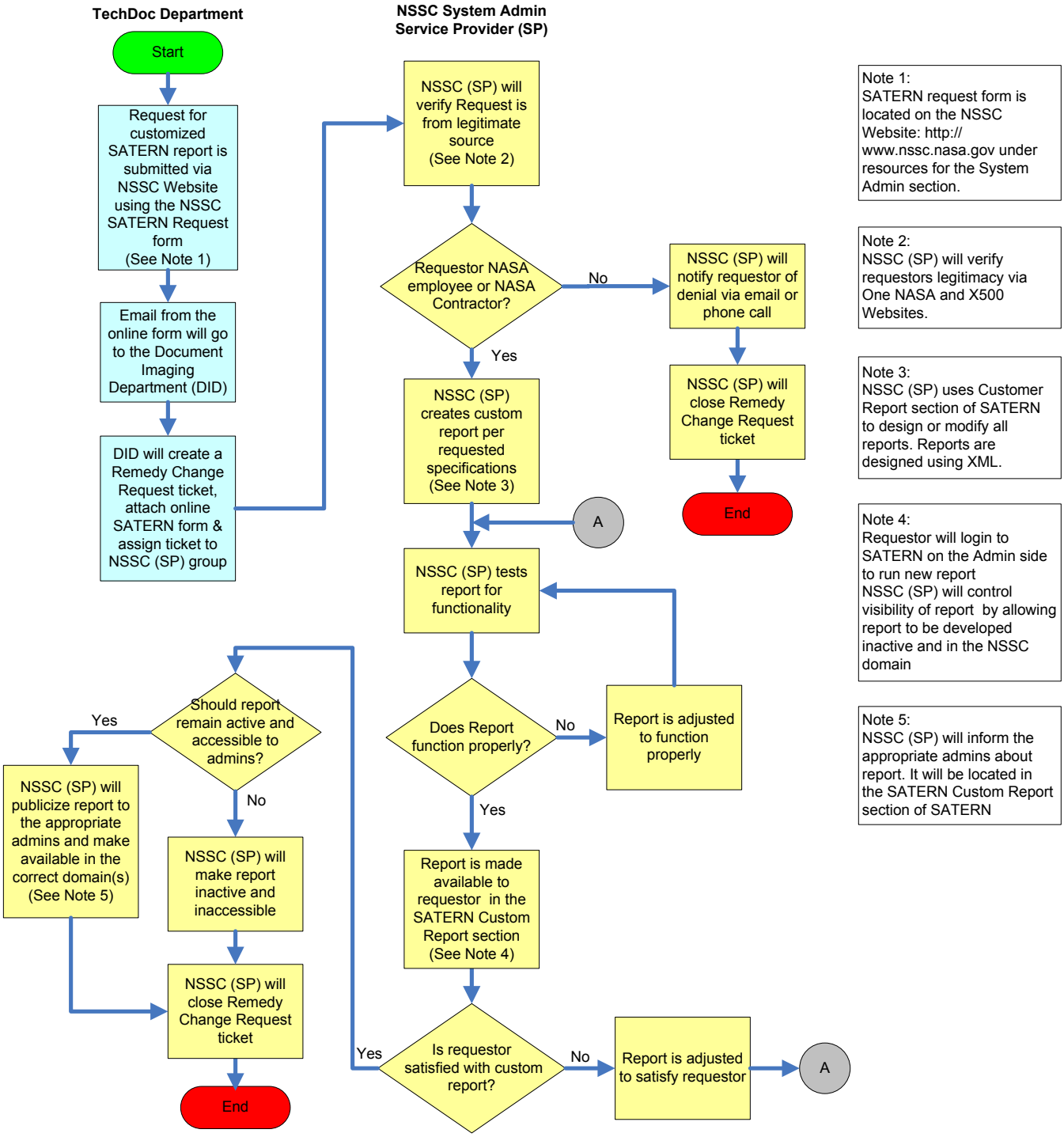
Request for Customized SATERN Report



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