



National Aeronautics and  
Space Administration

**NASA Shared Services Center**  
*Stennis Space Center, MS*  
39529-6000  
[www.nssc.nasa.gov](http://www.nssc.nasa.gov)

## **NASA Shared Services Center Service Delivery Guide**

**NSSDG-3400-0002      Revision 2.0**

**Effective Date:**      **October 31, 2011**  
**Expiration Date:**    **October 31, 2015**

---

# **Internal Training Service Delivery Guide**

---

**Responsible Office: Human Resources Department**

NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		
Page 2 of 31		

**Approved by**

/s/ Kenneth L. Newton

Kenneth Newton

Deputy Director, Service Delivery Directorate

October 27, 2011

Date

NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		
Page 3 of 31		

## DOCUMENT HISTORY LOG

Status (Basic/Revision Cancelled)	Document Version	Effective Date	Description of Change
Basic		3/17/08	Basic Release
Revision	2.0	10/31/11	Update: <ul style="list-style-type: none"> <li>• New Forms</li> <li>• Upgrade for SATERN to 5.8.5 processes</li> <li>• Modifications (new)</li> <li>• Changed flow charts to cross functional diagrams</li> <li>• New Systems</li> <li>• New Appendices</li> <li>• New Process of inputting data into FPDS-NG</li> <li>• Document originated under NSSC-HR-SDG-0037 and renumbered on 09/10/11 to NSSDG-3400-0002 to align with SDNS numbering system adopted in March 2010</li> </ul>

NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		
Page 4 of 31		

---

## TABLE OF CONTENTS

---

<b>Introduction .....</b>	<b>5</b>
<b>PROCESS–1 DATA ENTRY AND PROCUREMENT .....</b>	<b>6</b>
<b>Roles and Responsibilities.....</b>	<b>7</b>
<b>PROCESS–2 DATA ENTRY ONLY .....</b>	<b>14</b>
<b>Roles and Responsibilities.....</b>	<b>15</b>
<b>Modifications .....</b>	<b>18</b>
<b>Metrics.....</b>	<b>20</b>
<b>Privacy data .....</b>	<b>21</b>
<b>System components .....</b>	<b>22</b>
<b>Customer Contact Strategy.....</b>	<b>24</b>
<b>APPENDICES .....</b>	<b>25</b>
<b>Appendix A – Data Entry and Procurement Process Flow .....</b>	<b>25</b>
<b>Appendix B – Data Entry Only Process Flow .....</b>	<b>26</b>
<b>Appendix C – Student Roster Process.....</b>	<b>27</b>
<b>Appendix D1 – Modifications .....</b>	<b>28</b>
<b>Appendix D2 – Modifications for NSSC (SP) HR Only .....</b>	<b>29</b>
<b>Appendix D3 – Modifications for NSSC (SP) PR Only.....</b>	<b>30</b>
<b>Appendix E – Invoice Approval Process.....</b>	<b>31</b>

NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		
Page 5 of 31		

---



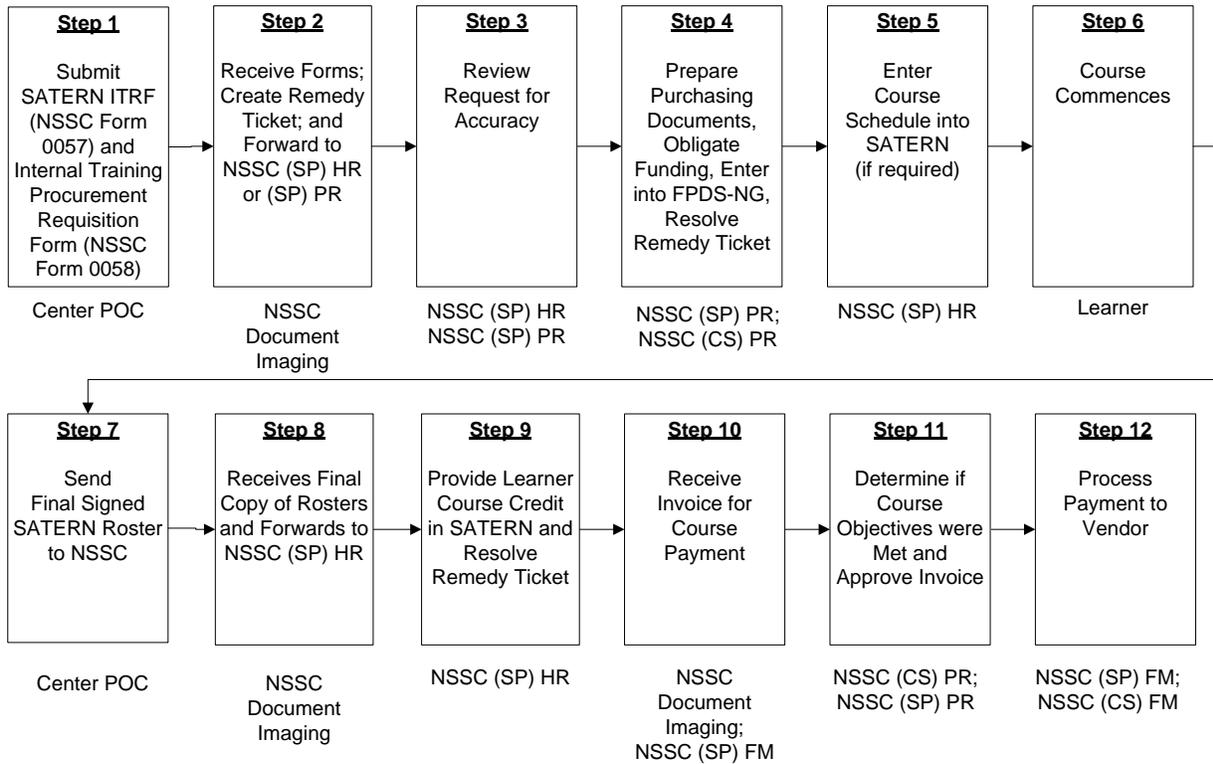
---

## Introduction

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) has the responsibility for the procurement and voucher payment of Internal Training purchases (i.e., training requiring an instructor to provide instruction at one of the NASA Centers). The NSSC Service Provider (SP) is tasked with entering the course information into SATERN for advertisement, providing learners with course completions, soliciting vendor proposals, assembling procurement files for approval, distributing award documents, and updating SATERN with schedule or price changes. The NSSC Procurement (PR) Civil Servant (CS) has the responsibility for approving procurement documentation and executing award documents and NSSC (CS) Financial Management makes payment.

NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Page 6 of 31		
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		

## PROCESS-1 DATA ENTRY AND PROCUREMENT



NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		
Page 7 of 31		

## Roles and Responsibilities

Process 1 – Data Entry and Procurement		
Roles and Responsibilities	Action	Tips/Notes
<p><b>Step 1</b></p> <p><b>Center Point of Contact (POC)</b></p> <p>Submit SATERN Internal Training Request Form (ITRF) (NSSC Form 0057) and Internal Training Procurement Requisition Form (NSSC Form 0058)</p>	<p>Completes SATERN ITRF, NSSC Form 0057, and the Internal Training Procurement Requisition form, NSSC Form 0058, and submits both by e-mail to the NSSC.</p> <p><b>Output:</b> Completed NSSC Form 0057 and NSSC Form 0058 submitted to the NSSC.</p>	<p>The preferred method of transmission is through e-mail. The form can be submitted direct using the e-mail link shown on the form i.e. (NSSC@nasa.gov) or Fax (using NSSC Form 0027 as a cover sheet) to NSSC Document Imaging [Fax: (866)779-NSSC (866)779-6772)</p> <p>If request is urgent and the procurement does not need to be advertised, the Center should submit the NSSC Form 0058. If request is urgent and the procurement must be advertised, the Center will submit NSSC Form 0057 and NSSC Form 0058. NSSC (SP) HR will create the training event in SATERN using the NSSC form 0057 information, and NSSC (SP) PR will process the NSSC Form 0058.</p>

NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		

Process 1 – Data Entry and Procurement		
Roles and Responsibilities	Action	Tips/Notes
<p><b><u>Step 2</u></b></p> <p><b>NSSC Document Imaging</b></p> <p>Receive Forms; Create Remedy Ticket; and Forward NSSC Form 0057 to NSSC (SP) HR or NSSC Form 0058 to NSSC (SP) PR</p>	<p>Receives appropriate forms from the Center POC; creates a Remedy Ticket; and forwards NSSC Form 0057 to NSSC (SP) HR and NSSC Form 0058 to NSSC (SP) PR.</p> <p><b>Output:</b> Created Remedy Ticket and forwarded with forms to NSSC (SP) HR or NSSC (SP) PR.</p>	<p>Ensure all documents attached to the request are uploaded to Tech Doc.</p>
<p><b><u>Step 3</u></b></p> <p><b>NSSC (SP) HR/PR</b></p> <p>Review Request for Accuracy</p>	<p>Reviews Internal Training forms for accuracy and validates Center Training POC authority.</p> <p><b>Output:</b> Reviewed/validated NSSC Form 0057 and NSSC Form 0058.</p>	<p>If forms are incomplete, NSSC (SP) HR and/or PR will contact the Center POC. Corrections and clarifications may require the Center to submit a "Request, Authorization, Agreement and Certification of Training Transmittal" form, NSSC Form 0027, to document a modification request.</p>

NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		

Process 1 – Data Entry and Procurement		
Roles and Responsibilities	Action	Tips/Notes
<p><b>Step 4</b></p> <p><b>NSSC (SP) PR</b> <b>NSSC (CS) PR</b></p> <p>Prepare Purchasing Documents and Obligate Funding</p>	<p>NSSC (SP) PR receives a notice through Remedy that an NSSC Form 0058 has been received for purchase. NSSC (SP) PR will verify that the required documents have been provided. NSSC (SP) PR e-mails the Center POC a receipt of request. NSSC (SP) PR assembles a standard procurement file and checklist, reviews sole source justification, and publishes synopsis or requests for quote, if required. NSSC (SP) PR will provide quotes to the Center POC for technical evaluation. NSSC (SP) PR enters award document information into Federal Procurement Data System – Next System (FPDS-NG) and then distributes the document to the vendor and the Center POC.</p> <p><b>Output:</b> Award document.</p>	<p>NSSC Form 0058 will be attached to Remedy ticket and sent to NSSC (SP) PR by Document Imaging. Synopsis will be published on Fedbizopps.gov for training purchases \$25,000 or more. NSSC (SP) PR will provide the vendor with the Center POC contact information to coordinate course logistics, technical aspects of the course, and to arrange Center access. Copies of award document are also sent to the Center POC and the requester.</p>
<p><b>Step 5</b></p> <p><b>NSSC (SP) HR</b></p> <p>Enter Course Schedule into SATERN (if required)</p>	<p>Creates the Item and/or a Scheduled Offering, entering information obtained from the NSSC Form 0057. NSSC will notify the Center POC when the course offering is published in SATERN.</p> <p><b>Output:</b> Course offering scheduled in SATERN.</p>	

NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		
Page 10 of 31		

## Process 1 – Data Entry and Procurement

Roles and Responsibilities	Action	Tips/Notes
<p><b><u>Step 6</u></b></p> <p><b>Learner</b></p> <p>Course Commences</p>	<p>Learner begins course. Course is conducted at Center-appointed time and location. The Center POC will maintain the course attendance roster using the SATERN roster print-out.</p> <p><b>Output:</b> Completed.</p>	<p>Center POC is responsible for all logistical support associated with the course. This includes: clearing instructors through security; coordinating room changes; reserving Audio Visual (AV) equipment; responding to technical difficulties associated with the room or equipment (e.g., computer failures, etc.); coordinating accommodations for handicapped attendees; coordinating the room setup; and receiving and distributing course material. All course roster changes will be made by the Center POC. Any modifications required for course should be sent to the NSSC using NSSC Form 0027.</p>

NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		

Process 1 – Data Entry and Procurement		
Roles and Responsibilities	Action	Tips/Notes
<p><b><u>Step 7</u></b></p> <p><b>Center POC</b></p> <p>Send signed final SATERN Roster to NSSC</p>	<p>Performs course close out process (external to SATERN), updating paper roster to include attendees who were not on original class roster. Center POC sends signed SATERN roster to the NSSC (SP) HR to close out course. Center will identify who is to receive or not to receive credit, no-shows and incompletes on the final roster.</p> <p>Examples:  NC – No Credit – Leave learners enrolled in scheduled offering but remove them in learner event recorder (Some Centers use this so it won't show as Incomplete in learner's history.)  NS – No Show;  INC – Incomplete – Will show up as incomplete in learner's history;  WI – Walk-In;  CANC – Cancel.</p> <p>SATERN rosters will be submitted to the NSSC within 15 business days after the class end-date. Appendix C provided for Final SATERN roster guidance.</p> <p><b>Output:</b> Roster</p>	<p>The roster should be Faxed to NSSC using NSSC Form 0027 as the cover sheet. Fax: (866)779-6772.</p> <p>For optional course evaluations, Centers may use Center-specific evaluations or SATERN's Agency - standard evaluation.</p>
<p><b><u>Step 8</u></b></p> <p><b>NSSC Document Imaging</b></p> <p>Receive final roster and create NSSC Service Request (NSR)</p>	<p>NSSC Document Imaging receives final roster, creates NSR, and assigns to NSSC (SP) HR for action</p> <p>Output: NSR with attached final roster.</p>	
<p><b><u>Step 9</u></b></p> <p><b>NSSC (SP) HR</b></p> <p>Provide Learner Course Credit in SATERN</p>	<p>Provides Learners with course completion in SATERN upon receipt of the final SATERN course roster.</p> <p><b>Output:</b> Course completion credit.</p>	

NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		

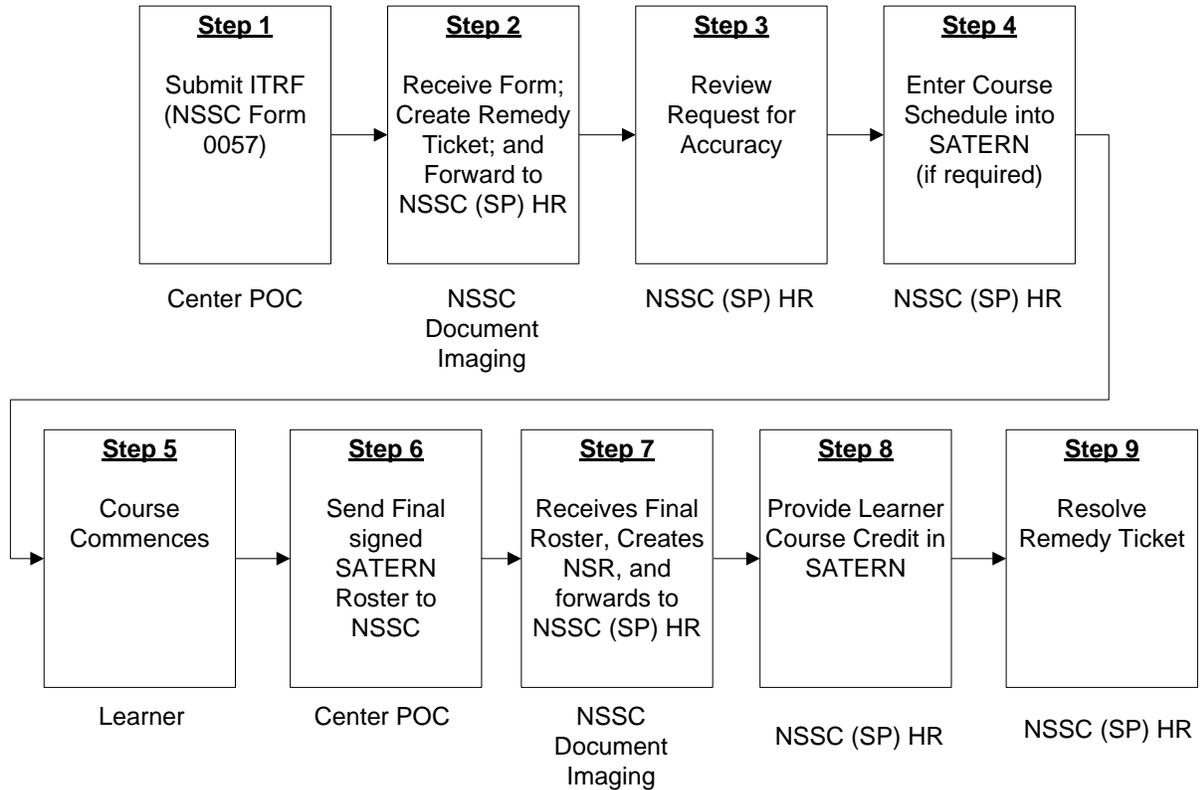
Process 1 – Data Entry and Procurement		
Roles and Responsibilities	Action	Tips/Notes
<p><b><u>Step 10</u></b></p> <p><b>NSSC Document Imaging NSSC (SP) Financial Management (FM)/Accounts Payable (AP)</b></p> <p>Receive Invoice for Course Payment</p>	<p>Vendor sends the invoice to NSSC for payment. NSSC Document Imaging assigns the invoice to NSSC (SP) FM/AP in the Accounts Payable Work Management System (AWMS).</p> <p>NSSC (SP) FM retrieves the invoice from AWMS and performs initial checks. If the SAP vendor master needs updating, NSSC (SP) FM submits a Service Request to the NASA Enterprise Applications Competency Center (NEACC) for updating the vendor master file in SAP. If the invoice does not meet the requirements of the Prompt Payment Act, the NSSC (SP) FM is responsible for ensuring that the invoice is returned to the vendor within seven days of receipt, accompanied by a letter detailing the deficiencies of the invoice.</p> <p><b>Output:</b> Submittal of invoice and assignment of invoice to FM.</p>	<p>All invoices should go through NSSC Document Imaging. Official date for payment is the NSSC Document Imaging date and time stamp.</p>
<p><b><u>Step 11</u></b></p> <p><b>NSSC (SP) FM NSSC (CS) PR NSSC (SP) PR</b></p> <p>Determine if Course Objectives were Met and Approve Invoice</p>	<p>NSSC (SP) FM sends the invoice to NSSC (SP) PR in the workflow for approval. NSSC (SP) PR contacts Center POC for confirmation of course completion within two business days. NSSC (SP) PR sends the Center-approved invoice using SAP workflow to NSSC (CS) PR for next level approval.</p> <p>NSSC (CS) PR approves/rejects invoice.</p> <p><b>Output:</b> Approval of invoice</p>	<p>NSSC (SP) PR communicates with the Center POC to ensure course was satisfactory and payment to the vendor is appropriate. If course is not satisfactory from the Center perspective, NSSC (CS) PR contacts the vendor to discuss problems, and may renegotiate. NSSC (SP) PR will modify order if there is a price discrepancy per NSSC (CS) PR and distribute modification.</p>

NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		

Process 1 – Data Entry and Procurement		
Roles and Responsibilities	Action	Tips/Notes
<u><b>Step 12</b></u>  <b>NSSC (SP) FM/AP</b> <b>NSSC (CS) FM/AP</b>  Process Payment to Vendor	NSSC (SP) FM/AP posts and creates payment proposal in SAP for all approved invoices. NSSC (CS) FM/AP creates a payment run in SAP and obtains a schedule number in SAP. NSSC (CS) FM/AP certifies payment in Treasury.  <b>Output:</b> Completed vendor payment proposal, payment run created, payment is certified for payment and vendor receives payment	
<u><b>Step 13</b></u>  <b>NSSC (SP) HR</b>  Course and Remedy Ticket Resolve	After receiving final roster to grant learners course completion in SATERN, NSSC (SP) HR resolves Remedy ticket.  <b>Output:</b> Completion of course and resolve Remedy Ticket	

NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		
Page 14 of 31		

**PROCESS-2 DATA ENTRY ONLY**



NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		
Page 15 of 31		

## Roles and Responsibilities

Process 2 – Data Entry Only		
Roles and Responsibilities	Action	Tips/Notes
<p><b><u>Step 1</u></b></p> <p><b>Center POC</b></p> <p>Submit ITRF (NSSC Form 0057)</p>	<p>Completes SATERN NSSC Form 0057 and submits it to the NSSC.</p> <p><b>Output:</b> Internal Training Request form (NSSC Form 0057)</p>	<p>Form can be submitted using e-mail link (<a href="mailto:nssc@nasa.gov">nssc@nasa.gov</a>) on NSSC Form 0057, or Fax (using NSSC Form 0027 as a cover sheet) to NSSC Document Imaging [Fax: (866)779-NSSC 866)-779-6772 (FAX ONLY IF OUTLOOK IS DOWN)]</p>
<p><b><u>Step 2</u></b></p> <p><b>NSSC Document Imaging</b></p> <p>Receive Form; Create Remedy Ticket; and Forward to NSSC (SP) HR</p>	<p>Receives form from the Center POC; creates a Remedy Ticket; and forwards ticket to NSSC (SP) HR.</p> <p><b>Output:</b> Created Remedy Ticket and forwarded with forms to NSSC (SP) HR.</p>	
<p><b><u>Step 3</u></b></p> <p><b>NSSC (SP) HR</b></p> <p>Review Request for Accuracy</p>	<p>Reviews Internal Training forms for accuracy.</p> <p><b>Output:</b> Completed NSSC Form 0057, and NSSC Form 0028 (if required).</p>	<p>If forms are incomplete, NSSC (SP) HR will contact the Center POC to request corrections and clarifications. The Center POC may have to submit an Integrated Procurement Documentation, NSSC Form 0028 for modifications if necessary.</p>
<p><b><u>Step 4</u></b></p> <p><b>NSSC (SP) HR</b></p> <p>Enter Course Schedule into SATERN (if required)</p>	<p>Creates an Item and/or Scheduled Offering in SATERN, entering information obtained from the NSSC Form 0057. NSSC notifies the Center POC of course offering publication in SATERN.</p> <p><b>Output:</b> Course offering scheduled in SATERN.</p>	

NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		
Page 16 of 31		

Process 2 – Data Entry Only		
Roles and Responsibilities	Action	Tips/Notes
<p><b>Step 5</b></p> <p><b>Learner</b></p> <p>Course Commences</p>	<p>Learner attends the course. The course is conducted at a Center determined time and location. The Center POC maintains course attendance using the roster print-out from SATERN.</p> <p><b>Output:</b> Completed course.</p>	<p>The Center POC is responsible for all logistical support associated with the course. This support includes: Clearing instructors through security; coordinating room changes; AV equipment reservations; responding to technical difficulties associated with the room or equipment (e.g., computer failures, etc.); coordinating accommodations for handicapped attendees; coordinating the room setup; and receiving and distributing course material. All course roster changes will be made by the Center POC. Any modifications required for the course need to be sent to the NSSC using NSSC Form 0027.</p>
<p><b>Step 6</b></p> <p><b>Center POC</b></p> <p>Send Final signed SATERN Roster to NSSC</p>	<p>Performs course close-out process (external to SATERN), updating paper roster to include attendees that were not on the original class roster. The Center POC sends signed SATERN roster to the NSSC (SP) to close out course.</p> <p><b>Output:</b> Roster</p>	<p>The roster should be sent to the NSSC using NSSC Form 0027 as the cover sheet.</p>

NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		

Process 2 – Data Entry Only		
Roles and Responsibilities	Action	Tips/Notes
<u><b>Step 7</b></u> <b>NSSC Document Imaging</b> Receive final roster, create NSR, and forward to NSSC (SP) HR	Receive final roster, create NSR, and forward to the NSSC (SP) HR.  <b>Output:</b> NSR with attached final roster for NSSC (SP) HR action.	
<u><b>Step 8</b></u> <b>NSSC (SP) HR</b> Provide Learner Course completion in SATERN	Upon receipt of the final, signed SATERN course roster, the NSSC documents course completion for Learners in SATERN.  <b>Output:</b> Course completion credit.	For optional course evaluations, the Center may use Center-specific evaluations or SATERN's Agency standard evaluation.
<u><b>Step 9</b></u> <b>NSSC (SP) HR</b> Resolve Remedy Ticket	Once completion is granted, the NSSC (SP) HR makes final notations and resolves Remedy ticket.  <b>Output:</b> Resolve Remedy ticket.	

NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		
Page 18 of 31		

## Modifications

Modifications		
Roles and Responsibilities	Action	Tips/Notes
<p><b>Step 1</b></p> <p><b>Center POC</b></p> <p>Center POC completes and submits NSSC Form 0027</p>	<p>Center POC completes and submits NSSC Form 0027 to NSSC.</p> <p><b>Output:</b> NSSC (SP) HR receives Remedy Ticket.</p>	<p>The NSSC Form 0027 is faxed to NSSC Document Imaging. Fax: (866)779-6772;</p> <p>The NSSC Form 0027 must include the following information in the comment section:</p> <ul style="list-style-type: none"> <li>• Purchase order number (or Ticket number if PO has not yet been issued)</li> <li>• Vendor name</li> <li>• Course title</li> <li>• Changes to be made</li> <li>• Reason for change</li> <li>• Signed by Center Training Office</li> </ul>
<p><b>Step 2</b></p> <p><b>NSSC Document Imaging</b></p> <p>Receive NSSC Form 0027; Create Remedy Ticket; and Forward to NSSC (SP) HR</p>	<p>Receives NSSC Form 0027 from Center POC; creates a Remedy ticket; and forwards to NSSC (SP) HR.</p> <p><b>Output:</b> Created Remedy ticket and forwarded with forms to NSSC (SP) HR</p>	
<p><b>Step 3</b></p> <p><b>NSSC (SP) HR</b> <b>NSSC (SP) PR</b></p>	<p>NSSC (SP) HR receives Remedy Ticket, reviews NSSC Form 0027 for accuracy.</p> <p><b>If NSSC Form 0027 is for NSSC (SP) HR and NSSC (SP) PR</b>, NSSC (SP) HR will review for accuracy and make updates in SATERN as requested. NSSC (SP) HR sends e-mail confirmation to Center POC stating updates have been made. NSSC (SP) HR forwards Remedy ticket to NSSC (SP) PR for processing.</p>	<p>If sending NSSC Form 0027 to NSSC (SP) HR only, include the following information:</p> <ol style="list-style-type: none"> <li>1. Item title</li> <li>2. Item ID number</li> <li>3. Date(s) of training event</li> <li>4. Schedule Offering number</li> <li>5. NSSC HR Remedy ticket number</li> </ol>

NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		

	<p><b>If NSSC Form 0027 is for HR only</b>, NSSC (SP) HR will review for accuracy and make updates in SATERN as requested. NSSC (SP) HR resolves Remedy ticket and sends e-mail confirmation to the Center POC stating updates have been made in SATERN.</p> <p><b>If NSSC Form 0027 is for PR only</b>, NSSC (SP) HR forwards Remedy ticket to NSSC (SP) PR for processing.</p>	*Note all information that needs to be updated in SATERN
<p><b>Step 4</b></p> <p><b>NSSC (SP) and (CS) PR</b></p> <p>NSSC (SP) and (CS) PR prepares modification documents and obligates funding (if necessary)</p>	<p>NSSC (SP) PR receives a notice from Remedy that an internal purchase request modification submitted to NSSC (SP) HR has been processed and the original PO is now ready to be updated.</p> <p>NSSC (SP) PR ensures necessary information has been provided or is obtained.</p> <p>NSSC (SP) PR creates purchase order modification and creates memo.</p> <p>Modification is sent to the vendor for signature.</p> <p>NSSC (SP) PR enters modification information into Integrated Enterprise Management (IEM) using outside buyer role.</p> <p>NSSC (CS) PR receives, signs, and releases funding for the modification in IEM.</p> <p>NSSC (SP) PR enters modification into FPDS-NG then distributes modification to the vendor and the Center</p> <p>NSSC (SP) PR forwards the Remedy ticket to NSSC (SP) HR.</p> <p>NSSC (SP) HR resolves Remedy ticket.</p> <p><b>Output:</b> Resolved modification NSR</p>	Synopsis will be published on Fedbizopps.gov for modifications \$25,000 or more.

NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		
Page 20 of 31		

## Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC (SP) HR	Course offering input into SATERN and Learner-provided credit for course completion.	Center Training Office	98% of training data shall be entered accurately within seven business days of receipt and none to exceed 10 business days.
NSSC (SP) PR NSSC (CS) PR	Procurement of internal training purchase and dispersing of award document.	Center Training Office, Vendor	90% of on-site training actions (\$3,001-\$25,000) are awarded within 10 business days of receipt of a complete purchase request package  90% of on-site training actions (greater than \$25,000) are awarded within 30 business days of receipt of a complete purchase request package

NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		
Page 21 of 31		

---



---

**Privacy data**

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

NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		
Page 22 of 31		

## System components

IT System Title	IT System Description	Access Requirements	IT System Interfaces
Integrated Enterprise Management (IEM)/SAP	Integrated financial management system for purchase requisition generation and payment processing	Access obtained through IdMAX	SPS, I-View
Excluded Parties List System <a href="http://www.epls.gov">www.epls.gov</a>	Identifies debarred individuals and corporations and assures vendors are in good standing	None	None
Remedy	Supports NSSC internal activities, metrics, etc.	Appropriate access granted for NSSC employees	None
TechDoc Management System	System creates electronic files from faxes, e-mails, or hard copy documents and is an electronic library	Appropriate access granted for NSSC employees	None
NASA Acquisition Internet Service (NAIS)	Variety of Web-based applications used throughout the Agency.	Access granted by the NSSC's NAIS super user	None
Secure Payment System (SPS)	Secure Payment System for certifying payments to Treasury	Access obtained through IdMAX	SAP/IEMP
Accounts Payable Work Management System (AWMS)	Accounts Payable Management System	Access obtained through IdMAX	None
Central Contractor Registration (CCR)	Central Contractor Registration system documents contractor eligibility for government contracts.	None	None
Federal Business Opportunity Web site <a href="http://www.fedbizopps.gov">www.fedbizopps.gov</a>	Web site that hosts solicitations for government contracts \$25,000 or greater	User role for NSSC (CS) PR and NSSC (SP) PR	None
Federal Procurement Data System – Next Generation (FPDS-NG) <a href="http://www.fpds.gov/fpdsng-cms">www.fpds.gov/fpdsng-cms</a>	Automated System to collect and report on federal procurement spending	Access granted by GSA using the FPDS-NG Web site	None

NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		
Page 23 of 31		

---



---

### System Components (Continued)

IT System Title	IT System Description	Access Requirements	IT System Interfaces
NASA Acquisition Internet Service Electronic Posting System (NAIS EPS) <a href="https://prod.nais.nasa.gov">https://prod.nais.nasa.gov</a>	Publish requirements over \$25,000 and interfaces with FedBizOpps.gov	Access granted by the NSSC's NAIS super user	None
SATERN Learner Management System (LMS)	HR system for request, authorization, agreement and certification of training.	Access automatically granted for Civil Service gains – Contractor accounts created, but must request activation on the SATERN landing page	None

NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		
Page 24 of 31		

---



---

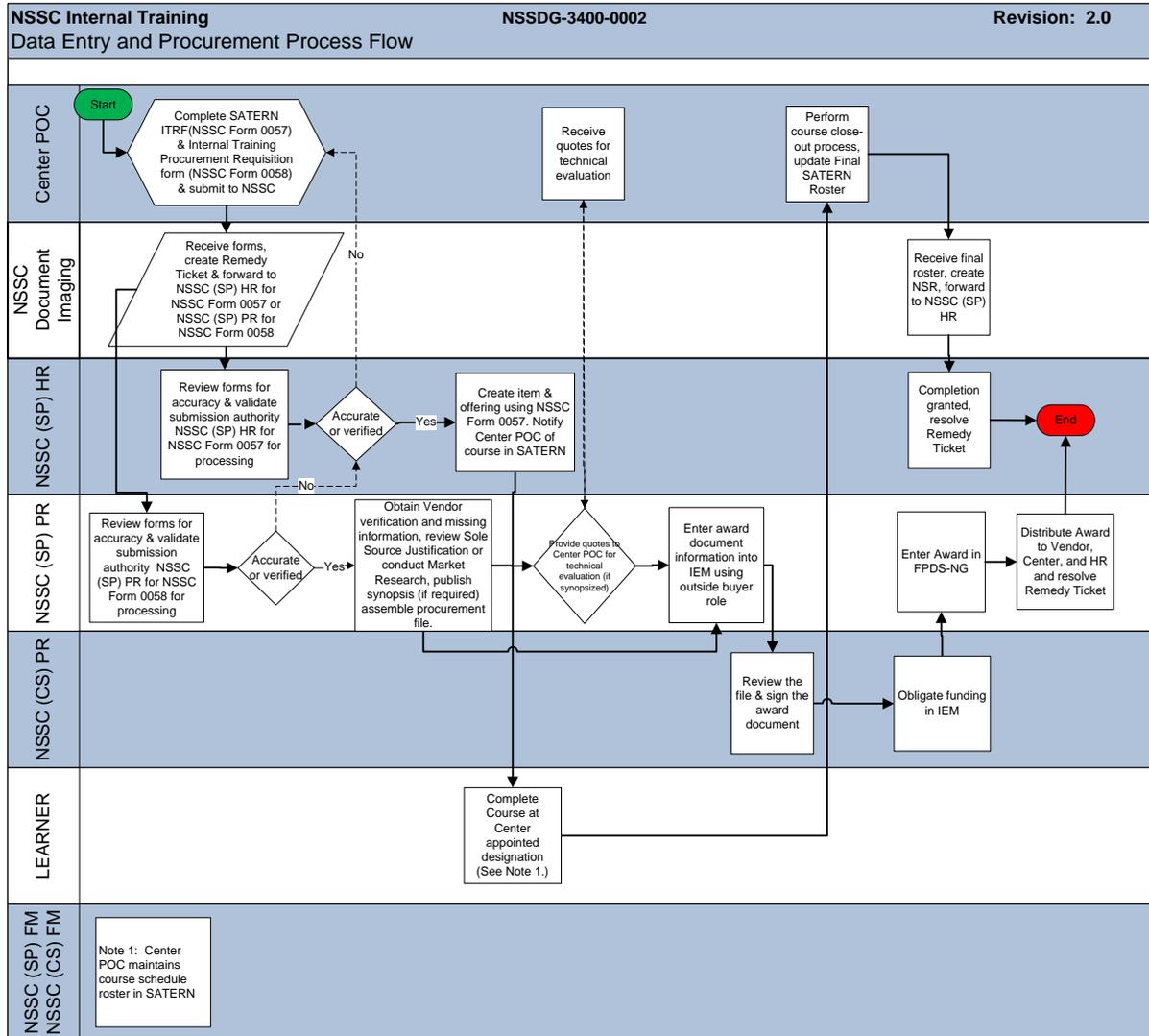
### Customer Contact Strategy

The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu positioning, routing, and escalation of inquiries for this activity.

NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Page 25 of 31		
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		

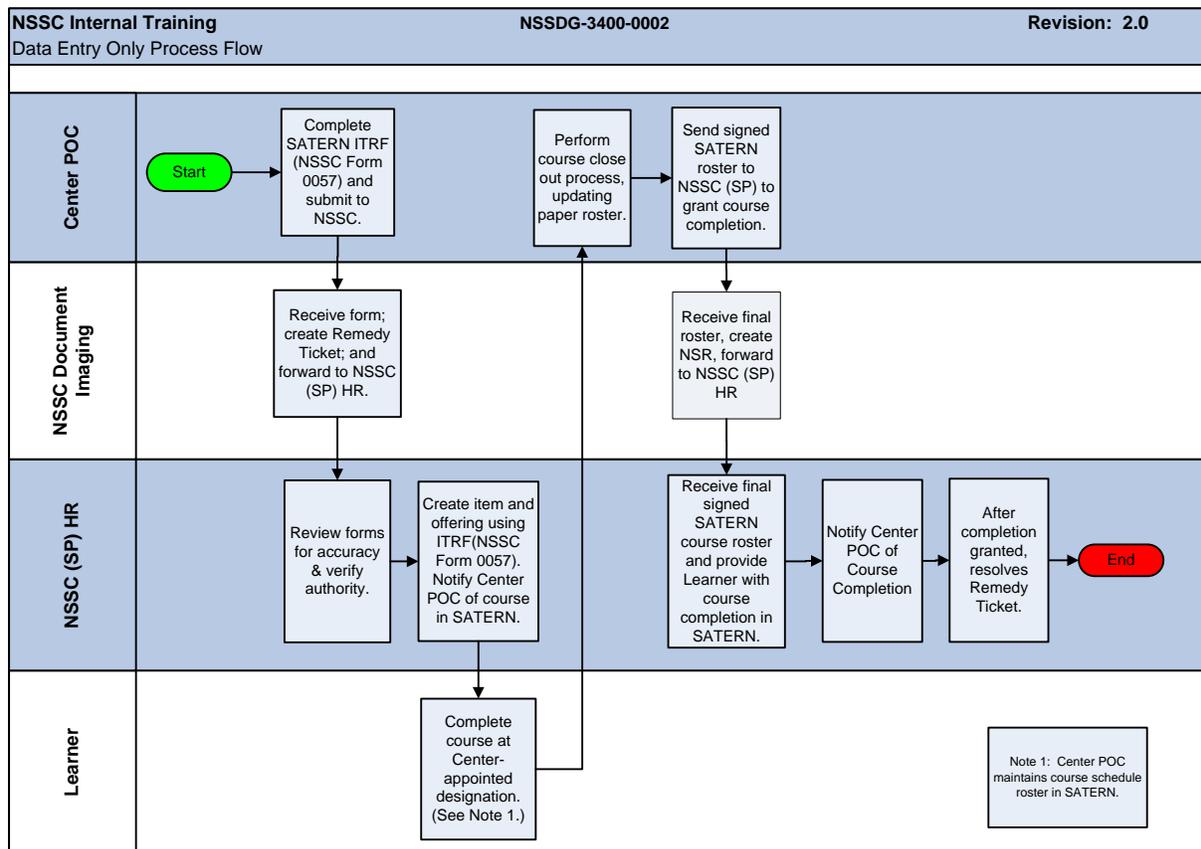
## APPENDICES

### Appendix A – Data Entry and Procurement Process Flow



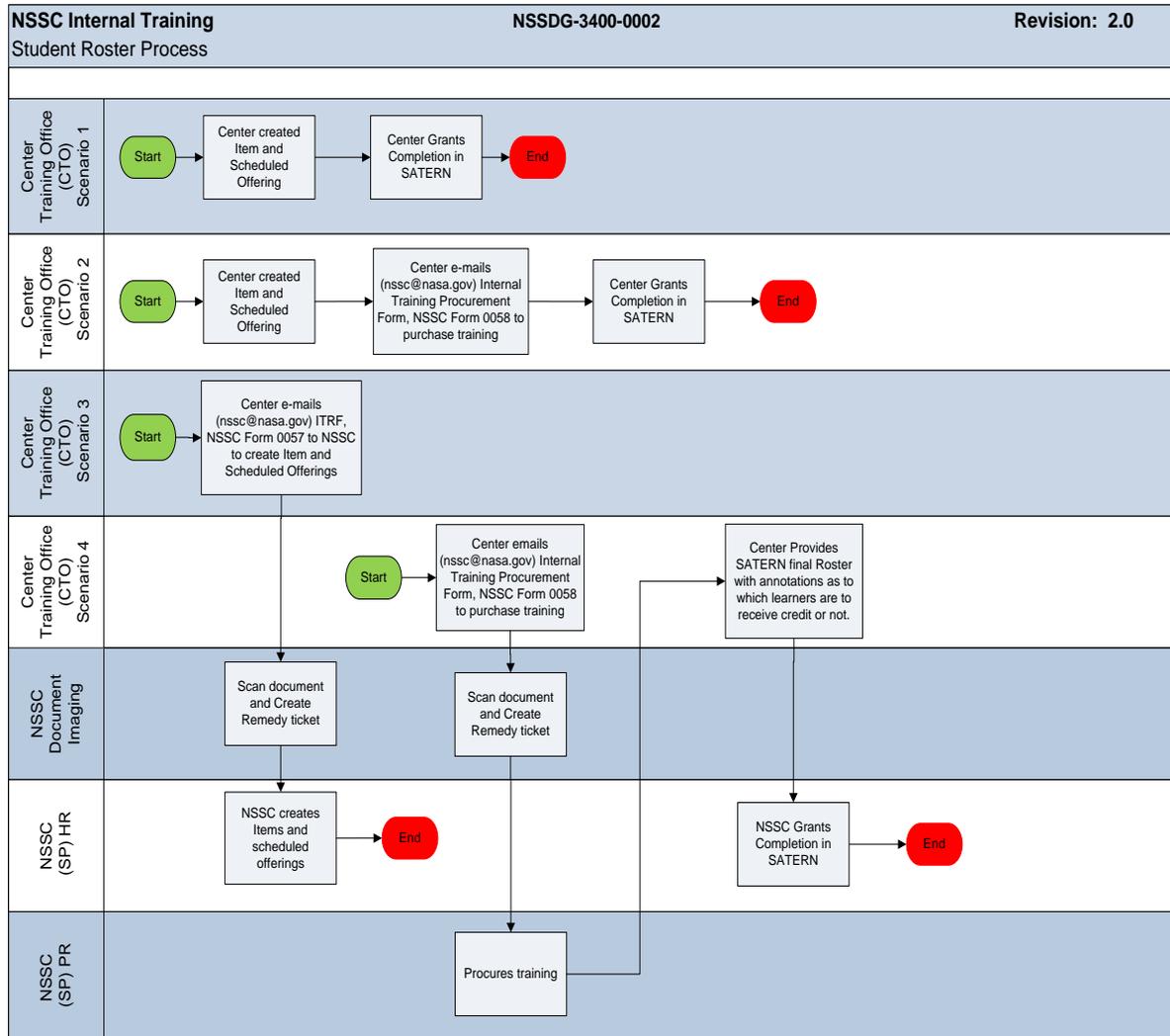
NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Page 26 of 31		
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		

## Appendix B – Data Entry Only Process Flow



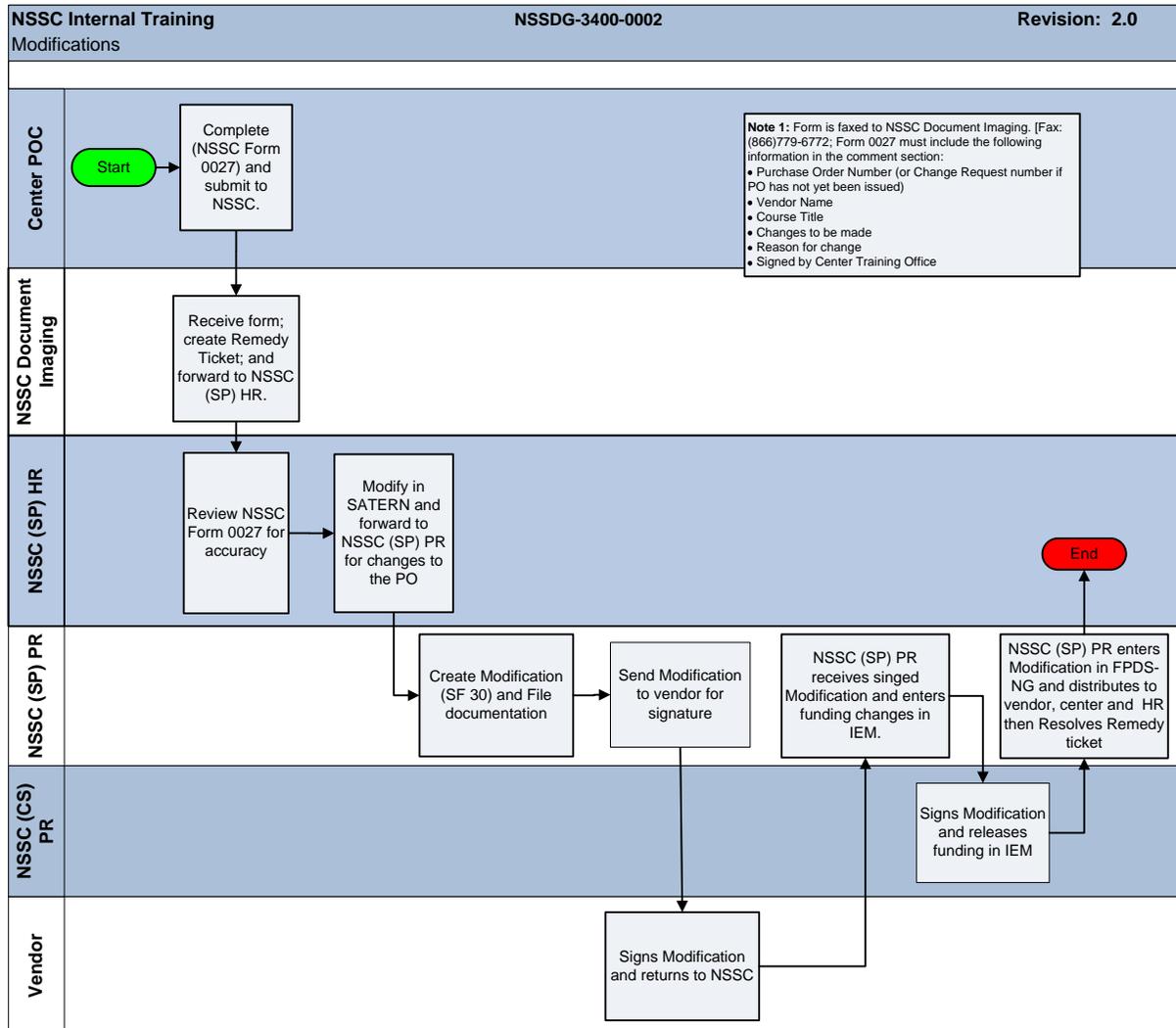
NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Page 27 of 31		
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		

## Appendix C – Student Roster Process



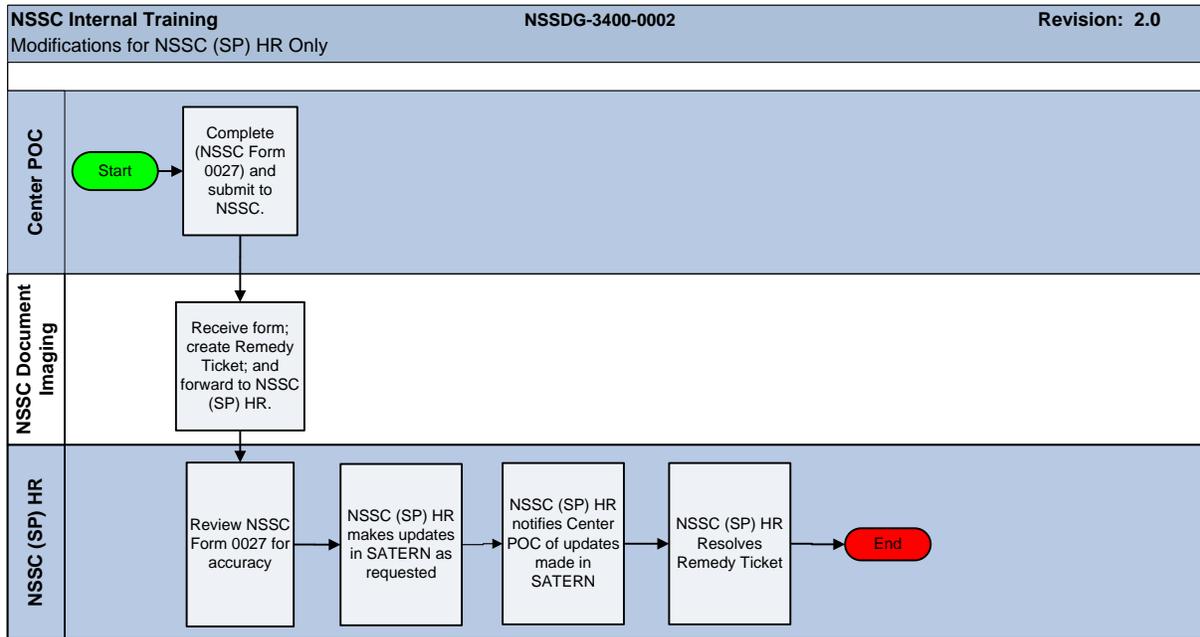
NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Page 28 of 31		
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		

## Appendix D1 - Modifications



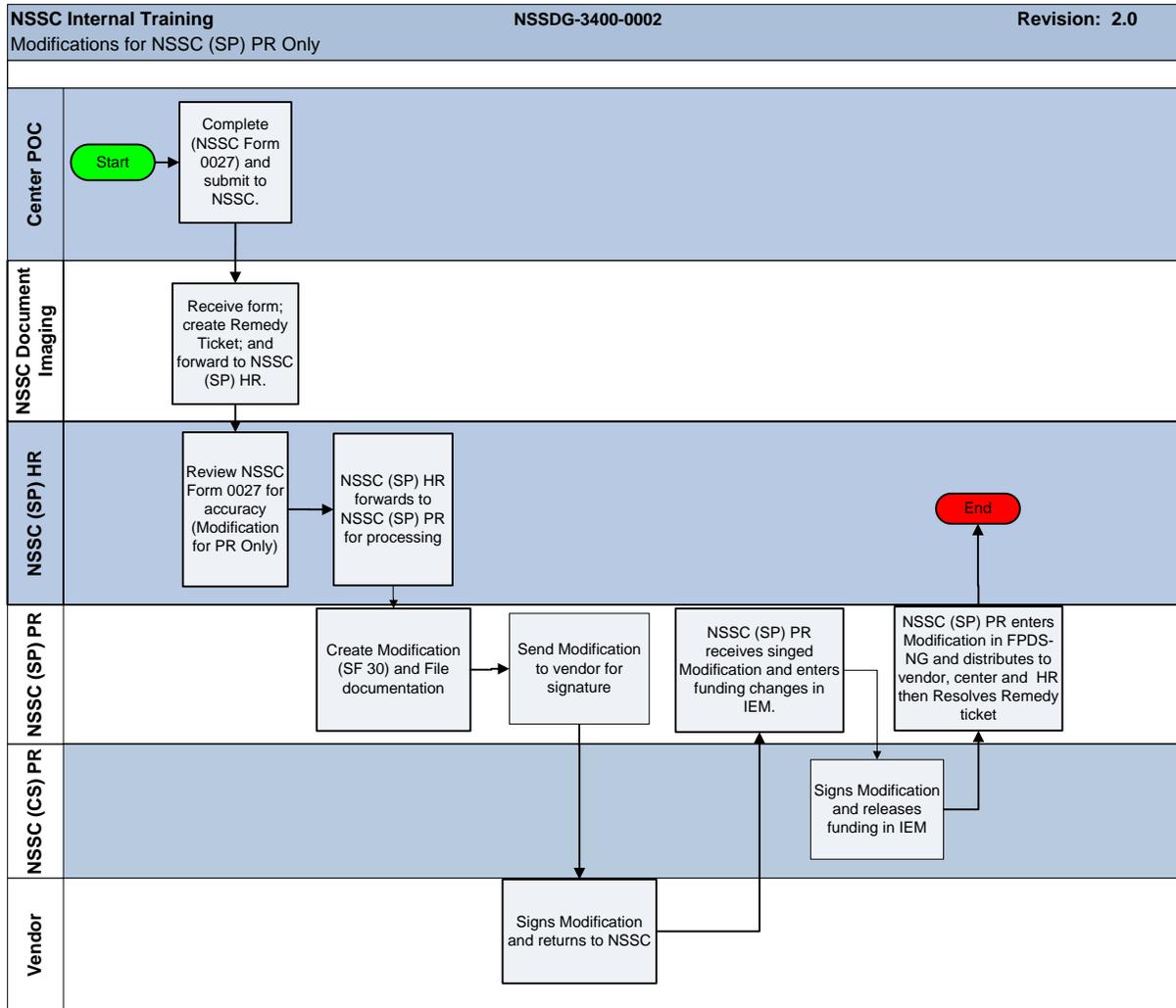
NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		
Page 29 of 31		

## Appendix D2 – Modifications for NSSC (SP) HR Only



NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Page 30 of 31		
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		

### Appendix D3 – Modifications for NSSC (SP) PR Only



NSSC Service Delivery Guide	NSSDG-3400-0002	Revision 2.0
	Number	
	Effective Date:	October 31, 2011
	Expiration Date:	October 31, 2015
Responsible Office: Human Resources		
<b>SUBJECT: Internal Training Service Delivery Guide</b>		
Page 31 of 31		

## Appendix E – Invoice Approval Process

