

# SATERN ADMINISTRATOR LEAD (SAL)

## Description of Responsibilities

As of 12/17/2013

There will be one (1) SAL assigned within each Center and Functional Discipline who is a Level 1 or Level 8 SATERN Administrator, respectively. Centers and Disciplines may also designate a Deputy SAL to serve in conjunction with / in place of the SAL as necessary. The SAL has the following responsibilities:

- Acts as the Center's/Discipline's primary liaison to the SATERN Program Office for business process improvements and actively participates in problem identification & resolution
- Supports SATERN change management efforts/activities at the Center/Discipline and agency level; ensures all SATERN Program and Project communications are distributed to Center/Discipline users
- Provides or ensures adequate SATERN Administrator training for other Administrators within their Center/Discipline
- Provides or ensures adequate SATERN Administrator training for his/her Deputy SAL
- Submits SATERN change requests according to agency procedure on behalf of Center/Discipline
- Receives problem escalation notification from other SATERN Administrators and escalates according to Center/Discipline escalation procedures
- Communicates issues with Training and Staging environments to local Administrators, who in turn notify local users who are planning activities that are dependent on the system
- Works with other Administrators to develop local procedures for handling Production environment outages
- Communicates miscellaneous temporary or permanent activity within the Center or Discipline's SATERN domain to Administrators and users
- Implements a Center/Discipline Administrator user account approval process consistent with the agency and SATERN Administrator user account requirements
- Engages multiple Administrator user constituencies within Center/Discipline to ensure any issues with the SATERN system or business processes are identified and resolved
- Recommends changes to SATERN and/or SATERN processes as necessary
- Establishes and maintains a network of all SATERN Administrators within the Center/Discipline
- Participates in SATERN Administrators' Forum calls
- Supports/attends periodic workshops with SATERN Program Office to assess and resolve operational and service issues at the agency level (some travel may be required)
- Promotes and monitors Administrators' use of SATERN business rules and processes within the Center/Discipline
- May represent the Center/Discipline as a member of SATERN governance boards
- Monitor limited usage of the RA1 role. Centers may utilize up to three RA1 roles.

- Conduct quarterly audit of all administrators at your Center/Discipline
  - NSSC will create a SATERN report to enable Centers and Disciplines SALs to run their own reports for their administrator audits
- For testing all online Federally Mandated Training courses, Centers and Disciplines are required to provide at least one tester, preferably the SAL or Deputy SAL, to participate in User Acceptance Testing. SALs are also requested to provide additional testers (e.g., Adaptive Technology users).
- Validate any SATERN learner de-activation requests that the NSSC receives to ensure that there is no Center-required training for the learner requesting de-activation.