SATERN

System for Administration, Training, and Educational Resources for NASA

SATERN Governance and

Resources for SATERN Administrators

SATERN Administrator Summit 2011
Wallops Flight Facility – Wallops Island, VA

Dan Costello, Jennifer Myers

05/11/2011

Part 1: SATERN Governance

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Session Objectives

- At the end of the session, participants will be able to:
  - Understand the roles and responsibilities of individuals in the SATERN Governance structure
  - Contact relevant PoCs for their Center/Discipline and the Project Team
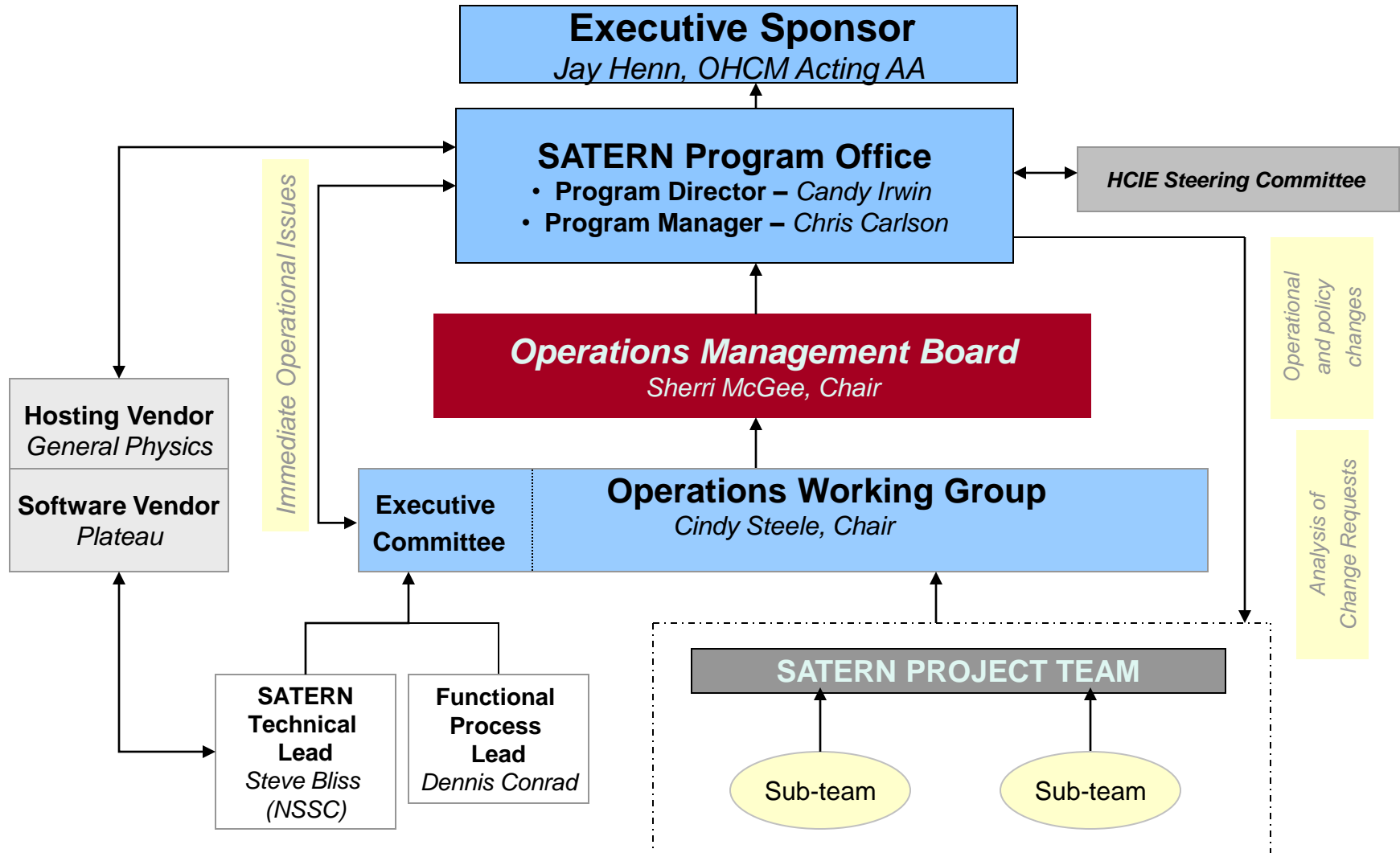 - Suggest or submit (if SAL) a Change Control Request

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Agenda

- Purpose

- Structure

- Members

- Change Control Request (CCR) Process

- Business Rules and Processes

Purpose

- The SATERN governance structure provides:
  - Framework for organization
  - Exercise of control
  - Oversight and decision-making authority

- It includes:
  - Definitions of the functions
  - Roles and the responsibilities

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SATERN Governance: Program Operational Structure

Executive Sponsor
Jay Henn, OHCM Acting AA

SATERN Program Office
- **Program Director –** *Candy Irwin*
- **Program Manager –** *Chris Carlson*

Immediate Operational Issues

Operational and policy changes

Operations Management Board
Sherri McGee, Chair

Hosting Vendor
General Physics

Software Vendor
Plateau

Executive Committee

Operations Working Group
Cindy Steele, Chair

Analysis of Change Requests

SATERN Technical Lead
Steve Bliss (NSSC)

Functional Process Lead
Dennis Conrad

SATERN PROJECT TEAM

Sub-team

Sub-team

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Roles

Interaction

- Take action on integration issues with other business systems

HCIE Steering Committee

Quarterly Meetings

- Take action on proposed functional, policy, and process changes;
- Make recommendations to Program Office on funding, system modifications, and new enhancements.

Operations Management Board

As Required

- Recommend policies, standard processes, and rules regarding the on-going operation of the SATERN system.

Operations Working Group

As Required

- Assess and prioritize proposed changes (CRs)
- Assign requests to appropriate entity

Executive Committee

Monthly meetings
- Bi-weekly Operational meetings

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Executive Committee (EC)

Role: As part of the OWG, assess and prioritize proposed changes (CRs); assign requests to appropriate entity. Address immediate operational issues.

Members	
Functional Process Lead	Dennis Conrad
Technical Lead	Steven Bliss
Center Representative	Lisa Martin (MSFC)
Discipline Representative	Ellen Blahut (S&MA)
OWG Chair	Cindy Steele
NSSC Representative	Mike McCann, Crystal Schossow
Project Manager (*non-voting*)	Dan Costello
Program Manager (*non-voting*)	Chris Carlson
Secretary (*non-voting*)	Jennifer Myers

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Operations Working Group (OWG)

Role: Recommend policies, standard processes and rules regarding the ongoing operation of the SATERN system.

Voting Members			
ARC	Julie Rivera-Mendez	NSSC	Cassandra Clark
DFRC	Bridgette Washington-Brown	SSC	Anita Douglas
GSFC	Nancy Stewart	NEACC	Sue Lesensky
HQ	Patricia Rapoza	S&MA	Kerry Remp
GRC	Dennis Conrad (**FPL**)	ITS	Gretchen Morris
JSC	Sean Ennis	APPEL/OCE	Faith Rahman
KSC	Cindy Kirkpatrick	Procurement	Kerrie O'Hagan
LaRC	Rebecca Howlett		
MSFC	Lisa Martin	**Chair**	**Cindy Steele**
Non-voting Members			
NSSC cS	Mike McCann	NSSC CIO	Kevin Herrington
	Crystal Schossow	Tech Lead	Steven Bliss
Proj. Mgr.	Dan Costello	Secretary	Jennifer Myers

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Operations Management Board (OMB)

Role: Take action on proposed functional, policy and process changes; make recommendations to Program Office on funding and modification changes (Training Officers).

Voting Members			
ARC	Gail James	NSSC	Cassandra Clark
DFRC	Leslie Doss (Acting)	SSC	Anita Douglas
GRC	Tom Spicer	NEACC	Barbara Henry
GSFC	Nichole Pinkney	S&MA	Kerry Remp
HQ	Deandrea Peters	ITS	Richard Kurak
JSC	Kelly Elliott	APPEL/OCE	Katherine Thomas
KSC	Tim Ferris (Acting)	LPD	Debbie Markham
LaRC	Donna Phillips	Proc	Kerrie O'Hagan
MSFC	Renee Higgins	Chair	Veronica Marshall
Non-voting Members			
FPL	Dennis Conrad	NSSC CS	Mike McCann
Tech Lead	Steven Bliss	PM	Dan Costello

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SATERN ADMINISTRATOR LEAD (SAL)

- Center's/Discipline's **primary liaison** to the SATERN Program Office

- Actively participates in **problem identification & resolution**

- Provides or ensures adequate SATERN Administrator **training for other Administrators** within their Center/Discipline

- **Submits SATERN change requests** (1620s) according to Agency procedure on behalf of Center/Discipline

- **Communicates issues with SATERN 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**

- Implements a Center/Discipline **Administrator user account approval process** consistent with the Agency requirements

- **Establishes and maintains a network** of all SATERN Administrators within the Center/Discipline

- **Participates in SATERN Administrator 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** (e.g., OWG)

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Change Request (CR)

Purpose

- Method used to submit operational change request or suggestion for a future enhancement
- Ensures request is communicated properly and tracked to completion

Managing the CR through governance

- Submissions are received and tracked by the NSSC and the SATERN Executive Committee (EC)
- Requests that require policy changes or affect funding are elevated to the next level governance entity

Where do I submit a CR?

https://saternproject.nasa.gov

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CR Process

Note: CRs should be submitted by the SAL

1. Requestor submits CR to initiate CR via online form located at: https://saternproject.nasa.gov

2. CR is logged by the NSSC in Remedy system (NSR) and is sent to the Executive Committee (EC) for review

3. EC assesses CR and resolves or assigns to appropriate governance entity

4. CR is tracked until closed

5. Once closed, requestor is notified of resolution

6. Closed and open CR lists are posted to the SATERN Project site periodically (Documents > Operational)

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Business Rules and Processes

Note: Should also be submitted by the SAL

1. Requestor can send a message to an EC member/SAL

2. EC member or SAL drafts a proposal for EC review (CM team can support)

3. EC reviews proposal, recommends any changes, and either deny or recommend for OWG approval

4. OWG reviews EC-recommended approval, recommends any changes, approve or deny

5. If approved, rule or process is incorporated into the *Rules and Process Guide for Administrators*, the updated Guide is posted to SATERN Info, and an e-mail announcement is sent to the Admin listserv

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Summary

- Governance includes both operational and project tasks

- Tiered approach to SATERN governance facilitates the assignment of decision-making authority

- Approach maintains Center and Discipline involvement and establishes entity to disposition requests

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Questions?

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Part 2: Resources for Administrators

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Session Objectives

- At the end of the session, participants will be able to:
  - Locate sources for reference and support
  - Participate in Administrator communities
  - Reference SATERN business rules

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Agenda

- Web Sites
  - Project
  - Informational
- Forums
- Listservs
- *Business Rules & Process Guide for SATERN Administrators Version 2.4 (April 2011)*

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SATERN Project Web Site

https://saternproject.nasa.gov/

Main categories

Sub-categories

Submit CR (1620)

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SATERN Project

- Only available from a NASA connection

  - NASA location, VPN, or token

- Focused on SATERN team and SALs

  - Submit Change Requests (1620)

  - File sharing and reference

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SATERN Informational Web Site

https://saterninfo.nasa.gov/

Main categories

Sub-categories

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SATERN Info

- Available from any Internet connection

  - Learners can access from home computers

- Focused on Learners and Administrators

  - Designed to help you

    - Refer Learners to this site

  - Some materials for Administrators (Resources)

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SATERN Info, continued

Popular Pages

- Key Contacts
- Online Resources (i.e., SkillSoft, Books24x7)
- Online Tutorial
- IDPs (*seasonal*)
- Resources (Training, job aids)

Monthly Average	Feb 2011	Mar 2011
Visits	*4,613*	*5,619*
Visit Duration	32:28	31:23
Visitors	3,054	3,633
Page Views	11,962	13,981

Popular Downloads

- IDP Guide (*seasonal*)
- Tutorial job aids
- Brio Training (reports)
- SATERN Login job aid
- SATERN Quick Reference Guide (QRG)
- SkillSoft job aid
- IDP QRG (*seasonal*)
- Learner Profile Update job aid

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Forms

- SATERN Administrator Forum (teleconference)
  - **Focus:** Levels 1 (Centers) and 8 (Disciplines) Administrators, but all are welcome
  - Monthly and "Special Topics" as needed
  - Updates, Web demos, sharing best practices, Q&A
  - Notified through SATERN Administrators Announce listserv (e-mail alias)

- SATERN Change Management Teleconferences
  - Change Management reps and others interested
  - Occurs as needed, usually during project phase
  - Updates, sharing best practices, Q&A
 - Notified through SATERN Change Management listserv (e-mail alias)

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Listservs

- Administrators
  - **Announcements (**satern-administrators-announce)
    - Self-subscribe at:
      https://lists.nasa.gov/mailman/listinfo/satern-administrators-announce
    - CM Team administers and posts/approves messages
  - **Discussion (**satern-administrators)
    - Self-subscribe at:
      https://lists.nasa.gov/mailman/listinfo/satern-administrators
    - CM Team administers and EC representatives moderate
- Change Management
  - Self-subscribe at:
    https://lists.nasa.gov/mailman/listinfo/satern-ch-mgmt
  - CM Team administers and moderates

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Business Rules & Process Guide

Access

- Hardcopies distributed
- On SATERN Info site
  - Resources >

    For SATERN Administrators > Information
    (https://saterninfo.nasa.gov/For_SATERN_administrators.html)

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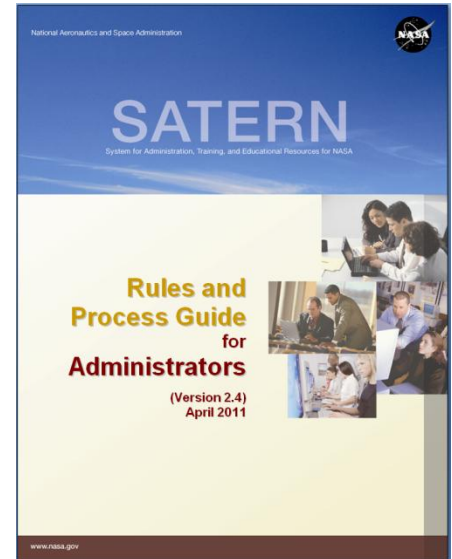
Getting SATERN Questions Answered

Type of Question	Example	Support
Business Rules and Processes	Host Center Training Office Process Mandatory Fields	**SATERN Business Rules and Process Guide for Administrators** https://saterninfo.nasa.gov
Job Aids, Tutorials, Quick Reference Guides, PoCs	IDP or SF-182 QRG Set-up an item job aid	**SATERN Info site** https://saterninfo.nasa.gov
Technical issues	Request a custom report Error messages	**SATERN HELP DESK** NASA-SATERN.Support@nasa.gov 1-877-NSSC-123
Looking for advice or good practice or need an answer fast?	Memory joggers on training lessons Standard report questions	**ADMIN LIST SERVE** SATERN-Administrators@lists.nasa.gov

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Getting SATERN Questions Answered

Type of Question	Example	Support
Functionality issues or Change Requests	Need a customization or configuration change Need for new workflows for Admin roles	**Change Request (CR) Form (NF1620)** https://saternproject.nasa.gov
Discussion of processes or latest updates	Technical updates on System changes Webex demonstrations	**ADMINISTRATOR FORUM** (Monthly teleconference)

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Questions?