

NASA Shared Services Center Operational Readiness Review

Online Training Support Services

September 28, 2009

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Agenda

- ORR Readiness Summary
- Transition Activity Specific
- Process Responsibilities
- Customers/Stakeholders
- Staffing/Training
- Schedule and Cost
- Requirements Traceability
- Documented Processes
- Facility and Infrastructure
- System Components
- Risk Assessment
- Customer Communications
- Contact Strategy
- Lessons Learned
- Summary

ORR Readiness Summary

Activity: Online Training Support Services

Overall Readiness:



ORGANIZATION

STAFFING

TRAINING

EQUIPMENT

SYSTEMS

PROCESSES

DOCUMENTATION

PERFORMANCE
MEASURES

STAKEHOLDER
CONCURRENCE

COMMUNICATIONS
STRATEGY

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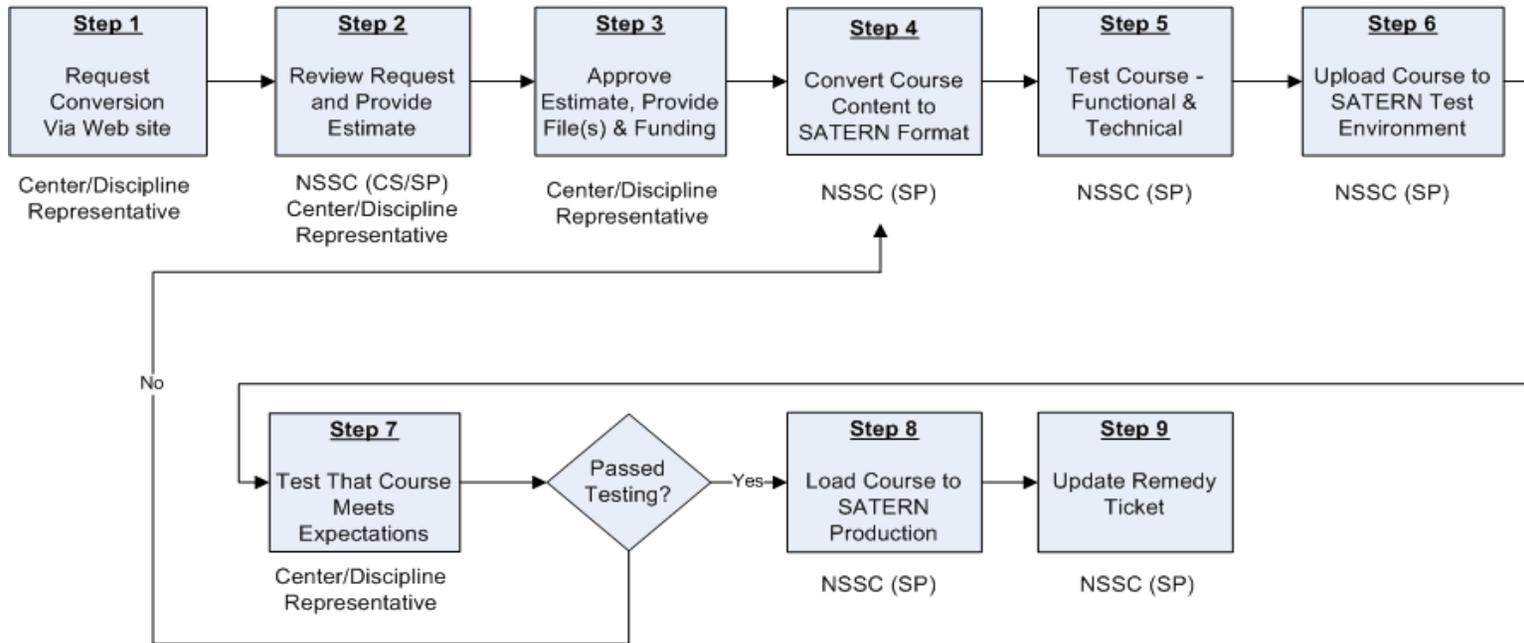
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Transition Activity Specific

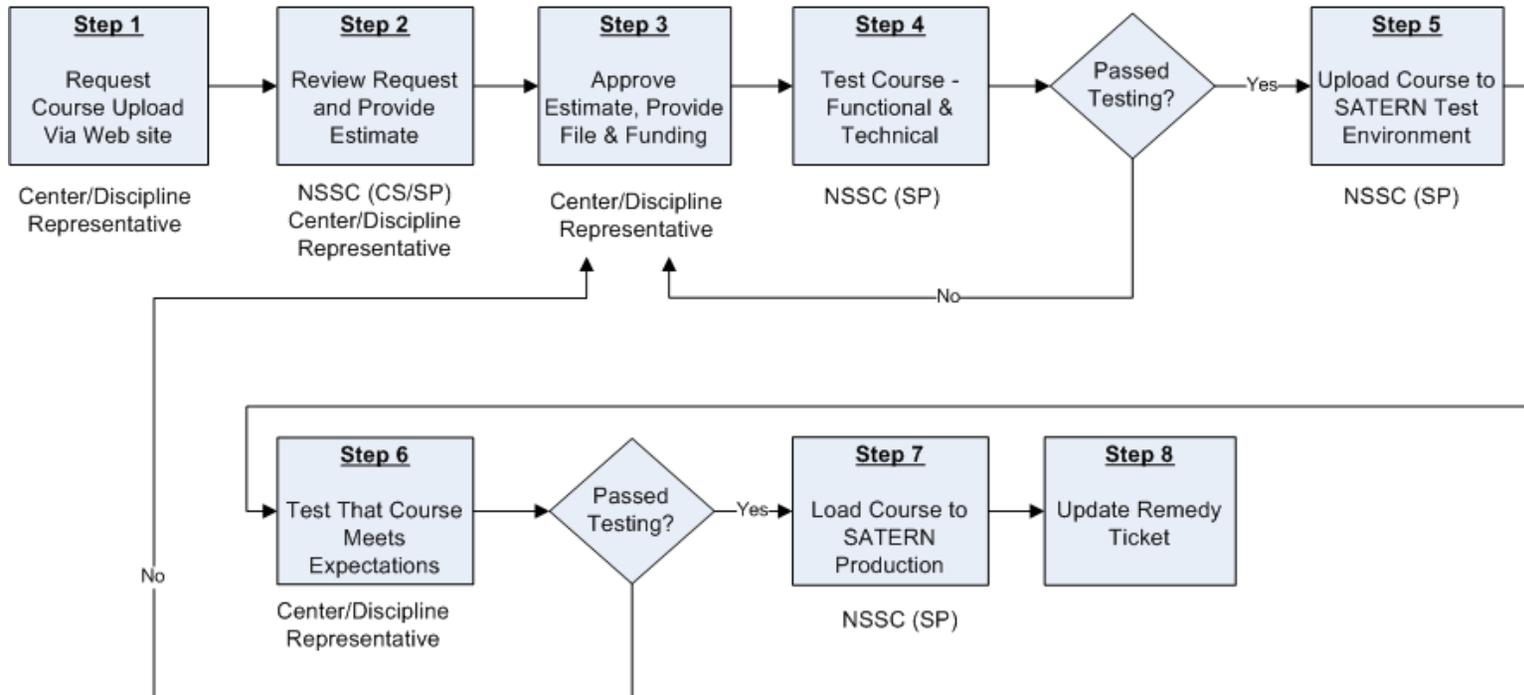
Provide support for the conversion, update, and upload of training content to meet SATERN online training format requirements. In addition, NSSC will provide training catalog maintenance and customer support as required for Online Training Courses.

Process 1 & 2: Convert or Update On-Line Courses



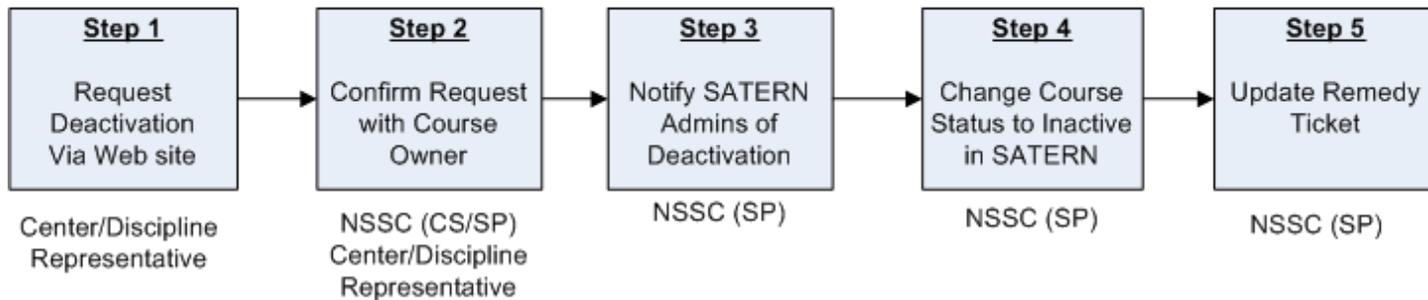
Transition Activity Specific (Cont...)

Process 3: Requester-Provided Course for Upload



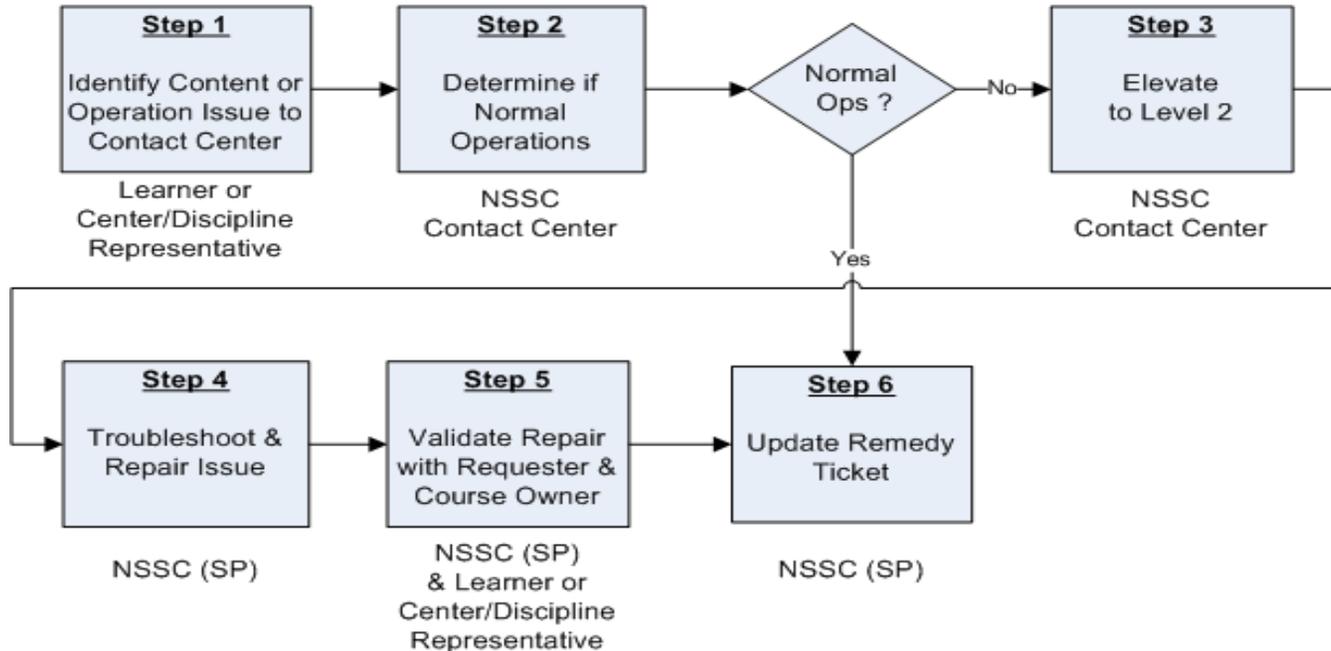
Transition Activity Specific (Cont...)

Process 4: Deactivate Posted Course



Transition Activity Specific (Cont...)

Process 5: Troubleshoot Course Content/Operation



CCC Review in Step 2 limited to desktop configuration confirmation and known course issues/procedures.
RELEASED - Printed documents may be obsolete; validate prior to use.

NSSC SP Responsibilities

- Provide timely estimates on work requests received from customers
- Coordinate with customers on support details throughout process
 - Includes customer feedback/advice on course flow and delivery options
- Provide support to convert new training and content updates for SATERN courses
 - Convert Customer-provided course materials (audio, video, graphics, & text) into a Web-based online course format that meets SCORM format requirements
 - Ensures 508 compliance and coordinates with customer on customer-provided files that cannot meet 508 compliance requirements
 - Functionally tests courses on approved PC and MAC platforms prior to SATERN upload
 - Provide details of failed course compliance tests and validations to customer for customer-provided courses

NSSC SP Responsibilities (Cont...)

- Complete course testing and compliance validation prior to all course uploads and content updates to SATERN environments
- Provide upload support for customer-provided SCORM conformant & 508 compliant courses
- Provide course testing and operational validation after upload to SATERN environments
- Coordinate customer testing and operational validation of courses in SATERN
- Maintain SATERN course catalogs with online content in compliance with SATERN guidance as required
- Provide customer support and troubleshooting for all online courses

NSSC CS Responsibilities

- Validate course conversion and content update estimates prior to delivery
- Maintain Online Training Support Schedule and coordinate with customers when Agency-directed training support requirements delay individual customer deliveries
- Participate in SATERN-based course testing and validation prior to release of Agency-wide training
- Monitor performance of SP in reference to Performance Metrics
- Ensure payment is received by NSSC prior to work effort

Customer Responsibilities (Center or Discipline)

- Provide detailed guidance on training content requirements, to include desired course content features and course length (in pages) for development of estimate
- Identify a primary and alternate subject matter expert (SME) during online course support process to aid in refinement of requirements
- Provide course content files in electronic format that meets specifications in the Service Delivery Guide
- Provide course corrections for customer-provided upload requests as needed
 - Customer will interface with their vendor on customer-procured courses
- Support SATERN-based testing to validate course operation prior to course release
- Submit payment for approved actions in coordination with Service Delivery Guide

Primary Customers/Stakeholders

- HQs OHCM Training - for Federally-mandated Agency-wide courses
- Agency Discipline leads - for topic-specific training aimed at specific audiences Agency-wide
- Center Training Offices - for Center-specific training requirements
- Current Online Course Owners - as identified in SATERN
- SATERN Community/Learners - for overall SATERN operations and training availability

Staffing

- Civil Servant (CS)
 - (Planned – .20 FTE/ Onboard – .20 FTE)
- Service Provider (SP)
 - (Planned – 2 WYE / Onboard – 1 WYE)

- Second WYE will be assigned to this area once there is confirmation of sufficient workload

Training

Required Training (100% Complete)

- BS in Workforce Education
- Three years experience developing SCORM conformant and Section 508 compliant e-learning and deployment to SATERN
- Three (+) years experience as a Level 1 SATERN Administrator
- Trained in Multiple eLearning Authoring Tools

(Lectora and Adobe Captivate software used to create Web-based training)

Cost Impacts Above Baseline

- For FY2010, all SP costs related to online course conversions, updates, and testing will be covered through individual projects funded by the requestor
- Basic customer support and online course operational troubleshooting are covered under the current SATERN Administration cost model in 3.2.2.5

Requirements Traceability

- Changes to baseline requirements identified in the NSSC Service Provider Contract include:
 - Additional skill sets and volume required when compared to original proposal
- No Service Level Indicator for this activity
- Two Performance Metrics are Proposed
- Changes to Center/Discipline Responsibilities Post-Transition:
 - Funding for content updates in excess of 4 hours to be funded by requestor
 - Funding for testing and validation of requestor-provided courses to be funded by requestor

Note: Funding for these services previously covered in OHCM budget are now being charged to the requesting center or discipline on a fee for service basis

Documented Processes & Procedures

- OPM Training Policy Handbook: Authorities and Guidelines
- NSSC Service Delivery Guide – Online Training Services Support
- Rules and Process Guide for SATERN Administrators (V 1.6, Sept, 2008)
- SATERN Online Course Development Guide (from MSFC)

Facility & Infrastructure

- No facility and/or infrastructure requirements or enhancements identified

System Components

- Conversion tools:
 - Trivantis Lectora (HTML-based e-learning authoring/conversion tool)
 - Adobe Captivate (Flash-based e-learning authoring/conversion tool)
 - Media Semantics Character Builder (for adding avatars to e-learning)
 - Neo-speech voice packs – Kate & Paul (for e-learning voice-over)
- Testing tools:
 - Advanced Distributed Learning Test Suite software (tests for SCORM conformance)
 - Freedom Scientific JAWS software (tests for screen reader functionality)
 - Section 508 Web accessibility checker (online from <http://www.section508.info/>)
 - PC with Internet Explorer
 - MAC with Safari

Risk Assessment

- Risk title: Staffing
- Risk owner: NSSC
- Risk statement: Staffing requirements to support Online Training Support Services may not be accurate as specific workload history, to include level of effort, was not available from the current support activity. Projected staffing at the NSSC is based upon the staffing level of the current support activity and workload commitments received by the NSSC.
- Risk Timeframe: Start Date: 10/1/2009 – End Date: 12/31/2009
- Consequence: NSSC will not meet customer delivery expectations.
- Mitigation Plan: This service is based upon the available resource of two specialists (as identified at MSFC). Work will be accepted/scheduled within that resource limitation.
- FY 10 potential unbudgeted costs: NSSC will charge an hourly project rate to cover costs for staffing. Staffing will not be raised to 2 fulltime WYE's unless sufficient work commitments are received.
- FY 11 potential unbudgeted costs: FY11 Budget to be based upon a scaled transactional chargeback model once sufficient data has been collected.

PROBABILITY	5					
	4					
	3					
	2				X	
	1					
		1	2	3	4	5
		CONSEQUENCE				

PROBABILITY
1- Very low
2- Low
3- Medium
4- High
5- Very high

CONSEQUENCE
1- Minimal or no impact
2- Acceptable impact/no chg in approach
3- Acceptable impact with work around
4- Major impacts in technical, cost or schedule
5- Total work stoppage

RELEASED - Printed documents may be obsolete; validate prior to use.

Risk Assessment

- Risk title: Potential for Re-Work of Existing Non-Compliant Courses
- Risk owner: NSSC
- Risk statement: No development, testing, or acceptance documentation was available for any of the over 550 active online training courses within SATERN. Course creator, development tools, SCORM conformance, and Section 508 compliance levels are unknown.
- Risk Timeframe: Start Date: 10/1/2009 – End Date: 9/30/2010
- Consequence: Current course cannot be updated or is not fully conformant or fully compliant.
- Mitigation Plan: The NSSC has already developed a detailed tracking sheet listing creator, development tools, SCORM and 508 testing results for each course as it is added. Additionally, NSSC will gather historical data from course POCs if available.
- FY 10 potential unbudgeted costs – refer to staffing risk.
- FY 11 potential unbudgeted costs – refer to staffing risk.

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	4					
	3		X			
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Customer Communication

- Telecons with Training Community & SATERN System Administration Representatives (Centers & Disciplines)
- Telecoms and site visit with Online Training Support activity at MSFC
- Telecom with HQs OHCM Training Department
- Multiple E-mails to SATERN-identified Content Owners, SATERN Admins and Training Officers
 - Identified Transition Date & Status
 - Requested anticipated workload for FY10 (1st Qtr & entire year)
- Review of Service Delivery Guide with HQs OHCM Training & key representatives of SATERN/Training Community
- Inclusion of Online Training Support page on NSSC's Customer Service Page to include material previously posted at MSFC

NSSC Baseline Customer Satisfaction Surveys (March 2007)

“Voice of the Customer”

- This activity not surveyed

Contact Strategy

For Course Conversions, Updates, and Uploads:

Submit “Online Content Upload/Conversion Request Form” Located on the NSSC Customer Service Web site (<https://www.nssc.nasa.gov/customerservice>) by clicking the “Training” tab, selecting “Online Training Services” and then clicking on the “Online Course Upload/Conversion Form” link.

For All other Inquiries:

NSSC Customer Contact Center

Email Inquiries: nssc-contactcenter@nasa.gov

Fax Inquiries: 1-866-779-6772

Phone Inquiries: 1-877-NSSC123 (or 1-877-677-2123)

Web site: nssc.nasa.gov/customerservice

- » Level 0 - Self Service from Customer Service Website
- » Level I - Case Initiated and Remedy Ticket Opened
 - Personnel Trained in Online Training Support in Contact Center
 - Customer Contact Center Scripts Based On How Do I’s and FAQs
- » Level II - Assigned to *HR/SATERN Admin* or *Online Course Content* Service Provider
- » Level III - Assigned to *HR/Online Course Content* Civil Servant

Lessons Learned

- Ensure specific transition timing notification goes to all affected NSSC offices
- Capture pre & post transition funding model information as early as possible in transition planning

Summary

- **NSSC is Ready to Transition *Online Training Support***
 - Management Prepared
 - Staff Trained
 - Processes and Procedures Documented
 - Facilities and Infrastructure in Place
 - Established Ongoing Communication with OHCM, SATERN Executive Council, and the Content Owner Community

Questions?

