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Space Administration

NASA Shared Services Center
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NASA Shared Services Center Service Delivery Guide

NSSDG-3400-0003 Basic Version 1.0

Effective Date: June 26, 2014

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ONLINE TRAINING SUPPORT MANAGEMENT

Responsible Office: Human Resources Division

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SUBJECT: Online Training Support Management		

Approved by

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 Director, Service Delivery Directorate

 Date

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1.0 Background

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) supports the Agency with Online training course content conversion, testing, development and uploads to the Agency Learning Management System (LMS), currently the System for Administration, Training, and Educational Resources for NASA (SATERN).

Online training course content is any Web-enabled training course content available to NASA users. The course content can be standardized Agency-wide training or Discipline or Center-specific training. SkillSoft and Books 24/7 are not covered within this Service Delivery Guide as they fall under standard SATERN Administration support via the NSSC Center Customer Contact Center helpdesk (E-mail: nssc-customercontact@nasa.gov or call: 1-877-677-2123).

Cost estimates for new course loads and content updates will be based upon an initial estimate of the work to be provided (to include compliance and operational testing). The receipt date of funding approval sets the precedence for priority work except Mandated Agency-wide training, which takes the highest priority. Online Content Management supports the development, testing and deployment of online training content in the SATERN environment. Testing includes validation of Sharable Content Object Reference Model (SCORM) / Aviation Industry CBT Committee (AICC) conformance, Section 508 compliance and SATERN supported desktop/browser configurations for all supported processes falling under the Online Content Management. Appendix A provides for the Online Training Services Request Form.

2.0 Purpose

NSSC provides the single conduit for adding and updating online training within the Agency LMS.

3.0 Applicability/Scope

Services and processes provided include: content conversion; updates for new and existing online courses; requester-provided content for upload; course catalog maintenance; deactivations; course customer support; and operational troubleshooting as part of the basic LMS Admin under Employee Development and Training. NASA Center Training Offices (CTOs), Disciplines, content owners, SATERN Administrative

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Leads, NSSC (Civil Servant (CS) & Service Provider (SP)) and Office of Human Capital Management (OHCM) are governed by this document.

4.0 Privacy Information

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

5.0 Records

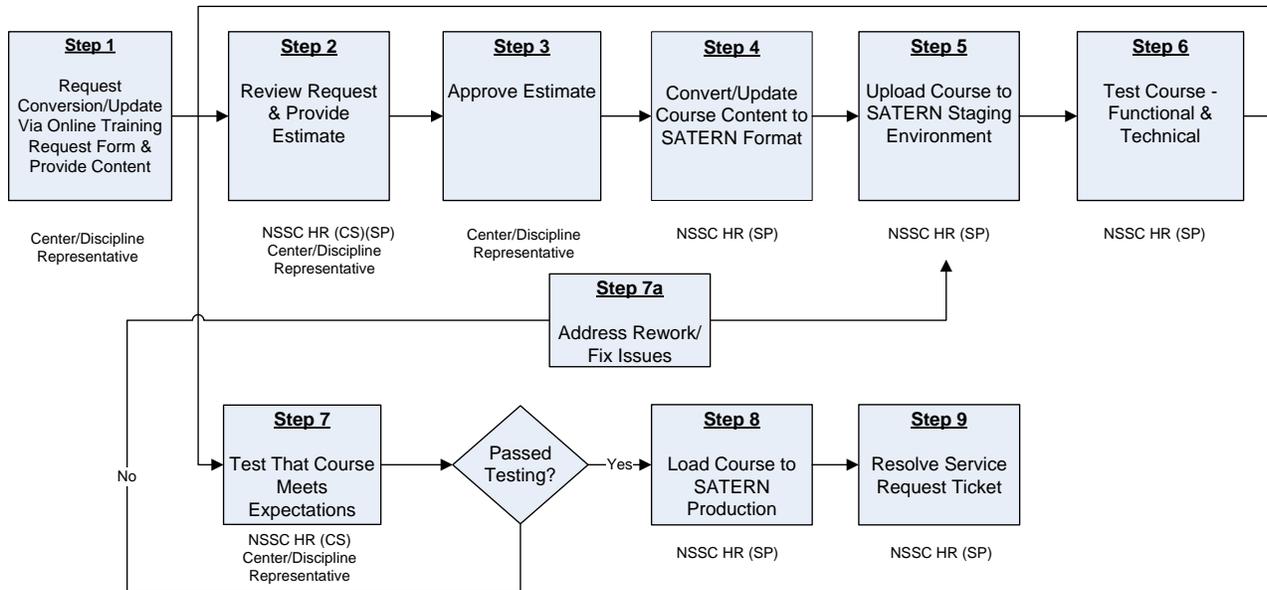
Online Course Management content utilized in the support of this service contains some official records. Systems containing official records have been added to the Master Records Index for online content training based upon the ownership of these records.

6.0 Cancellation/Supersession of Previous Documents

N/A

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PROCESS 1: CONTENT CONVERSION AND UPDATE FOR NEW AND EXISTING ONLINE COURSES



Roles & Responsibilities

Process 1 – Content Conversion and Update for New and Existing Online Courses		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 1</p> <p>Center/Discipline Representative</p> <p>Request new course conversion/update and provide content</p>	<p>Customer requests the conversion/update and upload of non-SATERN related course material to SATERN by filling out an Online Training Request Form (provide pertinent course information and follow instructions on the form to submit course content to NSSC).</p>	<p>The form is located on the NSSC Web site at: https://www.nssc.nasa.gov/satetrainingservices.</p> <p>NSSC Document Imaging</p>

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Process 1 – Content Conversion and Update for New and Existing Online Courses		
Roles and Responsibilities	Action	Tips/Notes
	<p>Output: Completed initial request.</p>	<p>receives electronic submission of request automatically and creates a Service Request Ticket in the NSSC work tracking system.</p> <p>It is expected that the requester will provide all required content materials (audio, video, graphics and text) in the approved digital formats. To transfer content files to the NSSC, contact NSSC via the NSSC-DL-OnlineTraining@mail.nasa.gov e-mail address.</p>

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Process 1 – Content Conversion and Update for New and Existing Online Courses		
Roles and Responsibilities	Action	Tips/Notes
<p><u>Step 2</u></p> <p>NSSC Human Resources (HR) (CS) (SP) Center/Discipline Representative</p> <p>Review request and provide estimate</p>	<p>In coordination with the Requester, NSSC (CS) (SP) reviews the request and additional course materials.</p> <ul style="list-style-type: none"> - NSSC HR (CS) determines whether the request was submitted via the appropriate authority (CTO / Discipline). If not, the CS must validate the request prior to sending the request to the SP for creation of the estimate. - NSSC HR (SP) creates an estimate for work requested. <p>Output: Completed work estimate.</p>	<p>NSSC HR (SP) will communicate with the requester during this step to gather additional details on the course complexity and features.</p> <p>The receipt date of funding approval sets the precedence for priority work except Mandated Agency-wide training, which takes the highest priority.</p>

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Process 1 – Content Conversion and Update for New and Existing Online Courses		
Roles and Responsibilities	Action	Tips/Notes
<p><u>Step 3</u></p> <p>Center/Discipline Representative</p> <p>Provide estimate approval, funding and appropriate course content files</p>	<p>Requester provides estimate approval.</p> <p>The requester is responsible for any licensing or copyright issues associated with requester-provided training content.</p> <p>Funding approvals must be submitted to NSSC HR (CS) prior to work being initiated.</p> <p>Output: Estimate approval, funding and content files.</p>	<p>All SATERN required course coding (example - Enterprise Human Resources Information (EHRI) will be provided by the Requester. The codes can be found using the SATERN launch page under Resources Tab: SATERN Rules and Process Guide: Appendix C: Acceptable Codes for Custom Fields</p>
<p><u>Step 4</u></p> <p>NSSC HR (SP)</p> <p>Convert/Update Course content to SATERN format</p>	<p>NSSC (SP) converts the requester-provided training content into a Web-based format that is SCORM/AICC and 508 compliant in accordance with SATERN configuration requirements as identified in “NASA Online Training Content Specifications for Vendors.”</p> <p>Output: Draft course content.</p>	

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Process 1 – Content Conversion and Update for New and Existing Online Courses		
Roles and Responsibilities	Action	Tips/Notes
<p><u>Step 5</u></p> <p>NSSC HR (SP)</p> <p>Course upload to staging environment</p>	<p>NSSC uploads the course content to the LMS content server and creates the item in the staging environment.</p> <p>Output: Course ready for testing in staging environment.</p>	
<p><u>Step 6</u></p> <p>NSSC (SP)</p> <p>Test course - technical and functional</p>	<p>NSSC tests course for SCORM/AICC and Section 508 compliance as well as proper functionality with NASA standard desktop/mobile testing configurations.</p> <p>NSSC provides the course item information to the requester for review.</p> <p>Output: Completed course ready for requester review.</p>	<p>In the event that testing is unsuccessful, NSSC HR (SP) will go back to conversion/update activity in Step 4.</p>
<p><u>Step 7</u></p> <p>NSSC HR (CS)(SP)</p> <p>Center/Discipline Representative</p> <p>Test and validate that the course meets requester expectations</p>	<p>Requester and NSSC HR (CS) test and validate the course in the staging environment.</p>	<p>In the event that the course does not meet requester expectations, course NSSC HR (SP) will revert to Step 7a.</p> <p>Process Exception: If this is an Agency-wide</p>

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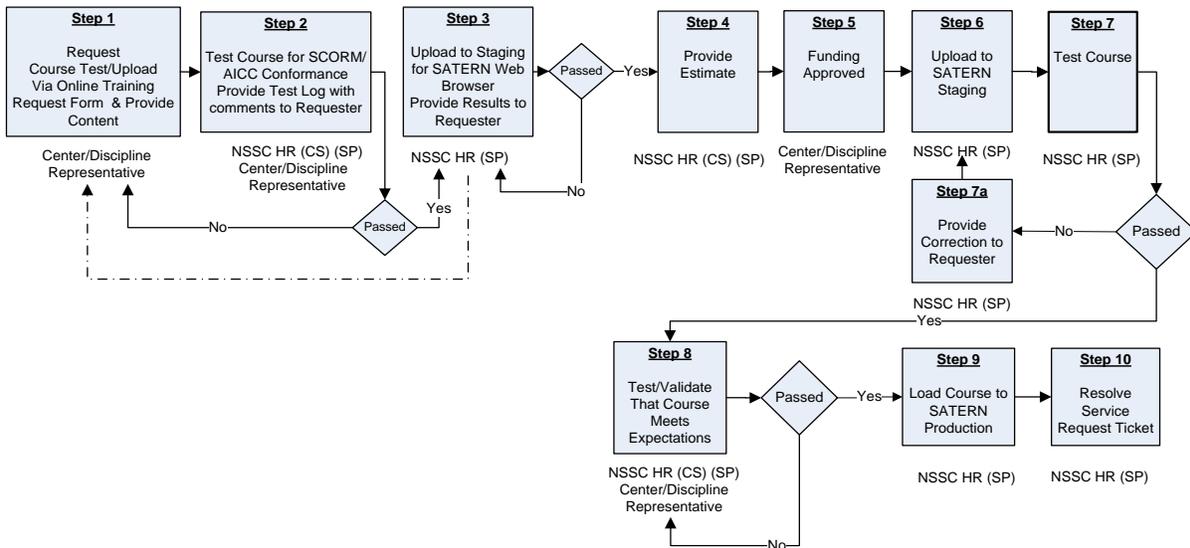
Process 1 – Content Conversion and Update for New and Existing Online Courses		
Roles and Responsibilities	Action	Tips/Notes
<p><u>Exception: (Agency-wide Mandated Training)</u></p> <p>OHCM</p> <p>Center SATERN Admin Leads (SALs)</p> <p>Disciplines</p> <p>NSSC HR (CS)(SP)</p>	<p>Output: Accepted course ready for upload to production environment.</p>	<p>Mandated Training, the NSSC SP will:</p> <ul style="list-style-type: none"> • Conduct User Acceptance Testing (UAT). • Course Readiness Review (CRR). <p>Review guidance: NASA Standard Operating Procedure on Federally Mandated Training Policy.</p>
<p><u>Step 7a</u></p> <p>NSSC HR (CS) (SP)</p> <p>Center/Discipline Representative</p> <p>Address rework / Fix issues</p>	<p>NSSC HR (CS) (SP) and requester test and validate the course in the staging environment.</p> <p>Output: Accepted course ready for upload to production environment.</p>	

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Process 1 – Content Conversion and Update for New and Existing Online Courses		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 8</u> NSSC HR (SP) Load course to production environment	NSSC HR (SP) creates the item in the production environment, validates access and confirms access with requester. Output: Course accessible in production.	
<u>Step 9</u> NSSC HR (SP) Resolve Service Request Ticket	NSSC HR (SP) completes documentation for work history log and resolves the Service Request Ticket. Output: Completed request.	

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PROCESS 2 - REQUESTER-PROVIDED COURSE CONTENT FOR UPLOAD



Roles & Responsibilities

Process 2 – Requester-Provided Content for Upload		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 1</p> <p>Center/Discipline Representative</p> <p>Request new course test/upload via Web and provide appropriate SCORM/AICC content compliant course file</p>	<p>Requester requests the upload of a new, SATERN compliant, course to SATERN by filling out an Online Training Services Request Form (providing pertinent course information). This form must be filled out by the CTO / Discipline. All other submittals must get prior approval from their CTO for submission.</p> <p>The requester is responsible for any licensing or copyright issues associated with requester-provided training courses.</p>	<p>The form is located on the NSSC Web site at:</p> <p>https://www.nssc.nasa.gov/satetraining/services.</p> <p>Electronic submission of request automatically</p>

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Process 2 – Requester-Provided Content for Upload		
Roles and Responsibilities	Action	Tips/Notes
	Output: Completed initial request.	creates Service Request Ticket in NSSC work tracking system.
<u>Step 2</u> NSSC HR (SP) Test Course for SCORM/AICC Conformance Provide test log with comments to requester	Run Advanced Distributed Learning (ADL) SCORM conformance test suite as applicable. Verify content meets SCORM/AICC requirements. E-mail copy of test log to requester with comments. Output: SCORM/AICC content ready for Web browser testing.	NSSC HR (SP) will communicate with the requester during this step to gather additional details as needed. Vendor will need test log to fix problems.
<u>Step 3</u> NSSC HR (SP) Upload to Staging for SATERN Web Browser Provide results to requester	Upload to Staging for SATERN Web Browser SATERN compatible course content. Output: Provide results to requester.	
<u>Step 4</u> NSSC HR(CS) (SP) Provide estimate to requester	NSSC provides estimate for review and funding approval. Output: Completed estimate.	

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Process 2 – Requester-Provided Content for Upload		
Roles and Responsibilities	Action	Tips/Notes
<p><u>Step 5</u></p> <p>NSSC HR(CS) (SP)</p> <p>Center/Discipline Representative</p> <p>Provide estimate approval and funding</p>	<p>Provide funding approval for estimate.</p> <p>Output: Funding approval for estimate.</p>	<p>All SATERN required course coding (example - EHRI) will be provided by the Requester. The codes can be found using the SATERN launch page under Resources Tab: SATERN Rules and Process Guide: Appendix C: Acceptable Codes for Custom Fields.</p>
<p><u>Step 6</u></p> <p>NSSC HR (SP)</p> <p>Upload to SATERN Staging</p>	<p>NSSC will upload course to SATERN staging for functional and 508 compliance testing.</p>	
<p><u>Step 7</u></p> <p>NSSC HR (SP)</p> <p>Test course - technical and functional</p>	<p>NSSC tests course for Section 508 compliance as well as proper functionality with NASA standard desktop configurations.</p> <p>In the event that testing is unsuccessful, NSSC HR (SP) will return course to the requester and identify issues requiring correction. (The Service Request Ticket</p>	<p>In the event that the requester wants NSSC to perform modifications to repair defects, the ticket will need to be changed to a conversion</p>

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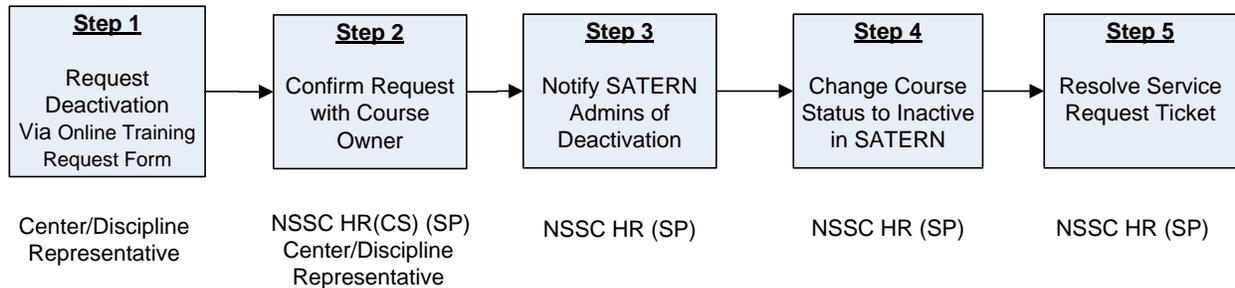
Process 2 – Requester-Provided Content for Upload		
Roles and Responsibilities	Action	Tips/Notes
	will be placed in pending awaiting re-submission.) Output: Completely tested course ready for requester review in the SATERN staging environment.	process and a new estimate will have to be provided and funded.
<u>Step 7a</u> NSSC HR (SP) Provide Correction to Requester/Vendor	NSSC will provide a list of 508 and functional discrepancies for correction. Output: List of course discrepancies.	
<u>Step 8</u> Center/Discipline Representative NSSC HR(CS) (SP) Test and validate that the course meets requester expectations	NSSC HR (CS) (SP) and requester test and validate the course in the staging environment. For Agency-wide required training, the NSSC Contact Center will participate in testing and validation process. In the event that testing is unsuccessful, NSSC HR (SP) will return course to the requester and identify issues requiring correction. (Service Request Ticket will be placed in pending awaiting re-submission.) Output: Accepted course ready for upload to production environment	In the event that the requester wants NSSC to perform modifications to repair defects, the Service Request Ticket will need to be changed to a conversion process and a new estimate will have to be provided and funded.
<u>Step 9</u> NSSC HR (SP) Load course to production environment	NSSC creates the item in the production environment, validates access and confirms access with requester. Output: Course accessible in production.	

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Process 2 – Requester-Provided Content for Upload		
Roles and Responsibilities	Action	Tips/Notes
<p><u>Step 10</u></p> <p>NSSC HR (SP)</p> <p>Resolve Service Request Ticket</p>	<p>NSSC (SP) completes documentation for work history log and resolves the Service Request Ticket.</p> <p>Output: Completed request.</p>	

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PROCESS 3 – DEACTIVATE POSTED COURSE CONTENT



Roles & Responsibilities

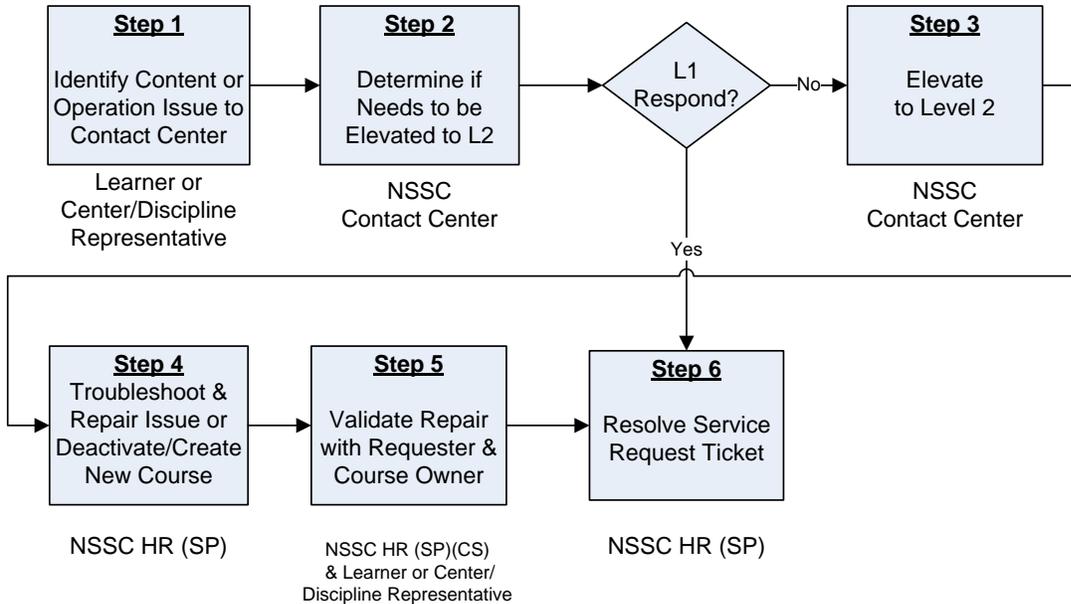
Process 3 – Deactivate Posted Course Content		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 1</p> <p>Center/Discipline Representative</p> <p>Request Course be Deactivated in SATERN</p>	<p>Requester requests the deactivation of an existing SATERN course by filling out an Online Training Services Request Form (providing pertinent course information such as SATERN Item ID and course title). This form must be filled out by the CTO / Discipline. All other submittals must receive prior approval from their CTO for submission.</p> <p>Output: Completed initial request.</p>	<p>The form is located on the NSSC Web site at:</p> <p>https://www.nasa.gov/satetraining/services.</p> <p>Electronic submission of request automatically creates Service Request Ticket in NSSC work tracking system.</p>

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Process 3 – Deactivate Posted Course Content		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 2</u> NSSC HR (CS) (SP) Center/Discipline Representative Confirm Request with Course Owner	NSSC validates request with documented course owner (as identified in SATERN). Output: Confirmation of request	
<u>Step 3</u> NSSC HR (SP) SATERN Admins Adjust Learning Plans	NSSC HR (SP) will send a message to the SATERN Admins to inform them of anticipated deactivation. Depending upon the number of personnel with the course on their learning plan, NSSC in coordination with the owner, may place instructional content in place of the old course to explain required changes to learning plan.	SATERN rules allow for a 3-business-day delay prior to going on to Step 4. This allows Center Admins to adjust learning plans as required.
<u>Step 4</u> NSSC HR (CS)(SP) Center/Discipline Representative Change Course Status to Inactive in SATERN	NSSC HR (SP) changes status of course to inactive in SATERN and confirms with course owner. NSSC HR (CS) validates course is inactive. Output: Confirmation of course deactivation.	
<u>Step 5</u> NSSC HR (CS) (SP) Resolve Service Request Ticket	NSSC (SP) completes documentation for work history log and resolves the Service Request Ticket Output: Completed request.	

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PROCESS 4 - TROUBLESHOOT COURSE CONTENT/OPERATION



Roles & Responsibilities

Process 4 – Troubleshoot Course Content/Operation		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 1</p> <p>Learner or Center/Discipline Representative & NSSC Contact Center</p> <p>Identify Content or Operation Issue to Contact Center</p>	<p>The customer calls or e-mails the NSSC Contact Center (CCC) when they experience an issue with Online course content or operations.</p> <p>The Contact Center creates a helpdesk ticket and gathers/documents details on the issue.</p>	

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Process 4 – Troubleshoot Course Content/Operation		
Roles and Responsibilities	Action	Tips/Notes
	Output: Help Desk Ticket that details issue with Online course.	
<u>Step 2</u> NSSC Contact Center Determine if Request can be Identified and Resolved by CCC	<p>The CCC specialist will compare the issue reported to information available in their knowledge database to determine if an explanation or process recovery are already identified.</p> <p>Examples of CCC resolved issues include desktop configuration and course-specific process requirements (such as inability to skip to test). The majority of course operation calls will be elevated to Level 2.</p> <p>Output: Determination if the issue can be resolved by the CCC.</p>	NSSC HR (CS) (SP) must keep the CCC apprised of any existing issues with online courses so that they can respond to any additional calls on the items already being troubleshot.
<u>Step 3</u> NSSC CCC Close Issue or Elevate to NSSC HR (SP)	<p>Based upon the initial discovery, the CCC will elevate the ticket to NSSC HR (SP) for new, unresolved issues or skip to Step 6 and document/close the help desk ticket if resolved in the CCC.</p> <p>Output: Elevate ticket to NSSC (SP).</p>	
<u>Step 4</u> NSSC HR (CS)(SP)	NSSC HR (SP) will troubleshoot the issue with the requester, course owner and/or General Physics (System Host) to resolve any content or operational issue with the	NSSC HR SP should also notify the course owner of course

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Process 4 – Troubleshoot Course Content/Operation		
Roles and Responsibilities	Action	Tips/Notes
Troubleshoot & Repair Issue or Deactivate/Create New Course	<p>online course. If course cannot be repaired, deactivate/create new course.</p> <p>A “course under repair” notice should be placed in SATERN for courses out of service.</p> <p>Output: Resolution/repair of issue.</p>	<p>problems at this point.</p> <p>NSSC HR(SP) creates tracker ticket for General Physics to work issue/repair.</p>
<p>Step 5</p> <p>NSSC HR (CS) (SP)</p> <p>Learner or Center/Discipline Representative</p> <p>Validate Repair with Requester & Course Owner</p>	<p>The NSSC HR (SP) will validate resolution of the repair with the requester in either Staging or Production environments as determined by the repair action and the requester access. The NSSC HR (SP) will also ensure that the Course Owner and NSSC (CS) are involved in the validation of the repair.</p> <p>Output: Validation of repair.</p>	
<p>Step 6</p> <p>NSSC HR (SP)</p> <p>Resolve Service Request Ticket</p>	<p>NSSC (SP) completes documentation for work history log and resolves the Service Request Ticket.</p> <p>Output: Completed request.</p>	

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METRICS

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
Requesting Center/Discipline Representative	Defined estimate for level of effort and funding required by NSSC to complete requested Online course support	Customer that submitted request	Complete online training estimates within five business days of receiving all required information
Learner or Center/Discipline Representative	Response to Course Issue with Content or Operations	Customer that called in the issue	Contact customer within one business day
NSSC HR (CS) and (SP)	Course Recommendation	Requesting Organization	Course recommendation turnaround from date of training requirement identification. Goal = 90% within 10 business days / None more than 12 business days

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SYSTEM COMPONENTS

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
SATERN	NASA's Learning Management System (LMS)	Access to all environments, domains and catalogs. Also require access to General Physics staging server for posting of new courses	
PC Test Platform	Test course operation in two browser environments	Limited access to Online course team and Information Technology (IT)	None
Macintosh (MAC) Test Platform	Test course operation in two browser environments	Limited access to Online course team and IT	None
Secure File Server	Transfer mechanism for training content	Limited access to Online course team and IT	SATERN
Trivantis Lectora	HTML-based authoring/conversion tool	Desk-top tool	None
Adobe Captivate	Shockwave Flash (SWF) - based authoring/conversion tool	Desk-top tool	None
Advanced Distributed Learning Test Suite	Testing tool for SCORM Compliance	Desk-top tool	None
Freedom Scientific Job Access With Speech (JAWS) software	Testing tool for screen reader functionality	Desk-top tool	None

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Section 508 Web accessibility checker	Checks 508 compliance of courses	Desk-top tool	None
Apple IPAD/iPhone	Test course operation for IOS Platform	IPAD/iPhone	Safari
IT Service Manager (Remedy)	Supports NSSC internal activities, metrics, etc.		TechDoc
TechDoc Management System	System creates electronic files from faxes, e-mails or hard copies		IT Service Manager
WebTADS	System provides automatic supervisory data updates to SATERN		WebTADS
FPPS	System provides organizational data updates to SATERN		FPPS

New Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
IT Service Manager (ServiceNow)	Supports NSSC internal activities, metrics, etc.		TechDoc

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CUSTOMER CONTACT CENTER STRATEGY

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

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APPENDIX A - ONLINE TRAINING SERVICES REQUEST FORM

The [Online Training Services Request Form](#) should be used to submit a request.

SATERN Online Training Services Request Form

All fields are required unless otherwise stated.
Never include sensitive or personal information like your Social Security number, as e-mail isn't necessarily secure. Use postal mail for sensitive or personal information.

Requestor Information

Requestor NASA Site

Requestor First Name

Requestor Last Name

Requestor Email

Requestor Phone

Basic Information

Only Agency/Center/Discipline Training Points of Contact (POC) should submit this type of request. If you are not a POC, please contact your Training Office for additional guidance.

Course Title

Which of the following best describes the service you are requesting?

SATERN Item ID

SATERN Catalog for placement

SATERN Subject area

Exam required?

Content Upload

Complete this information if your online course content is in a web-based, SCORM conformant format and is ready for upload.

Is the course material copyrighted?

Does this course replace an existing SATERN course?

Remarks/Special Instructions

Provide additional remarks or special instructions pertaining to the updates or requirements for your course.

Follow on Instructions:

If your request requires transferring content files to the NSSC, please contact NSSC via the NSSC-DL-Online-Training@mail.nasa.gov email for further instructions.



Enter the validation characters below:

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APPENDIX B - ACRONYMS

ACRONYM	DEFINITION
ADL	Advanced Distributed Learning
AICC	Aviation Industry CBT (Computer-Based Training) Committee
CRR	Course Readiness Review
CS	Civil Servant
CTO	Center Travel Office
EHRI	Enterprise Human Resources Information
HR	Human Resources
IT	Information Technology
JAWS	Job Access With Speech
LMS	Learning Management System
MAC	Macintosh
NASA	National Aeronautics and Space Administration
NSSC	NASA Shared Services Center
OHCM	Office of Human Capital Management
SAL	SATERN Admin Lead
SATERN	System for Administration, Training, and Educational Resources for NASA
SCORM	Sharable Content Object Reference Model
SP	Service Provider
SWF	Shockwave Flash
UAT	User Acceptance Testing