System for Administration, Training and Education Resources for NASA (SATERN)

Business Rules Sub-Team

Addendum for Report and Recommendations

October 30, 2009

National Aeronautics and Space Administration

1. Introduction

1.1 Purpose

The purpose of this document is to detail the recommended changes to the current version of the SATERN Business Rules and Process Guide for Administrators (1.6, September 2008). It was an assumption of the Business Rules sub-team that any updates between the 1.6 version of the *Guide* and the upgrade sub-team's version would be added (e.g., recent OWG approvals).

1.2 Universal Changes

There are some universal changes that need to be made throughout the next version of the Rules and Process Guide for Administrators to conform to the new 5.8.5 version:

- All screenshots will need to be updated
- Change all references of "Learner" to "User" (Administrator remains the same)
- Change all references of the External Training NF-1735 to SF-182
- Change all references of courses "close outs" to "learning event recorder" or "inactivate"
- Change all references of "Course/Content Development Team" to "Online Training Support Services"

3. Recommendations

3.1 Introduction (pp. 6- 8)

Introduction

The implementation of NASA's e-Training Learning Management System (LMS), ~~SATERN —~~the System for Administration, Training, and Educational Resources for NASA (SATERN), changed current training business processes, as well as systems that were used for training registration, enrollment and delivery. It continues to improve Agency services and save taxpayer dollars, reduce redundancies through the consolidation of multiple learning systems, contribute to improved consistency and efficiency in training operations, and support the development of NASA employees.

This document identifies areas where system functionality cannot enforce the Agency-defined usage of the system and provides guidance to enable compliance with Agency-defined methods and procedures. It is the result of the SATERN Business Rules sub-team~~s~~, comprised of Discipline and Center Representatives, whose job it is to document agreed~~-~~-upon business rules for the SATERN LMS rollout. This Guidebook contains the rules that the sub-team~~s~~ recommended, the Transition Teams endorsed, and SATERN Governance approved. It is a living document that will adjust to the changing needs of NASA.

Setting the Context

The SATERN e-Training effort is one of the President's Management Council approved e-Government initiatives that supports the President's Management Agenda (PMA) for improving the Government's responsiveness to citizens and efficiency of operations. The vision of the initiative was to create a premier e-training environment that supports the development of the NASA workforce through simplified and one-stop access to high quality training products and processes to support learning and development.

SATERN provides Learners with desktop access to training information and courses. Through the implementation of a centralized LMS, the training community within NASA has new tools, functionality and capabilities for training administration and delivery. Three legacy systems were transitioned to the e-Training LMS:

• AdminSTAR—training administration system used by all Center training offices.

• NORS—(NASA Online Registration System) allowed students to register online for courses and was integrated with AdminSTAR, but subsequently only used at MSFC and KSC.

• SOLAR—(Site for Online Learning and Resources) online custom content courseware system that was used throughout NASA.

For the e-Training transition, NASA selected the Plateau Learning Management System software, called SATERN, which~~that~~ is a comprehensive system that~~which~~ enables process standardization and provides timely, up-to-date information. Centers are able to identify training requirements, deploy learning and track its completion. SATERN also allows for tracking of certifications, assessment of competencies, online enrollment and testing, course catalogs and facility management.

Version 2.0~~1.6~~

This is a replacement of, not a supplement to, all previous versions of the SATERN Rules and Process Guide for Administrators, and incorporates all changes made to the point of the introduction of the Plateau version 5.8.5.

~~LMS Implementation Phases~~

~~The LMS will be implemented in several phases. The focus in Phases I & II was to configure and launch the system, replace legacy systems (SOLAR, NORS, and AdminSTAR), and provide functionality to support Online and Classroom courses, Training Record Keeping, e-learning Delivery and Management and Enrollment & Scheduling Management. Additional features and functionality such as competency management and individual development planning will be configured in later phases as depicted in Figure 1.~~

~~PHASE I & II~~	~~PHASES III~~
~~Online and Classroom Courses~~ ~~Training Record Keeping~~ ~~e-Learning Delivery and Mgmt~~ ~~Enrollment and Scheduling~~ ~~External Training~~ ~~Curricula and Certification~~ ~~Online Registration – NORS Centers (Optional for other Centers)~~ ~~FPPS Interface~~ ~~Training History~~ ~~Training Evaluation – surveys~~ ~~Migration of Items and custom content~~ ~~Archiving of Data~~ ~~Discontinue use of Legacy Systems~~	~~Library Management~~ ~~Competency Management~~ ~~Individual Development Planning~~ ~~Vendor Courses~~ ~~Center Certification Systems~~

~~***Figure 1:*** *LMS Implementation Phases*~~

Business Rules Defined

A business rule is defined as guidance that there is an obligation concerning conduct, action, practice or procedure within a particular activity. Business rules are used to govern activity outside the system and / or describe standard Agency practice when using the system.

Rules are important because the NASA SATERN Administrative community is self-governing and ultimately, the efficiency and integrity of SATERN is the responsibility of Center and Discipline SATERN Administrators.

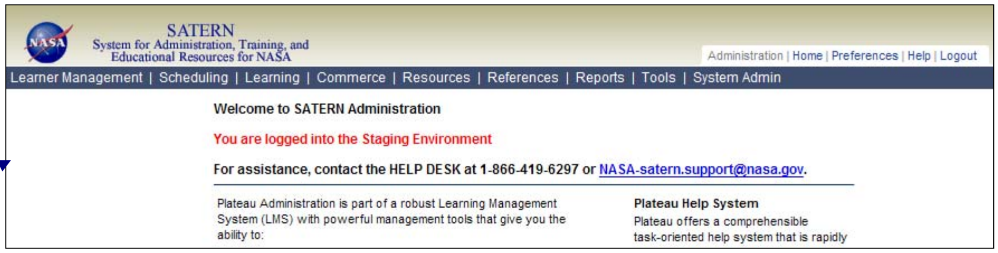
How to Use this Document

The Process Guidebook is meant as a reference that enables SATERN Administrators to understand and easily identify specific guidance that is required by NASA. The document is arranged by functional subject area, based on the structure in SATERN. Administrators can refer to the table of contents, the list of rules in each section or to the index at the end to easily find the information or topics. Process flows and screen shots are provided where applicable to describe functionality. This document is not a training guide. It is assumed that Administrators using this guidebook have been trained on SATERN, are familiar with current Center and Discipline processes, and are comfortable performing the functions in the system for which they are authorized.

3.2 Global (pp. 9-13)

SATERN Business Rules and Process Guidance

With the exception of the Global section below which applies to the entire system, the sections of the document follow the **top navigation** found in SATERN so Administrators can refer to the guidebook alongside the application, as needed.



Each ***situation*** is followed by the NASA ***Business Rule, Process or Guidance***.

Global

Global rules for SATERN apply to the system as a whole.

NASA Official Use Only

Situation: NASA systems are for the official use of NASA employees and contractors. SATERN is the Agency system to record and manage NASA Training and Development events. While some training events could be considered important to a Learner, it is important that the system is used for official use only.

> **Rule**: Record only training events that were paid for by NASA or were attended during NASA working hours.

Data Entry and Data Consistency

Situation: SATERN does not fully enforce data consistency in free-form fields; other fields use drop-down reference tables where only pre-defined choices are allowed. Ensuring that NASA data is clean and consistent has many benefits: Learners see an interface that is uniform and easily readable and reports contain clean and complete data. Administrators must take responsibility for adhering to detailed data entry rules.

> **Rule:** Administrators shall use the following naming conventions when entering data:
>
> 1. IDs (except User-ID) can consist of letters and numbers and shall be entered in upper case with dashes where spaces would be (e.g. ARC-SAFETY). All domain specific IDs shall be prefixed with the Center's or Discipline's acronym (i.e., GRC-, JSC-, KSC-,

ITS-, SMA-, HQ-, AG-, etc). If there is a need to have additional spaces in the ID, only dashes should be used (e.g. ARC-SAFETY-FIRE).

   a. Catalog ID
   b. Content Package ID
   c. Content Object ID
   d. Curriculum ID
   e. Domain ID
   f. Equipment ID
   g. Exam ID
   h. Item ID
   i. Location ID
   j. Objective ID
   k. Question ID
   l. Process ID
   m. Survey ID
   n. Facility ID
   o. Material ID
   p. Assignment Profile ID
   q. Document ID
   r. Instructor ID
   s. Class ID
   t. Community ID

2. Learner profile data shall be entered in upper case letters.
3. The following data shall be entered using all upper case letters:
   a. Course Titles
   b. User Defined Fields (custom fields)
   c. Learner and Instructor Names and Titles
4. When setting up facilities and locations, use upper case with dashes in the following format: CENTER-FACILITY-LOCATION. Facility means building and Location means room number. (Example: GRC-B15-R101).
5. All Descriptions shall be entered using a combination of upper and lower case letters.

~~External Course Coding~~

~~Situation: Center prefixes for External Training (Academic and Non-Academic External Training) items create a large data entry effort with little additional reporting benefit. The Center prefix in the coding format for External Training will thus be replaced with the prefix EX. Academic Courses will add the identifier AC to represent Academic Course prior to the Course Number or Catalog ID.~~

Rule:

- **Academic** External Course IDs will follow this coding structure:

  External Course Identifier (EX)-Academic Course Identifier (AC)-Vendor Acronym-University Course Number or Catalog ID

  Example of Academic Course ITEM ID:

  Course title: Urban and Regional Planning held at the University of Maryland

  Catalog ID: URSP662

  SATERN ITEM ID: EX-AC-UMD-URSP662

- **Non-Academic** External Course IDs will follow this coding structure:

  External Course Identifier (EX)-Vendor Acronym-Vendor Course Number or Catalog ID

  Example of Non-Academic Course ITEM ID:

  Course title: Basic Staffing and Placement held at the Graduate School, US

  Catalog ID: STAF7000D

  SATERN ITEM ID: EX-GSUSDA-STAF7000D

~~NOTES:~~

~~1. Vendor Acronyms for academic institutions will be the generally accepted list currently used in the Training Offices. Vendor acronyms for companies or other non-academic institutions will be derived by using the first letter of each word in the company name.~~

Comment [jfm1]: Delete section, per Crystal for External Training sub-team

~~2. Where no Course Number or Catalog ID exists, use the first letter of each word in the Item Title.~~

~~For reports on non-academic training activities, Administrators can use the SOURCE ID and ACADEMIC CREDIT CODE fields to generate the records they need.~~

Deactivation of Agency Mandatory Courses

Situation: Agency mandatory courses (e.g., *No Fear)* are often automatically assigned to new hires by Centers. If a course is deactivated, learners are unable to access the course.

Therefore, the following business rule ensures that Center Administrators receive a communication before the course is deactivated.

Rule: When a course owner decides to inactivate an Agency mandatory online course within SATERN, the following process must be followed, unless a deviation is agreed upon by the SATERN Executive Committee (EC) and course owner:

1. The course owner will notify the SATERN ~~Course Development team~~ ~~(~~Online Training Support Services ~~currently William Rydbom)~~ and the NSSC ~~(Steve Bliss).~~
2. The course owner will pick a deactivation date that will be no less than three (3) working days from the date of the communication to the parties listed in step four.
3. If the course owner wants a specific communication to be sent out, they will attach that communication to the message sent to the parties listed in step one.
4. The NSSC will send the communication to those within the Centers that they think need to know within 24 hours of receipt of the communication from the course owner. The course owner will notify any of their key stakeholders that they think need to know.

Assignment Types for Federally Mandated Training

Situation: Without clear guidance to Content Owners and SATERN Administrators regarding when an item should be assigned an Assignment Type of mandatory, courses are incorrectly classified, leading learners to be misinformed of their training requirements.

> **Rule**: The mandatory Assignment Type should be assigned only to courses that have been approved through the formal federally mandated training vetting process. Approved courses will have been vetted by the Office of Human Capital Management and the Office of General Council, and will meet the Office of Personnel Management definition for federally mandated training. No other courses should be labeled as mandatory. Once an approved course has been given an Assignment Type of mandatory, the SATERN Administrator should not override the Assignment Type without prior approval from the Content Owner.

Mandatory Fields

There are two types of mandatory fields in SATERN. The first type is fields that are required for the software to work properly, for example, every Learner must have a Learner ID and a Domain. These fields are identified in the system with red asterisks so that Administrators are reminded to populate those fields.

The second type is fields that NASA has determined are required to achieve usability, data integrity and reporting needs. For example, the Transition Team determined that the Description field in the Item Record be made NASA-mandatory. This is an optional field in SATERN, but it should be made mandatory to ensure that Learners have a clear understanding of the resources that are available to them to make informed decisions.

NASA must comply with mandatory OPM requests for training information. In order to satisfy specific reporting requirements mandated by OPM, NASA will use Custom Fields, also referred to as Custom Columns, to capture NASA-specific information that would not otherwise be possible if the SATERN software were implemented without customization.

The SATERN Custom Fields were determined during the configuration sessions for Phase II. Filling in the Custom Fields is mandatory, based on the OPM requirements. The first 16 Custom Fields are required to comply with OPM mandates and the next five vary by Center.

Situation: NASA's compliance, usability, data integrity and reporting needs will not be met if Agency-wide guidelines are not established to provide a common understanding of entering data into SATERN. Administrators must have guidelines on which fields must be populated and what constitutes acceptable entries.

> **Rule**: Administrators shall populate the fields defined as NASA-mandatory fields and enter data outlined in the SATERN Data Definition Table of Acceptable Codes, when appropriate. (Note that the word 'mandatory' implies that the fields are highly recommended and important to NASA in many ways and administrators should do everything they can to ensure that the fields contain appropriate values.) Zero (0) and None are acceptable values.

Appendix B contains the SATERN Mandatory Fields. This section contains screenshots ~~where~~ identifying the mandatory fields, as well as ~~are identified on~~ the screens where they are located in the system. This will aid understanding by providing context for the field.

Appendix C contains the SATERN Custom Field Data Definition Table that contains the Custom Field data elements, acceptable codes, descriptions and guidelines.

Document Repository

Situation: Some course owners use SATERN as a document repository to place commonly used documentation in a centralized place where the learner can access it. This documentation does not require a certificate and is purely for informational purposes. Setting-up these documents like online content allows learners to more easily find and access them.

Rule: Documents must meet the requirements of Section 508 of the Rehabilitation Act. They may be housed on SATERN or on an external Web server. Documents require that a Point of Contact (PoC) be listed in the Item Record, and this PoC will be responsible for making sure that the document remains up-to-date and accessible. Documents need to be in a format that can be opened on all platforms supported by SATERN using software that is freely available. Section 508 conformance must be verified by the SATERN On-Line Training Support (https://satern-courses.msfc.nasa.gov/) before posting. Documents must be directly related to an Item, Scheduled Offering, or Online Content, and use the naming convention listed in the Data Entry and Data Consistency section of the SATERN *Business Rules and Process Guide for Administrators*. Documents inactive for more than 12 months may be automatically removed from SATERN unless otherwise instructed by owners.

Comment [jfm2]: OWG approved 07/09

3.3 Learner/User Management (pp. 13-24)

~~Learner~~ User Management

Learner Management refers to recording and managing information that pertains to Learners, such as profiles and Learner history.

Detailees

Situation: Detailees are employees on assignment away from their home Center who cannot view the catalog of the Center to which they are detailed. This is a special circumstance that requires definition.

> **Rule**: Since detailees will only have access to their home Center's catalog, they should work with the Training Administrator where they are detailed in order to find out about classes.

Other Center Training

To maximize Civil Servant enrollment in onsite training, Centers frequently open their courses to employees at other Centers. In order to allow Learners to use the self-registration features in SATERN to request training at Centers other than their home Center, a specific process must be followed to allow Administrators to efficiently manage enrollment.

Situation: The detailed flow for the Other Center Training process is detailed in Appendix D. However, there are two rules that when used together, support the process for Other Center Training. The first is to make mandatory the use of a Center prefix for the Facility Description field.

> **Rule:** Administrators shall add the Center prefix to all Center Facility Description fields.

The second is to use a four-step approval process that has been created specifically to address the Other Center Training scenario with the last step in the chain being the Host Center Training Office role.

> **Rule**: Administrators shall use the four-step Supervisor / Training Coordinator / Training Office / Center-specific Host Center Training Office (HCTO) Approval process whenever they wish to make a course available to Learners from other Centers.

Comment [jfm3]: EC approved, 9/09

Contractor Policy

If approved to do so, Contractors are able to utilize SATERN to self-enroll in Scheduled Offerings given the following circumstances ~~that enable Contractors to do so~~:

- There is a contractor sub-domain at each Center.
- Contractors will be able to launch online courses and enroll in onsite Scheduled Offerings according to their Center policy. [Note: System functionality allows Centers the flexibility to prioritize civil servants ahead of contractors using the waitlist.]
- Contractors ~~are~~ will be given a unique USER-ID written as C-USER ID. As a result, Administrators that wish to control the enrollment of contractors may easily see the difference and take action accordingly.
- To ensure system integrity, the ability for approvers to see that a Learner is a contractor during the approval process (on the approval screen on the Learner side) is available.
- Existing active contractor records will come over as part of the normal data migration activities. New contractor accounts will go into a specially created 'New Account domain' so that they can self-register and Administrators can retain control of their domain assignment. Note: Certifications will continue to be tracked as before. However, contractor companies will not be able to see or manage certifications as before.

Special circumstance: IPAs

Situation: There are a limited number of people working under the Inter-Governmental Personnel Act (IPAs) across the Agency. IPAs are contractors filling a civil servant role. Like other contractors, IPAs will be able to self-register for Scheduled Offerings. However, in their capacity as a civil servant equivalent, they should be given the same priority as civil servants for selected Scheduled Offerings.

> **Rule**: IPAs should work closely with their Center ~~t~~Training O~~o~~ffice to ensure the ~~t~~Training O~~o~~ffice knows their status, so that their role as a civil servant is taken into consideration when enrolling in Scheduled Offerings.

Reporting in the Contractor Domain

Contractor Training Coordinators are company representatives that are responsible for the training of the contractors in their company. They are the first line of support for contractor employees and are frequently located in the Training Office at the Center.

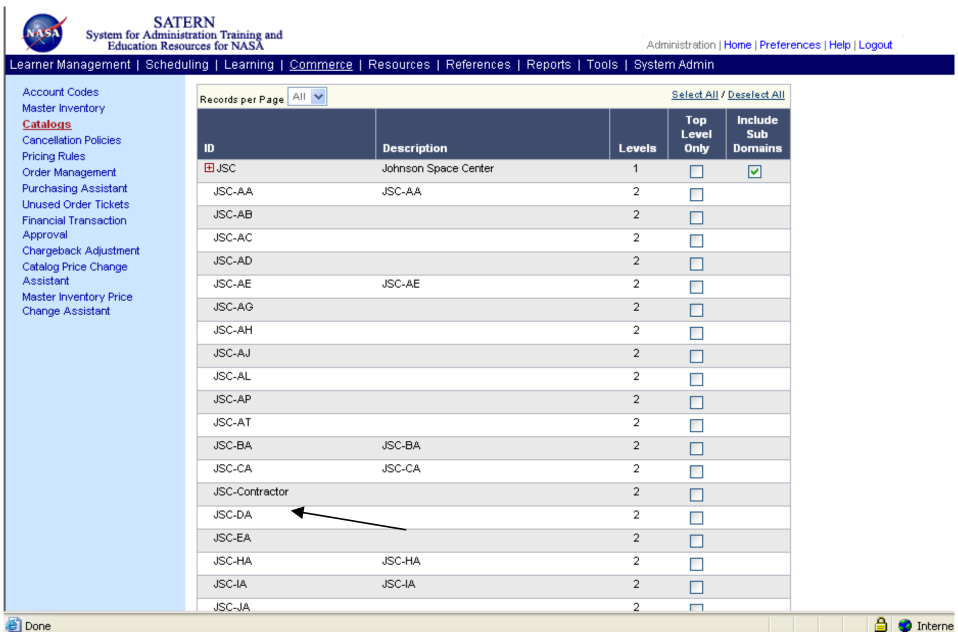
Reporting on the Contractor domain at a Center was initially restricted to the Training Office. There was concern that ~~a~~ since a Contractor Training Coordinator could see the Training History of any contractor employee, including contractors from other firms, an advantage may be given to that company.

After further review, no conflicts of interest or union issues have been identified. The SATERN Core Team has therefore updated the Contractor policy to allow Contractor Training Coordinators to have reporting rights into the Center Contractor domain in order to comply with NASA reporting, certification or training requirements.

Contractor Training Coordinators that wish to have reporting rights in the Contractor domain at their Center should make their request to the SATERN~~Level 1~~ Administrator Lead (SAL)at their Center or call the SATERN Help Desk at NSSC at 1-877-NSSC-123.

Contractor Process

Based on the policy statement above, each Domain contains a Contractor sub-domain as shown below (in the JSC Domain).



Contractor's access to Items and Scheduled Offerings is controlled through the creation of catalogs. Administrators that create catalogs can select the sub-domains of Learners that will have access to a catalog. If they wish to create a catalog exclusively for Contractors, they will select the Contractor sub-domain. Therefore, any Items or Scheduled Offerings that are placed in that catalog will only be accessible by Contractors. Or, an administrator can select the Level 1 domain, which will include all sub-domains under that top level domain (including Contractors). In this case, all Civil Servant and Contractor employees would have access to Items and Scheduled Offerings placed in this catalog.

When the Administrator places a Scheduled Offering in a catalog that is accessible to Contractors, he or she will select the two-step Supervisor/Training Coordinator approval process. It is important to note that when the Training Office sets up the Training Coordinator (TC) role, they assign the control domain for Civil Servants. For Contractors, the Training Office should set up one Administrator as the TC for the Contractor sub-domain so that all requests come to that one person. That person will hold all those requests until the registration cutoff date. If there are seats available in the offering at that point, they will approve enough Contractors to fill the course and then waitlist the remaining Contractors (done from the Administrator side of the system).

Account for Pending Civil Servants. ~~You do not want to give a spot to a Contractor if the Civil Servant is in the approval process but is not enrolled yet. When any Administrator looks at the registration tab, they should assume that the Civil Servant Learners with a status of Pending are going to get into the course and then calculate the number of Contractors to enroll to fill the course.~~ SATERN Administrators shall not give spots in a Scheduled Offering to Contractors if any Civil Servants are in the approval process but are not yet enrolled. When any Administrator looks at the registration tab of a Scheduled Offering, they should assume that the Civil Servant Learners with a status of Pending are going to get into the course and then calculate the number of Contractors to enroll to fill the course. If a Civil Servant registers after a Contractor is enrolled in a class that is full, (i.e., no vacancies), then the Contractor must give up the enrollment to the civil servant if the civil servant registration is approved within the timeframe specified below.

When the Administrator places a Center Scheduled Offering in a catalog that is accessible to Contractors, he or she will select an approval process that contains, at the least, the Supervisor and Training Coordinator approval roles in the approval process. It is important to note that when the Training Office sets up the Training Coordinator (TC) role, they assign the control domain for Civil Servants. For Contractors, the Training Office should set up one Administrator as the TC for the Contractor sub-domain so that all requests come to that one person. That person will hold all those requests until the registration cutoff date. If there are seats available in the offering at that point, they will approve enough Contractors to fill the course and then waitlist the remaining Contractors (done from the Administrator side of the system).

The final approver (typically a Center Administrator) in the approval processes used for scheduled offerings will hold all Contractor requests until the registration cutoff date has passed. If there are seats available in the offering at that point, the Administrator will enroll enough Contractors to fill the course in order of date and time of registration and then waitlist the remaining Contractors (done from the Administrator side of the system). Only Contractors pending with the training office will be enrolled or waitlisted.

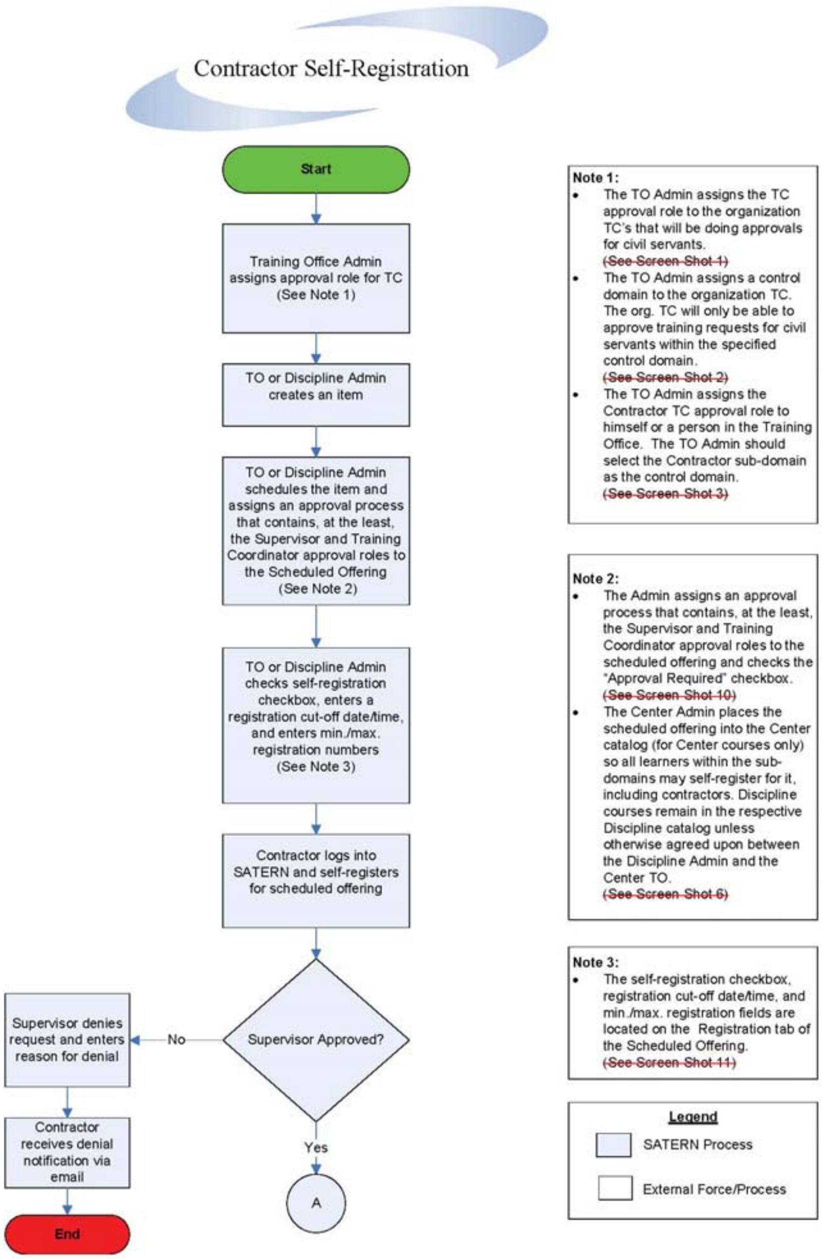
Civil Servants who are pending as of the registration cut-off date and time should be dispositioned by the final approver (on that Scheduled Offering) within 48 hours (if the start date of the course is one week or less after the registration cut-off date, or if the course is an NSTC course). After the Civil Servants have been approved,, the Center Administrator will fill the remaining seats with Contractors.

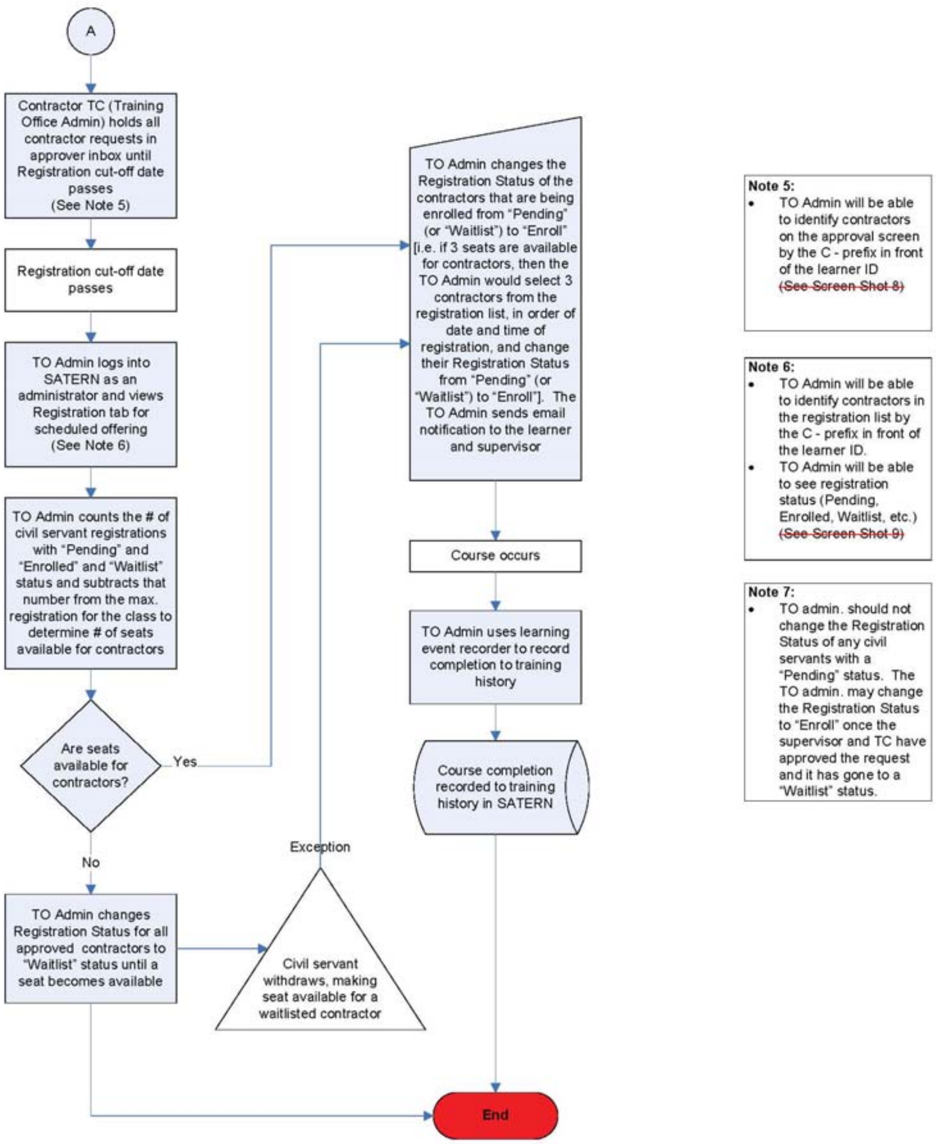
When a Civil Servant requests registration via phone or email for a Center or Discipline scheduled offering after the registration cut-off date and the request is at least one week before the start of the course, the Contractor who was the last to be enrolled (by registration date and time) should be waitlisted to make room for the Civil Servant. Any request less than one week before the start of a course is based on space availability and Contractors will not be removed to make room for a Civil Servant.

When a registration deadline is extended (due to low enrollment, for example), the process as outlined above will be followed.

Exceptions to using the above mentioned approval process that contains, at the least, the Supervisor and Training Coordinator approval roles in the approval process, are for the disciplines. For scheduled offerings by the disciplines, the approval processes agreed upon between the Discipline and the Center where the training is being held will be used. For scheduled offerings open to other Centers,, the four-step Center-HCTO approval process will be used, unless otherwise agreed upon between the Center and the discipline Administrator.

The process flowchart shown below describes the process. ~~Screen shot number references in the flowchart refer to the screen shots located in Appendix E.~~


Contractor Self-Registration
Start
Training Office Admin assigns approval role for TC (See Note 1)
TO or Discipline Admin creates an item
TO or Discipline Admin schedules the item and assigns an approval process that contains, at the least, the Supervisor and Training Coordinator approval roles to the Scheduled Offering (See Note 2)
TO or Discipline Admin checks self-registration checkbox, enters a registration cut-off date/time, and enters min./max. registration numbers (See Note 3)
Contractor logs into SATERN and self-registers for scheduled offering
Supervisor Approved?
No
Supervisor denies request and enters reason for denial
Contractor receives denial notification via email
End
Yes
A
Note 1:
• The TO Admin assigns the TC approval role to the organization TC's that will be doing approvals for civil servants. ~~(See Screen Shot 1)~~
• The TO Admin assigns a control domain to the organization TC. The org. TC will only be able to approve training requests for civil servants within the specified control domain. ~~(See Screen Shot 2)~~
• The TO Admin assigns the Contractor TC approval role to himself or a person in the Training Office. The TO Admin should select the Contractor sub-domain as the control domain. ~~(See Screen Shot 3)~~
Note 2:
• The Admin assigns an approval process that contains, at the least, the Supervisor and Training Coordinator approval roles to the scheduled offering and checks the "Approval Required" checkbox. ~~(See Screen Shot 10)~~
• The Center Admin places the scheduled offering into the Center catalog (for Center courses only) so all learners within the sub-domains may self-register for it, including contractors. Discipline courses remain in the respective Discipline catalog unless otherwise agreed upon between the Discipline Admin and the Center TO. ~~(See Screen Shot 6)~~
Note 3:
• The self-registration checkbox, registration cut-off date/time, and min./max. registration fields are located on the Registration tab of the Scheduled Offering. ~~(See Screen Shot 11)~~
Legend
SATERN Process
External Force/Process


A
Contractor TC (Training Office Admin) holds all contractor requests in approver inbox until Registration cut-off date passes (See Note 5)
Registration cut-off date passes
TO Admin logs into SATERN as an administrator and views Registration tab for scheduled offering (See Note 6)
TO Admin counts the # of civil servant registrations with "Pending" and "Enrolled" and "Waitlist" status and subtracts that number from the max. registration for the class to determine # of seats available for contractors
Are seats available for contractors?
Yes
No
TO Admin changes Registration Status for all approved contractors to "Waitlist" status until a seat becomes available
Civil servant withdraws, making seat available for a waitlisted contractor
Exception
TO Admin changes the Registration Status of the contractors that are being enrolled from "Pending" (or "Waitlist") to "Enroll" [i.e. if 3 seats are available for contractors, then the TO Admin would select 3 contractors from the registration list, in order of date and time of registration, and change their Registration Status from "Pending" (or "Waitlist") to "Enroll"]. The TO Admin sends email notification to the learner and supervisor
Course occurs
TO Admin uses learning event recorder to record completion to training history
Course completion recorded to training history in SATERN
End
Note 5:
• TO Admin will be able to identify contractors on the approval screen by the C - prefix in front of the learner ID ~~(See Screen Shot 8)~~
Note 6:
• TO Admin will be able to identify contractors in the registration list by the C - prefix in front of the learner ID.
• TO Admin will be able to see registration status (Pending, Enrolled, Waitlist, etc.) ~~(See Screen Shot 9)~~
Note 7:
• TO admin. should not change the Registration Status of any civil servants with a "Pending" status. The TO admin. may change the Registration Status to "Enroll" once the supervisor and TC have approved the request and it has gone to a "Waitlist" status.

An important part of the flow is the role of the Supervisor. In the Federal Government, the COTR has the responsibility for all Contractors working on contracts that he or she manages.

Contractor Training Policy

NASA Policy Directive 3410.2~~FE Section 1.h~~. reads: "Permit NASA contractor personnel to attend authorized and scheduled NASA training, provided that space is available and such attendance does not deny Government trainees the training. The training must be necessary for Government purposes. The authority for training of contractors is not in training law; it is in the authority to administer contracts. Contractors may only be trained in skills that they are not required to bring to the job. It may be permissible for NASA contractor employees to attend sessions under these guidelines without directly reimbursing the Agency if there is a benefit to the Agency or a governmental interest for such attendance."

Only the COTR, the government's responsible official, can determine whether sending the contractor to training for a billable hour, rather than working that billable hour, is the best use of NASA funds, a benefit to the Agency, or in the government's interest.

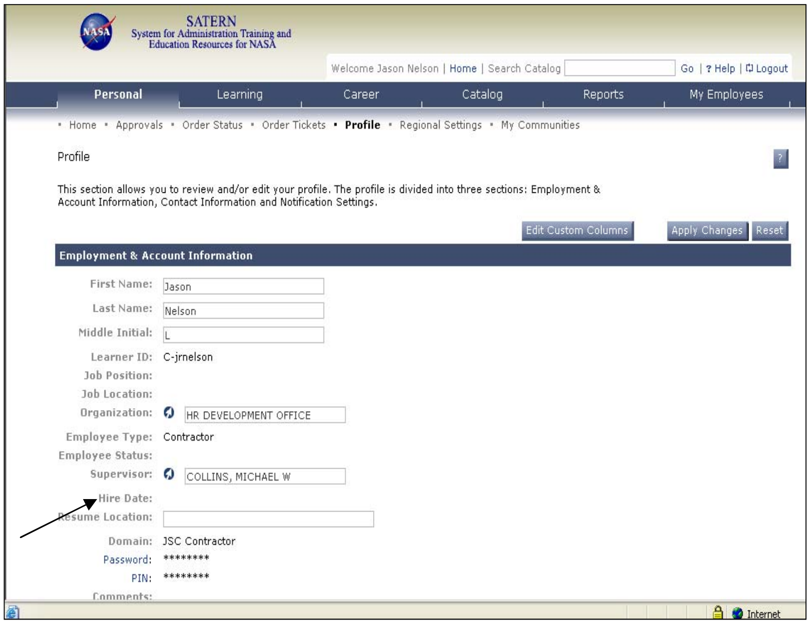
Note that the SATERN Supervisor is only an Approval Role used to automate approvals during the self-registration process. SATERN is not the system of record for Supervisors.

Comment [jfm4]: Change per Cindy Steele

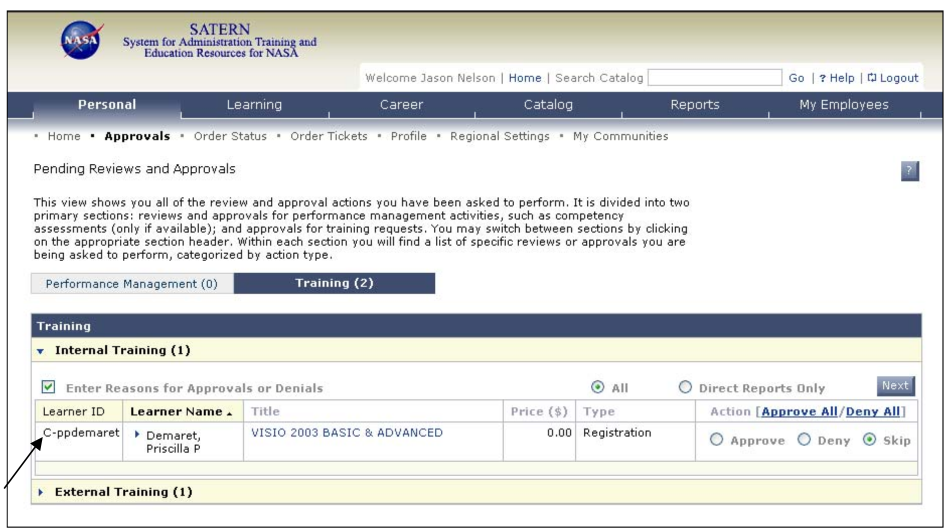
Rule: All Contractors shall select their COTR as their Supervisor if they wish to self-register for onsite training at NASA. This can be updated in the Learner Profile as shown below.

EC will obtain clarification of contractor approval scenarios by non-COTRs, either CS or Contractor.

The screen below shows the Learner Profile where a Learner may update his or her Supervisor. Contractors need only fill in their COTR in this field for the approval process to comply with NASA policy and work correctly in SATERN.



Approvers will be able to distinguish between Contractors and Civil Servants by looking at the Learner ID on the approval screen. Contractors will have the C- prefix.



Center-Unique Learner Domains

Situation: Domains are important structural entities in SATERN and must be managed very carefully. In certain special circumstances, a Center may need to create additional domains for learners to satisfy a particular business need. Given their importance and the fact that only the SATERN Technical Team at NSSC can create new domains, a process is needed for requesting Center-unique learner domains.

Agency Process: When requesting Center-unique learner domains, Centers will follow the process outlined below:

1. A Center representative makes the learner domain request to the SATERN Help Desk at 1-877-NSSC-123.
2. NSSC personnel at the SATERN Help Desk write up the request and forward it to the members of the ~~Operational Working Group/SATERN Governance (currently Dennis Conrad and Dan Costello)~~ SATERN Executive Committee (EC), who represent the Office of Human Capital Management to review Change Requests and proposed business rules. EC active member list can be found on SATERN Informational Website (https://saterninfo.nasa.gov, Key Contacts > Program Team).
3. If the EC ~~Operational Working Group/SATERN Governance~~ approves the request for a Center-unique learner domain, the NSSC SATERN Technical Team creates the new domain in SATERN and informs the Center when the work has been completed.
4. The requesting Center has the responsibility of manually moving learners from the current domain to the new domain and maintaining the data.

Note: Since the Center SATERN Administrators will have to manually keep the data up-to-date in the new domain, the Center Level 1 Administrator should make the request to the NSSC. Also, there are no naming convention restrictions for Center-unique learner domains. Some Centers use an Organization Code of Z-0000 for learners that have special characteristics. For example, GRC has decided to use GRC-ARMY for the Army personnel at GRC.

Reorganizations: Another type of domain request is when a Center has a reorganization that changes Organization codes for learners at that Center. It is important to inform the NSSC at 1-877-NSSC-123 as soon as possible prior to the reorganization so that SATERN is ready to accommodate any new learner information that may be coming in from the ~~weekly~~ daily FPPS and IDMS data feed.

Assignment Profiles

The Assignment Profile functionality provides a way to automate assigning Curricula to a group of Learners who share the same training needs. The Assignment Profile uses the common attributes of a group of Learners to assign Curricula. One useful way to group Learners at NASA is to assign training based on information contained in a Learner's Custom Fields. For example, if you wanted to push out training to all Supervisors, you can set up an Assignment Profile containing all Supervisors at a Center and assign a Curriculum to that group. In addition to being efficient, the group that you defined in the Assignment Profile is automatically updated as members of that group take on or lose a Supervisory role. SATERN will add or delete the Curriculum from the Learner's Learning Plan based on the code or codes you used when you set up the Assignment Profile.

Situation: It is desirable for NASA to utilize the Assignment Profile functionality, however, according to the Privacy Act of 1974, as amended, "disclosure of Agency records that contain individually identifiable information is prohibited." The Act restricts an employee's personal data to only those Administrators with a "need to know." SATERN currently contains individually identifiable information but that data is restricted to Level 1 Regional Administrators only.

Normally, to add an Assignment Profile based on Learner custom column codes, Administrators would go to the Assignment Profile tab under Resources and follow the process: click "Add New", search for and select a group of Learners. To comply with the Privacy Act of 1974, however, the search custom fields functionality has been turned off for all Administrators and thus even Level 1 Administrators may not search custom fields to identify or group Learners. As a result, an Agency process is needed to enable Administrators to utilize the Assignment Profiles functionality while ensuring compliance with the Privacy Act of 1974 provisions.

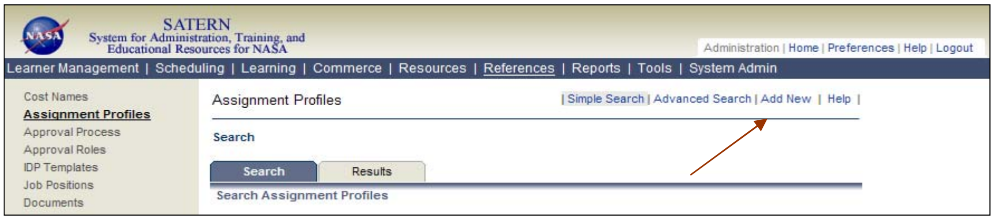
Agency Process: To enable Administrators to utilize SATERN's Assignment Profile functionality in light of the Privacy Act of 1974 as amended, only SATERN Level 1 Regional Administrators will have the ability to preview the Learners that match the Assignment Profile. Level 1 Administrators can also use the Learner Reference Code Values table in the Appendix to select a group of Learners for use in Assignment Profiles where a referenced Learner attribute does not exist (i.e., NASA Class Code). The steps below contain SATERN screen shots that describe the process that can be used.

Assignment Profile for Catalogs: Access to view Catalogs is given through the Assignment Profile process. Only Administrators with the ALL or Level 1 (RA-1) have the workflows to create assignment profiles. Therefore, Center Level 1 administrator will be responsible for creating and propagating assignment profiles for their Center Catalogs. NSSC will be responsible for creating and propagating the assignment profile for the NASA and Discipline catalogs. Naming convention for catalog assignment profiles should follow the guidelines under the Data Entry and Data Consistency section of the Business Rules and Process Guide. (e.g. NASA-CATALOG-ALL, GRC-CATALOG-CS).

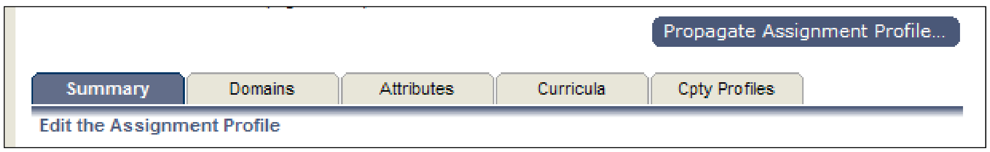
Comment [jfm5]: Add p. number reference when final.

Step 1: Add a new Assignment Profile

A. Under References, click Assignment Profiles (AP). Then "Add New".



Edit the Assignment Profile according to the Tabs:



B. Add a Domain to the AP on the Domains Tab.

C. Add an Attribute or Attributes to specifically identify the group: Give the Group a number in the Group ID field and then select the Attribute (in our example, Supervisory Status) from the drop down box. Click Apply Changes.

D. Select "Values" for the Attribute, refer to the Learner Custom Fields Reference Code Values for code definitions, and add an attribute value. You can also click add one or more from list to view a list of values. Click Apply Changes.

Note: Some of the values for a given attribute are not contained in SATERN. Refer to the Learner Custom Fields Guide to Human Resources Reporting located in Appendix C. This document contains the allowable values for each Learner Custom Field. Level 1 Administrators can refer to this document when creating an assignment profile or for reporting on the Learner custom fields. Click "Return to the Main Attributes Page".

Step 2: Verify your Group of Learners

Scroll down and see the "Learner Tools" Section. Select "Assignment Profile Learner Preview" to preview the Learners matching your defined profile. (Note: Only Level 1 Administrators have access to the "Learner Preview" button.)

Step 3: Add a Course, Curriculum or Competency Profile to the Group you defined in the Assignment Profile:

Administrators add a curriculum to the Assignment Profile just as they would assign a curriculum to a Learner. The only difference is that they should click the "Propagate Assignment Profile…" button instead of assigning it to the Learner's Learning Plan.

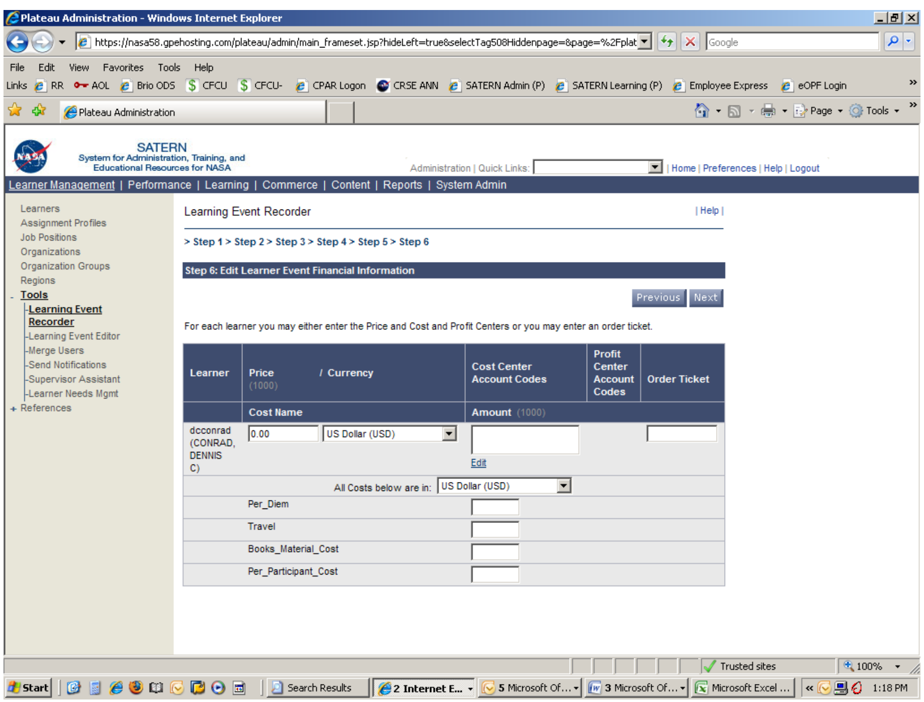
Learners Recording their own Learning

Guidance: Any Item that is self-paced or outside SATERN that the Center wants to place in the catalog can be made available to Learners to record to their Learning History after completion. Examples would include On-the-Job Training (OJT), reading a book or document, or watching a video. To enable the ability for Learners to record their own learning, Administrators should be sure that Item is in a catalog and then check the box “Learners can record Learning Events for themselves.”

Record Learning Event Using Quick Links

Situation: During 5.8 User Acceptance Testing a new feature was tested for recording learning events through Quick Links. It was noted during the testing that when recording a learning event through Quick Links that the Custom Fields, Per Diem, Travel, Book_Material_Cost, and Per_Participant_Cost are not available to complete. These fields only show up if you use the Learning Event Recorder (Learner Management>Tools>Learning Event recorder).

Rule: The Record Learning Event feature through Quick Links shall never be used to record a learning event. All recorded learning events shall use the Learning Event Recorder (Learner Management > Tools > Learning Event recorder).



3.4 Scheduling (pp. 25-28)

Scheduling

Scheduling management is the process of creating Scheduled Offerings for Instructor-led Items or Activities. The person responsible for these actions is the administrator who initiates the registrations (e.g., NSSC or Center/Discipline administrators).

Learner No Show

Situation: There will be instances where a Learner does not show up for training. The Administrator needs to indicate this in SATERN since SATERN cannot know if the Learner attended the training.

Rule: If a Learner does not show up for training, administrators shall change the Learner's registration status from ENROLL to NO SHOW.

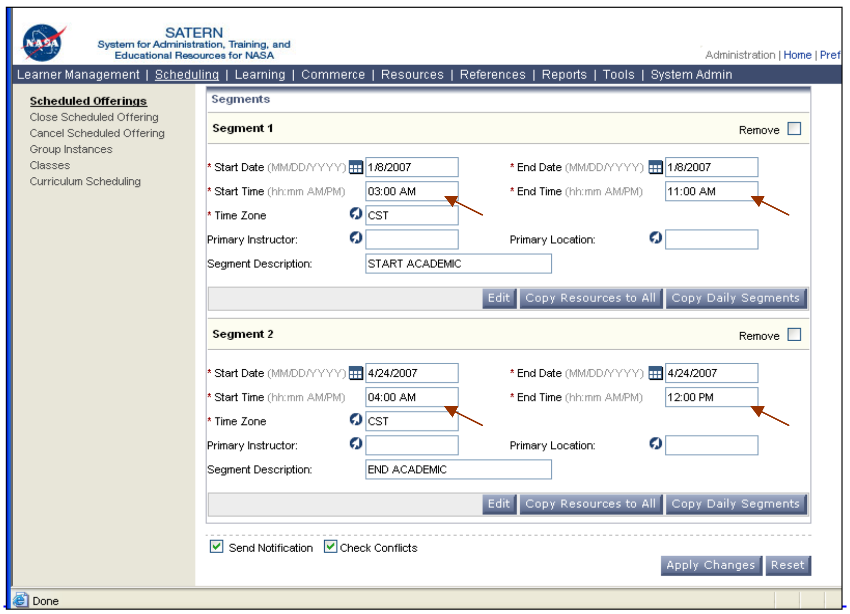
Change the Learner's registration status on the Registration tab of the Scheduled Offering prior to recording the learning event. This takes the Learner off the roster for the Scheduled Offering and does not record a training completion to the Learner's history.

~~Segments for Academic Courses~~

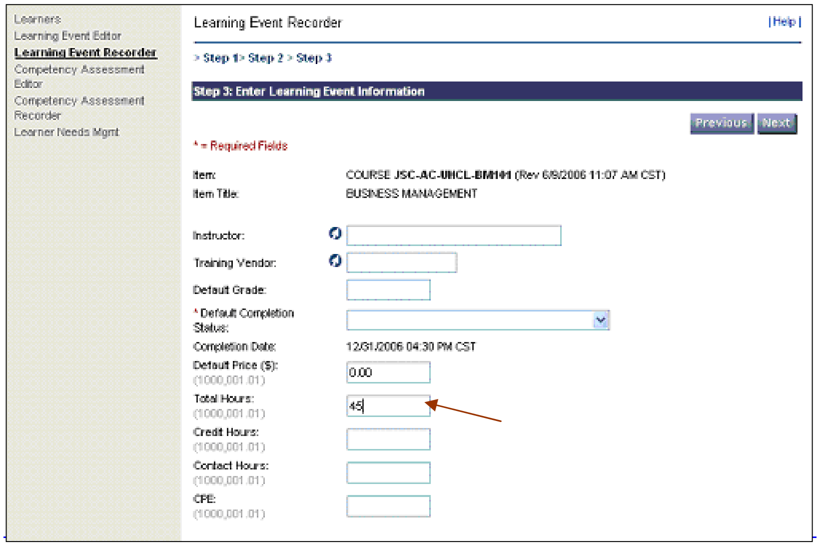
~~**Situation**: Learners that enroll in and complete academic courses are typically granted 45 total hours credit for the semester. In SATERN, creating a 45-hour Item causes a confusing arrangement of dates and information on a Learner's Learning Plan. A process is needed so that Administrators can avoid confusion and still ensure that Learners get appropriate credit for the course in his/her Learning History.~~

~~**Best Practice**: When creating an Item for Academic courses, do not set up any segments in the Item record. When you schedule the offering of the Item, allow the system to create a default segment of 8 hours. Add an additional 8 hour segment. Within the first segment, enter the actual start date of the course in both the Start Date and End Date fields (this will ensure that the correct Start Date appears to the Learner on his/her Learning Plan). Within the second segment, enter the actual end date of the course in both the Start Date and End Date fields (this will ensure that the correct End Date appears to the Learner on his/her Learning Plan). When recording the learning event, change the Total Hours field to 45 hours.~~

~~This screen shows where you would enter the Start Date and End Date when scheduling the offering for the course.~~



~~This screen shows where you update the Total Hours for the course in the Learning Event Recorder:~~


Learners
Learning Event Editor
Learning Event Recorder
Competency Assessment Editor
Competency Assessment Recorder
Learner Needs Mgmt
Learning Event Recorder
| Help |
> Step 1 > Step 2 > Step 3
Step 3: Enter Learning Event Information
Previous
Next
* = Required Fields
Item:
COURSE JSC-AC-UHCL-BM141 (Rev 6/9/2006 11:07 AM CST)
Item Title:
BUSINESS MANAGEMENT
Instructor:
Training Vendor:
Default Grade:
* Default Completion Status:
Completion Date:
12/31/2006 04:30 PM CST
Default Price ($):
(1000,001.01)
0.00
Total Hours:
(1000,001.01)
45
Credit Hours:
(1000,001.01)
Contact Hours:
(1000,001.01)
CPE:
(1000,001.01)

Segment Offset

Situation: Course duration is written to history based on the segment time that is entered. For a full, eight-hour day, if Administrators do not exclude the lunch break, the break will be included in official course time recorded to the Learner's history.

> **Rule**: When scheduling an eight-hour day, enter two four-hour blocks/segments with a half-hour or hour time block for lunch so that only 8 hours is recorded. This is time block is referred to as a ~~'~~"segment offset~~'~~."

~~Though it is included in basic SATERN training, it is important to remember to schedule the offering using a 'segment offset' when scheduling an eight-hour day.~~

Resolve Resource Conflicts Outside the System

Situation: Error messages prevent conflicts in the system and assist the work of the Administrator, but SATERN does not have the functionality to resolve the conflict within the system. Since Centers use differing methods for scheduling resources Agency guidance is required.

> **Rule**: While SATERN will provide an error message if instructors or locations are double-booked, Administrators shall ensure the availability of resources outside the system prior to scheduling them in SATERN.

~~**Scheduled Offering, Calculating Per Participant Cost**~~

~~Rule: When calculating per participant costs for courses, Centers and Discipine Administrators should account for training costs associated with all attendees, including civil servants and contracts. Per participant cost information should be updated before course is closed due to the number of Learner participation (e.g., no shows, walk-ins).~~

~~For example, if a course costs $100, and eight (8) civil servants and two (2) contractors attend, the per-participant cost would be $10. Note that if a contractor is charged separately for the course, then the cost for that contractor would be zero (0) and the total cost of the course would be divided among the remaining participants.~~

~~After a Scheduled Offering takes place, the per participant cost must be recalculated and entered based on the actual number of users in attendance. This will be performed by the appropriate Center administrator, Discipline administrator, or the NSSC, as determined by who owns/manages the Scheduled Offering.~~

~~Situation: If a vendor is charged separately, the administrator should "zero out" the cost to them. In this situation, the administrator maintains the original amount. Using the same example as above (total cost $100, eight civil servants, two contractors, but one contractor pays for the class), the administrator shows $11.11 for nine attendees and $0 for the one contractor.Inactivating Scheduled Offerings~~

~~Situation: When Administrators look for active and scheduled offerings in SATERN, they have to also search through scheduled offerings whose date has passed and are still active. As a result, it is difficult to get a clean list of those offerings that are currently active, which is inefficient when an admin is looking for a specific class.~~

~~Rule: Once the date of a scheduled offering has passed, and all the completion credit has been given to the learners, the SATERN administrator should set the offering to inactive.~~

~~To accomplish this, the SATERN administrator should use the regular process to close out the offering and uncheck the active box. The close the scheduled offering button should not be used.~~

Comment [jfm6]: OWG approved, 1/09

Scheduled Offerings for Courses Evaluated Using Metrics That Matter (MTM)

Situation: With the interface of SATERN to the Metrics that Matter (MTM) evaluation tool, guidance for SATERN Administrators is needed to outline the necessary fields as well as timing for completion. Student information will be passed from SATERN to MTM on a nightly basis for all classes that are closed out in SATERN. For guidance regarding which courses should be evaluated using MTM, refer to the Agency Evaluation Guidelines.

Rule: If a scheduled offering will be evaluated using MTM, SATERN Administrators shall:

- Indicate that MTM evaluation is required by selecting “Y” in the MTM custom field in the item.
- Ensure that at a minimum a primary Instructor and Facility ID are assigned to the scheduled offering. (Note: Multiple instructors can be assigned in segments)
- In the instructor record, ensure the following required fields are entered.
  - Instructor(s) name
  - Instructor(s) e-mail
- Inactivate the Scheduled Offering no later than close of business five (5) business days after course end date. (Note: *The **Active** box should be unchecked on the Scheduled Offering Summary tab)*

Comment [jfm7]: OWG approved 7/09, EC approved modification 9/09

Scheduled Offerings for NASA Safety Training Center (NSTC)

Situation: NSTC Items have been created and placed in the SMA domain. All NSTC Items have been given an Item ID that begins with SMA-SAFE-NSTC- followed by a number. To prevent duplication of Items and to ensure accurate reporting on completion of NSTC Items, two rules must be followed:

> **Rule**: Center Administrators ~~should~~~~shall~~ ~~not~~shall not create their own NSTC Items and place them in their Center’s domain.
>
> **Rule**: NSTC Administrators should schedule the NSTC Items that are in the SMA domain and should place those Scheduled Offerings in the SMA domain.
>
> **Rule**: Center Administrators shall not create schedule offerings for NSTC Items and place them in their Center’s domain.

Situation: To maximize enrollment into NSTC offerings, all NSTC Items and Scheduled Offerings appear in the NASA catalog. In cases where NSTC offerings enable self-registration, Learners must know the Center at which the offering is taking place when they are viewing the offering in the catalog.

> **Rule**: NSTC Administrators shall add the Centers prefix to all Center Facility Description fields. This rule is also cited in the business rules for **Other Center Training**.

~~**Situation:** SATERN is able to check for conflicts when assigning Instructors to a Scheduled Offering. In order for this process to work, Centers must ensure that they are scheduling the Instructors that have been created for the NSTC Items.~~

~~**Rule**: When Centers are assigning Instructors to an NSTC Scheduled Offering, assign the Instructors that have been created and placed in the SMA domain. All NSTC Instructors have the “SMA-NSTC” prefix in front of their Instructor ID.~~

Situation: The NSTC at Johnson Space Center is responsible for managing the shipment of course materials to all of the Centers. In order to help them gauge the number of materials to reproduce or order and to ship the appropriate number of materials to the Centers, they must have adequate lead time.

> **Rule for NSTC Administrators Only**: When entering a Registration Cut-off Date for an NSTC Scheduled Offering, the registration cut-off date must be at least 30 days from the Start Date of the offering.

SATERN Rosters for Verification

Situation: A SATERN roster includes the printed name of the employees registered and provides a place for their signature. This form allows Administrators to clearly see who is registered and who did or did not sign in for the class. Therefore the following business rule is recommended:

Rule: For scheduled offerings in SATERN, the Center Training Office should use only SATERN rosters for sign-in and attendance verification, and should send only SATERN generated rosters to the NSSC for course close-out. The NSSC shall only accept SATERN rosters.

Comment [jfm8]: OWG approved 01/09

3.5 Learning Management (pp. 29-32)

Learning Management

Learning Management refers to the creation of content and courses in the system. In the past, Centers could use some fields to capture Center-only information. It is important to reiterate that the implementation of SATERN is at the Agency-level and thus all Centers must enter information the same way.

Domain Location for Items

Situation: With regard to adding Items to SATERN, an Administrator will not know whether to place the Item in the Center domain, the NASA domain or in the Discipline Domain.

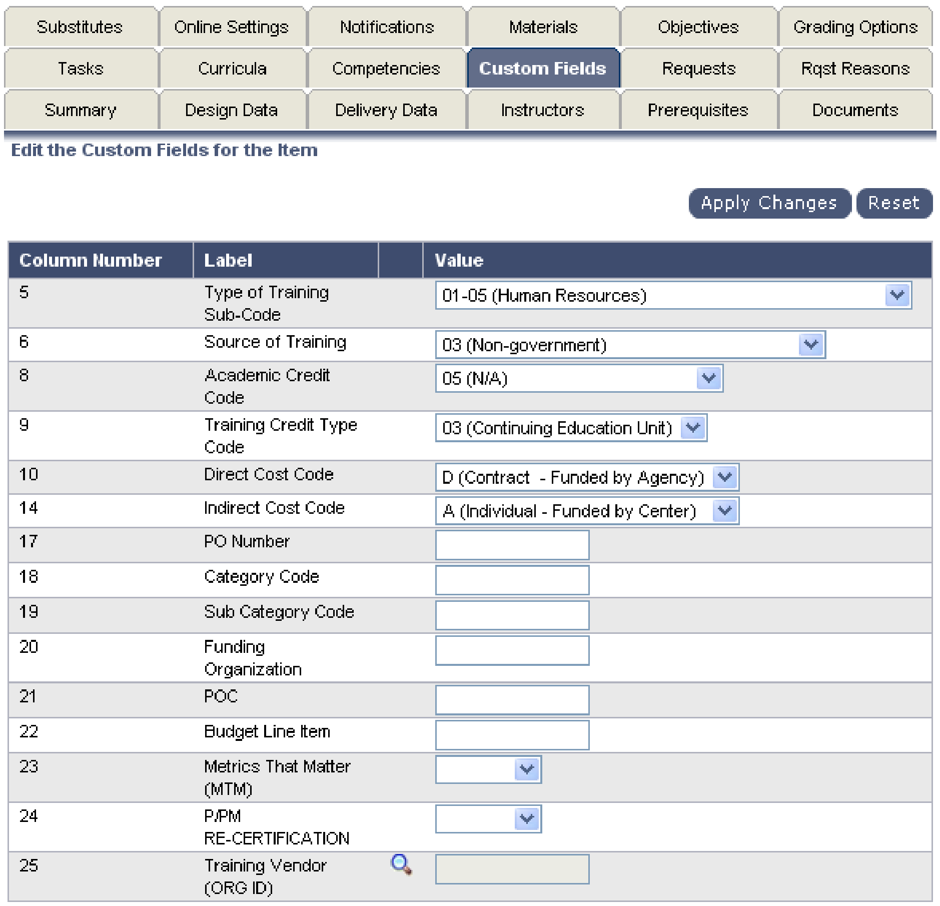
Rule: Agency discipline Items will be placed in the Discipline Domain and then added to a catalog when appropriate. When a Center has created or owns Center-specific training Items, those Items will be placed in the Center Domain, regardless of their relationship to discipline subject areas.

Custom Columns Data Entry

Background: NASA will use Custom Columns, also referred to as Custom Fields, to capture NASA-specific information that would not otherwise be possible if the SATERN software were implemented out of the box.

Filling in the Custom Columns is mandatory. The first 16 custom columns are required by NASA to satisfy specific reporting requirements mandated by OPM. The ~~next~~ ~~five~~ column numbers 5, 6, 8, 9, 10, 14, and 25 are required for NASA use and vary by Center.

The Custom Columns are shown below as they appear in the system:


Substitutes	Online Settings	Notifications	Materials	Objectives	Grading Options
Tasks	Curricula	Competencies	Custom Fields	Requests	Rqst Reasons
Summary	Design Data	Delivery Data	Instructors	Prerequisites	Documents

Edit the Custom Fields for the Item

Apply Changes Reset

Column Number	Label		Value
5	Type of Training Sub-Code		01-05 (Human Resources)
6	Source of Training		03 (Non-government)
8	Academic Credit Code		05 (N/A)
9	Training Credit Type Code		03 (Continuing Education Unit)
10	Direct Cost Code		D (Contract - Funded by Agency)
14	Indirect Cost Code		A (Individual - Funded by Center)
17	PO Number		
18	Category Code		
19	Sub Category Code		
20	Funding Organization		
21	POC		
22	Budget Line Item		
23	Metrics That Matter (MTM)		
24	P/PM RE-CERTIFICATION		
25	Training Vendor (ORG ID)		

Situation: With regard to filling in the mandatory custom column information, Administrators have two places where they can fill in this information: at the Item-level or at the Scheduled Offering level. Filling in the information at both levels would be inefficient because the information is redundant. In addition, there is no need to fill in the custom fields in the Scheduled Offering because they are copied from the Item when the Scheduled Offering is added. The exception is the Metrics That Matter (MTM) field which does not exist at the Scheduled Offering level.

Rule: The custom columns are mandatory fields and must be filled in at the Item level. Therefore, administrators shall:

- Enter the custom column information at the **Item** level for all Items.
- Edit the Scheduled Offering custom columns that typically vary per Scheduled Offering (i.e. Per Participant Cost).

~~When entering the data, leave any free-form fields blank where you would enter a zero (0).~~

Completing Required Fields for MTM

Refer to "Scheduled Offerings for Courses Evaluated Using Metrics That Matter (MTM) on p. XX

Comment [jfm9]: Need to include page number reference on final document

~~**ON-DUTY and OFF-DUTY HOURS Field**~~

~~**Situation**: As a free-form text field, the ON-DUTY / OFF-DUTY HOURS fields in the Custom Field list require standard Agency usage:~~

~~**Rule**: Since the ON- OFF-DUTY HOURS field is a free-form field, administrators shall enter to the quarter-hour (.25 hour). (Examples: 1.25 hours or 1.75 hours.)~~

Comment [jfm10]: TBD 9/23/09 mtg

SOURCE ID Field

Situation: Reporting on external or internal training activity is enhanced by using the SOURCE ID field in the Item Record.

Rule: Select INTERNAL for on-site training and EXTERNAL as the SOURCE ID for all off-site/external training.

The definitions for INTERNAL and EXTERNAL follow:

INTERNAL – On-site training coordinated by the Training Organization or Discipline for multiple employees, which may or may not include any cost. All NASA-sponsored web-based training (e.g., SkillSoft) is considered INTERNAL.

EXTERNAL – Off-site training – External Training provided to individuals or groups such as conferences, seminars, academic classes, etc. requires the submission of a~~n~~ ~~NF-1735~~SF-182 via SATERN for approval and processing. The only exception to the NSSC processing external training, captured on the ~~NF-1735~~SF-182, would include Reportable conferences. *Reportable* conferences, as defined per NID 3712.1, "Requirements Relating to Conference Attendance, Obligations and Expenditures" shall be submitted as a No Cost entity on the ~~NF-1735~~SF-182, with all pertinent cost information captured in the "course comments" section for *Center* processing and registration purposes.

~~.Costs for c at this time. All conference external training requests in SATERN will be entered as a no-cost request with fees and other costs documented in the comments section of the request form.~~

~~unless there is a specific training element to the conference. In that event, the 1735 will be processed as a no-cost event for the purposes of creating the course event and assigning credit.~~

~~**Travel and Per Diem Fields**~~

~~The Travel and Per Diem fields were created to capture data for internal and external activities where travel costs are associated with the learner's participation in the activity. Although the completion of the Custom Columns is mandatory, the fields "Travel" and "Per Diem" are not going to always be applicable to internal items and schedule offerings; therefore, "0" should be placed in both fields, when not relevant.~~

Comment [jfm11]: No longer needed, due to changes in mandatory fields.

Comment [jfm12]: Per 7/09 OWG approval

Agency-wide Courses

Situation: Assigning courses to a Learner's learning plan is ~~new~~ functionality in SATERN. There is currently no Agency policy on who may put Agency-wide mandatory courses on the Learner's learning plan. The concern is that it could be overwhelming to the Learner if there is no policy that determines who is allowed to push training.

Rule: SATERN Administrators in the Training Office are responsible for assigning mandatory Agency-wide training within SATERN. Administrators shall assign approved federally mandated training by adding the course directly to the learning plans of the impacted audiences or by assigning via curriculum. When mandatory training limited to selected audiences (i.e., not Agency-wide) is required, Disciplines will have the ability to push courses to that audience without the prior approval of the Training Offices.

Rule: If the course is Federally Mandated, Training Office Administrators shall assign mandatory training to the required audiences at their Centers, unless the training is already handled by a Discipline. This may be done by assigning the course directly to learning plans or by setting up a curriculum and adding the required course to the curriculum.

Comment [jfm13]: OWG Approveal01/09

Situation: SATERN allows Administrators to give credit for courses when an equivalent external course has been successfully completed.

Rule: Administrators must request approval for any desired equivalent course from the course owner. The Course Owner is typically the person listed in the Item Record Contact Email field and is the person whom Centers should contact to apply for equivalent status. (If the Points of Contact (PoCs) listed in the Contact Email field are not appropriate, they will know to whom in the Discipline leadership to take the request).

After verifying approval for an equivalent course, the appropriate Center or Discipline administrator will grant credit for the SATERN item via the Learning Event Recorder. The Administrator will use a Default Completion Status of "Substitute" and will complete the "Comments" field in "Step 5: Edit User Even Information" with the appropriate equivalent course information (i.e., course name, vendor, date, etc.).

Substitutes for Agency-wide Courses

Situation: SATERN allows Administrators to create substitute relationships with existing courses thereby granting credit for both courses to Learners. Since SATERN provides Agency-level reporting for Agency-wide courses, guidance is needed to ensure that the reports are accurate. In the past, Centers were not required to notify course owners when they allowed their Center's course to provide substitute credit for an Agency-wide course.

Rule: Administrators must request approval for any desired substitutions with the course owner. The Course Owner is the person listed in the Item Record **Contact Email** field and is the person whom Centers should contact to apply for substitute status. (~~Course Owners know to whom in the Discipline leadership to take the request.~~If the PoCs listed in the Contact Email field are not appropriate, they will know whom in the Discipline leadership to take the request).

After verifying approval for a substitute course, the Course Owner will add the substitute to the Agency-wide course. The Course Owner will notify the requesting Administrator whether the substitute has been approved and if so, when it was created within the system. It is important to note that Learners will get two items written to history with a substitute, so Reporters will have to learn how to run reports in a way that enables them to get an accurate count.

Program/Project Managers Certification

Situation: NASA's Academy of Program/Project and Engineering Leadership (APPEL) has established processes to document the certification status of each certified P/PM and to track participation of continuous learning activities necessary for recertification through the SATERN. Certified NASA P/PMs will have a designation in their SATERN learning history which reflects their certification status including the date certified. Therefore, SATERN tracks P/PM Certification continuous learning activities.

Rule: The recording of the FEDERAL ACQUISITION CERTIFICATION FOR PROGRAM/PROJECT MANAGERS-SENIOR/EXPERT (FAC-P/PM-SR/EX)" Item in SATERN shall be done by the APPEL SATERN Administrator only.

Other SATERN Administrators should not utilize the "FEDERAL ACQUISITION CERTIFICATION FOR PROGRAM/PROJECT MANAGERS-SENIOR/EXPERT (FAC-P/PM-SR/EX)" Item located within the NASA domain.

Rule: Once a Center's or Discipline's course has been reviewed and designated by APPEL as applicable to P/PM Re-certification, SATERN Administrators shall:

- Indicate that it is P/PM Re-certification applicable by selecting "Y" in the P/PM Re-certification custom field in the item and add P/PM Re-certification subject area.
- Ensure that the CPE field is populated with the designated number of CPE hours.
- Ensure that the item has been added to the P/PM Re-certification catalog.
  - Use of the "P/PM Re-certification Self-Recordable Activities" child-level subject area should be restricted to the APPEL SAL only. If a Center or Discipline has need to utilize this child-level subject area, they should contact the APPEL SAL.

Commerce

NASA has decided not to use the Commerce functionality available in SATERN. However, NASA will utilize the Catalogs functionality contained in the Commerce section of the Administrator User Interface. Catalogs are mentioned frequently throughout this document but with regard to the Commerce section of SATERN, there are no Business Rules currently defined.

Resource Management

Resources are the objects, places, and people needed to provide training in an Instructor-led environment.

Working with Instructors

Situation: Instructors will not have access to the system. Therefore, it is important that Administrators know to work closely with instructors.

Rule: Since instructors do not have access to the system, it is the responsibility of the Training Office Administrator to provide instructors with the information they need. (If necessary, administrators can send e-mail notifications to instructors, copy them on rosters as Learners are registered, and provide other details.)

Domain for Instructors

Situation: Instructors are added to SATERN by ~~Center Administrators~~the NSSC in the Public Domain~~ir domain~~. As a result, th~~os~~e instructors are ~~only~~ available to ~~that~~ every Center in SATERN. Instructions ~~Guidance is required~~ on how to create instructor ~~records so that instructors are available to teach in any Center that required their services.~~follows:

Create Regions for each center: ARC, DRFC, GFSC, GRC, HQ, JSC, KSC, LaRC, MSFC, NSSC, SSC, WSFC, WSTF, JPL, ~~and~~ MAF, ITS, and SMA.

NOTE: Not identifying a region or center will not prevent an instructor from teaching at that center if desired later. This is only used in assisting to identify particular instructors and allowing searches for all qualified instructors at each center.

Rule: Create Instructor ID's using the naming convention of **I-** (eye dash), first initial, middle initial, last name to identify instructor ID's verses other ID's within SATERN.Information required that should be included for instructors:

ID, full name, company (if contractor or vendor) domain, and organization (if civil service). Once the account is added, move to the Authorized to Teach tab and add all courses this instructor is authorized to teach. Now move to the Regions tab and add the regions for each Center this instructor is expected to teach at. (home center or center of record should be selected as the primary to aid in identifying similarly named instructors from different locations) ~~Instructors will be placed in the domain that uses their services, even though they will have multiple instructor IDs if they teach at more than one Center.~~

Note: Before creating an Instructor Record, check and make sure that instructor does not already have an account in SATERN. If the account does already exist, you should modify the assigned regions to include the new region/center location and provide the instructor record ID to the original add instructor requester.

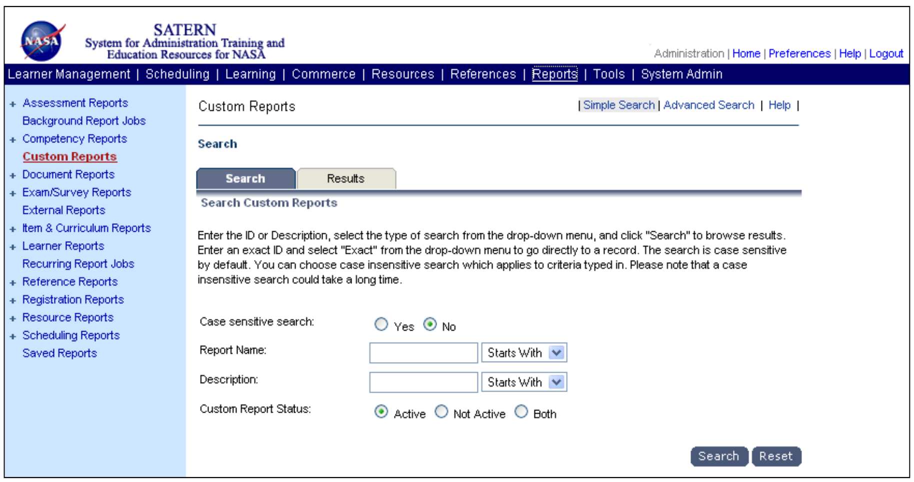
References

There are no Business Rules currently defined for the References section of SATERN.

3.6 Reports (pp. 32-37)

Reports

The Reports section of SATERN is shown below. Standard SATERN reporting functionality addresses many general, NASA-internal and management-related reporting needs. The left navigation displays the standard reports that are available grouped by category.



Situation: While the standard reports available in SATERN do provide for excellent and easy-to-use reporting on a variety of areas, the standard reports do not include the NASA custom column data and are therefore inadequate as a replacement for NASA current reporting capability.

Agency Process: To address identified Center reporting needs not covered by the *standard reports* available in SATERN, *pre-defined custom reports* (defined as reports that have been custom developed and are ready for use) will be available. For reporting needs beyond these, Administrators may invoke the *exception process*, whereby custom reports can be developed as needed according to the *1620* process located on the SATERN Project site (https://saternproject.nasa.gov/, Home > Submit a Change Request or Future Enhancement), ~~currently in use for SOLAR and AdminSTAR~~*which should only be submitted by Center or Discipline SALs*.

Rule: Administrators will use the SATERN Report Process diagrammed below:

Note: *This section will be updated in the next version (1.7).*

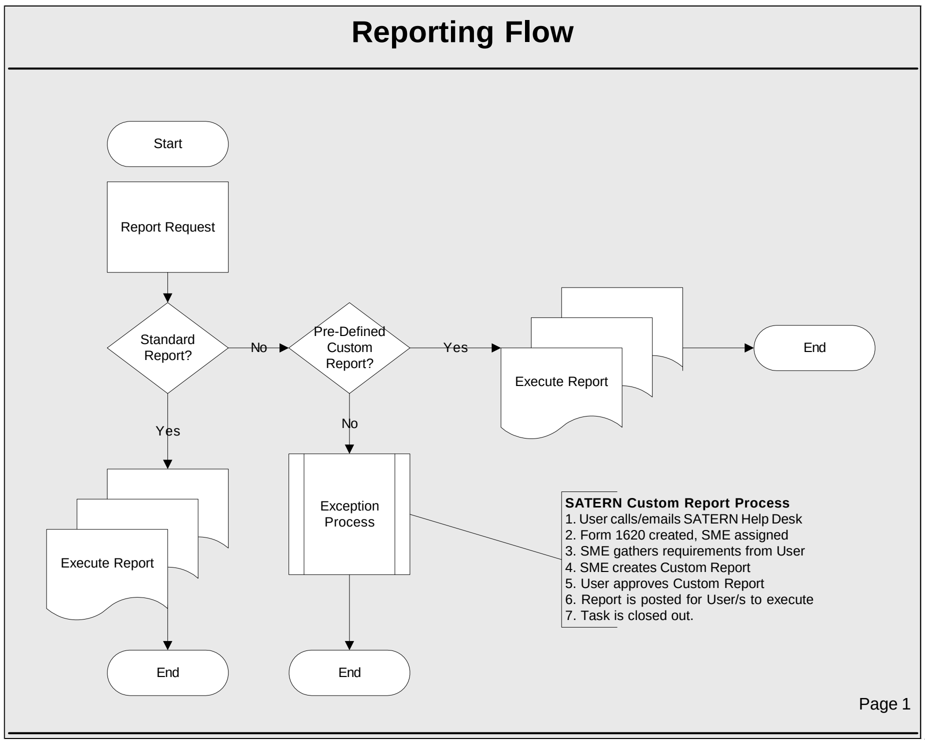


Chart 1: SATERN Agency Report Process

Comment [L15]: Include link to the 1620 form (https://saternproject.nasa.gov/, Home > Submit a Change Request or Future Enhancement); change text in Step 1 to “1620 form should only be submitted by Center Discipline SALs. (need to recreate process chart to make changes)

Since custom reporting can be achieved in SATERN and there are developers familiar with the schema and XML in-house as part of the SATERN Technical Team, custom report creation is available to NASA to meet its current and future reporting needs. The SATERN Technical Team will use ~~BRIO in most cases to develop the reports, leveraging expertise developed for AdminSTAR~~an external reporting tool in most cases to develop the reports.

~~The pre-defined custom reports on the following page are available (listed here by the tool in which they were historically accessed). The T40 reports in the first column are available in the T40 Reporting System 4.0 that is available to each Training Office. The BRIO reports are available in BRIO and are accessible by Level 1 Administrators. Both tools are available at https://adminap2.nis.nasa.gov/nsw. Contact the SATERN Help~~

~~Desk at NASA-SATERN.Support@nasa.gov for access to T40 and BRIO reports. The SOLAR reports are available in SATERN as custom reports.~~

~~AdminSTAR~~	~~BRIO~~	~~SOLAR~~	~~Special Reports~~
~~t40a – Permanent / Temporary Personnel / Minority Training Summary~~	~~Training Hx by Learner~~	~~User Survey Report~~	~~HQ Training BRIO 8 (Brio)~~
~~t40b - Employees Trained - By NASA Class Code~~	~~Agency Courses not completed~~	~~Incomplete Training Report~~	~~NASA HQ Affirmative Employment (Brio)~~
~~t40c - Employees Trained - By NASA Pay Plan/Grade~~	~~Agency History Extract Both~~	~~Training Administration Report~~	
~~t40d - Training Instances - By NASA Class Code~~	~~Training Hx by Org~~	~~Module Report~~	
~~t40e - Training Instances - By NASA Pay Plan/Grade~~	~~Participant List by Course~~	~~Test Effectiveness Report~~	
~~t40f - Training Cost - By NASA Class Code Block~~	~~Agency Part. List by Sel. Crse~~	~~User Reports (Admin and Users)~~	
~~t40g - Training Hours - By NASA Class Code Block~~	~~Agency Course Cost~~	~~Modules Certified Report~~	
	~~PW Employees Trained~~	~~SME Query Report~~	
	~~Agency PW Train Instances TTD~~		
	~~Agency PW Training Instances~~		
	~~Agency TI by Mat Grouping~~		
	~~Agency Learners by Ethnic/Org~~		
	~~Agency PW Summary~~		
	~~PW Summary~~		
	~~Agency TI by Ethnic Orign/Org~~		
	~~PW Training Instances~~		
	~~Agency Sum of Comp Training~~		
	~~Agency Training Hx by Org~~		
	~~Agency PW Employees Trained~~		
	~~PW Employees Trained TTD~~		
	~~TI by Ethnic Origin and Org~~		
	~~TI by Material Group/Handicap~~		
	~~PW Training Instance TTD~~		
	~~Agency PW Emp Trained TTD~~		

Table 1: *Required pre-defined custom reports available in SATERN*

~~Working with Certificates: Update the Name in the Signature field on the Certificate~~

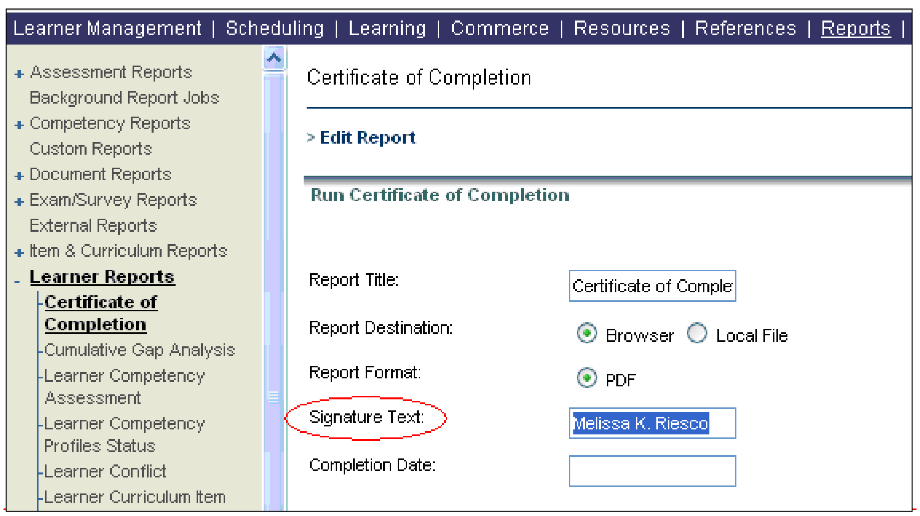
Comment [L16]: Remove section and use the subject for a Job Aid

~~Learners can print Certificates after satisfactorily completing an online course or an instructor-led course. Whomever's name is in the Instructor field in history is printed on the Certificate in the signature section. If no Instructor is specified, SATERN defaults to Melissa K. Riesco, the Agency Training Officer, as the Signature Text.~~

~~There are two ways to update whose name appears on a Certificate when an Administrator would like to have the Instructor's name printed on the Certificate in SATERN.~~

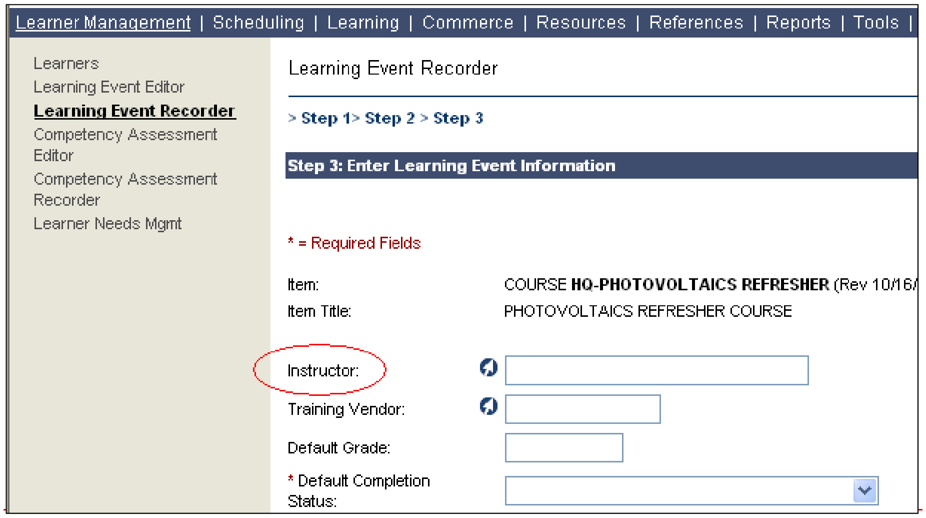
~~1. Reports > Learner Reports > Certificate of Completion~~

~~Administrators can print the Certificate as a report. Under Learner Reports, select Certificate of Completion. Since the Signature Text field defaults to Melissa K. Riesco, overtype this field with the name of the Instructor and print the Certificate for the Learner. This method only affects the printed Certificate and will not be saved to history.~~



~~2. Via the Learning Event Recorder~~

~~When recording the Learning Event, Administrators can enter the name of the Instructor and any other information that needs to be recorded to history. During Step 3 of the Learning Event Recorder, SATERN asks for an Instructor. If you specify an Instructor here, his or her name will be part of history and print on the Certificate. If you do not specify an Instructor here and leave the field blank, the name on the printed Certificate will default to Melissa K. Riesco.~~



~~Working with Certificates: Printing with Internet Explorer~~

~~In order to get reports to run correctly, you need to have your pop up blocker turned off (or allow pop ups for https://satern.nasa.gov) and your Internet Options set correctly. If you cannot get reports to save to the local drive or have problems trying to run PDF reports, try the following:~~

~~Go to Tools in the Internet Explorer Browser~~

~~Click on Internet Options~~

~~Click on the Advanced tab~~

~~Scroll down to the HTTP 1.1 settings~~

~~Put a check in the box that says use HTTP 1.1 through proxy connections~~

~~Click on Apply~~

~~Click on OK~~

~~To save the report to the local drive, turn the pop-up blocker off and then make sure you turn it back on once you have saved the report.~~

Tools

There are no Business Rules currently defined for the Tools section of SATERN.

3.7 System Administration (pp. 38-39)

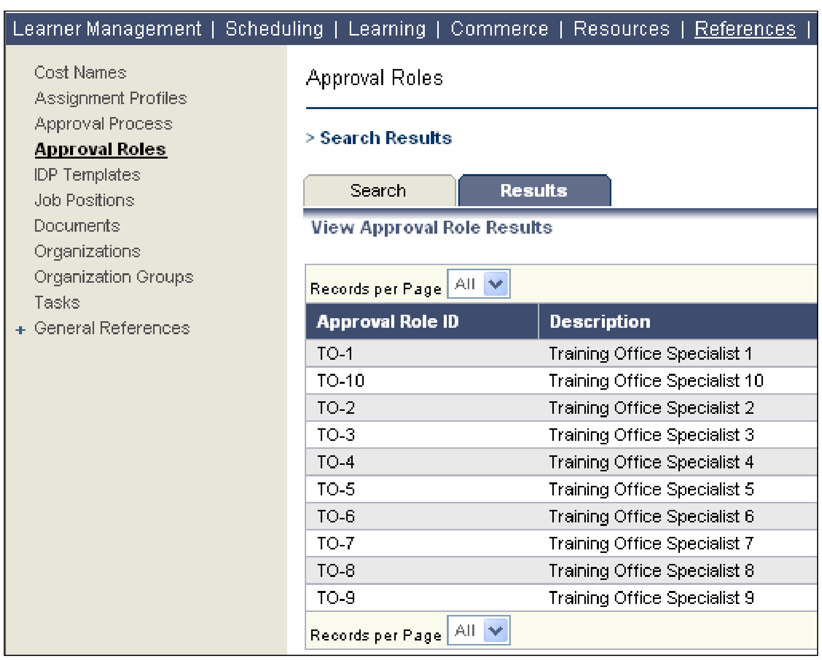
System Administration

Approval Role Management

To enable self-registration in SATERN, Administrators populate Approval Roles that correspond to steps in an Approval Process that they wish to use. For any Item or Scheduled Offering, an Approval Process can be assigned so that Learners can self-register for the course by automatically starting the appropriate approvals that are needed for attendance.

Administrators can identify all the potential Approvers in a certain role; which means that each potential Approver listed as that Role receives an email when that step in the Approval Process is reached. In practice however, receiving emails that are not for you can be annoying.

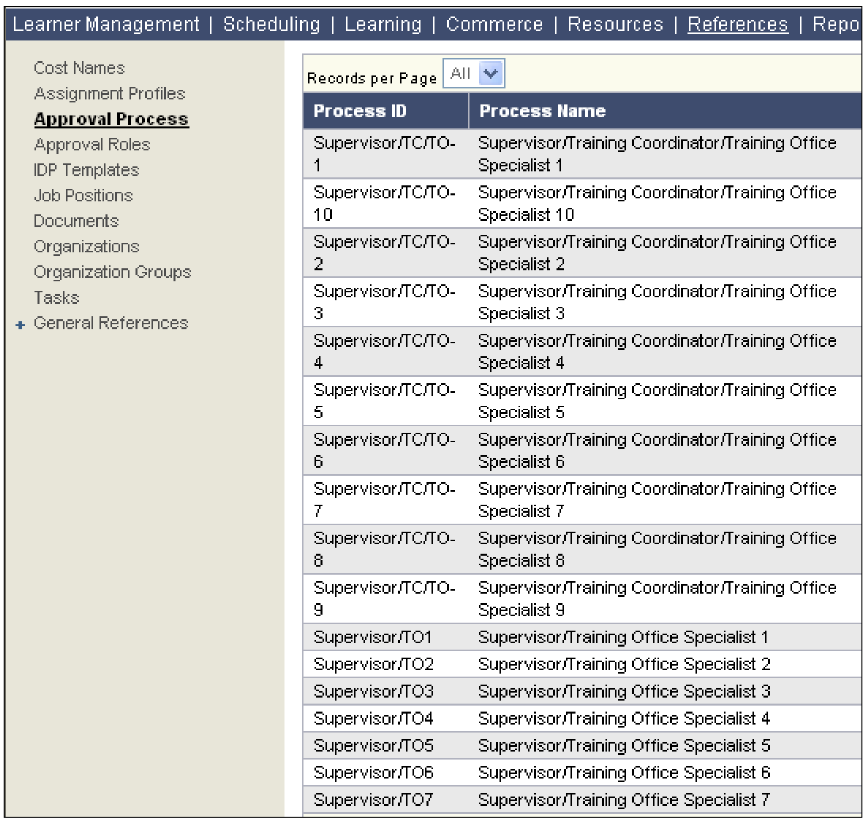
To enable additional flexibility for Administrators at the Centers who wish to more accurately identify the specific Approver/s that handle a certain course or type of course, the Approval Roles shown below were created. Now Center Training Offices can use 2~~1~~0 unique Training Office Specialist Roles for their staff, effectively eliminating approval requests that are not intended for them. The new Approval Roles are shown below:



Approval Role ID	Description
TO-1	Training Office Specialist 1
TO-10	Training Office Specialist 10
TO-2	Training Office Specialist 2
TO-3	Training Office Specialist 3
TO-4	Training Office Specialist 4
TO-5	Training Office Specialist 5
TO-6	Training Office Specialist 6
TO-7	Training Office Specialist 7
TO-8	Training Office Specialist 8
TO-9	Training Office Specialist 9

As an example, if a Center uses the two-step Approval Process: Supervisor/Training Office Specialist, any Learner that self-registers for the Item or Scheduled Offering triggers an email to anyone that had the Learner's domain restriction and the role of Training Office Specialist. Using the above listed Approval Roles means that you can identify exactly who the correct person is (up to 2~~1~~0) that should be approving enrollments for that particular Item or Scheduled Offering.

Remember that using these Approval Roles will only work if you select the Approval Process that contains the desired Approval Role that you have pre-populated. Also note that in addition to these Approval Processes available to you, the previously defined Approval Processes are still available for use at your Center. The new Approval Processes are shown in the screenshot below.



Process ID	Process Name
Supervisor/TC/TO-1	Supervisor/Training Coordinator/Training Office Specialist 1
Supervisor/TC/TO-10	Supervisor/Training Coordinator/Training Office Specialist 10
Supervisor/TC/TO-2	Supervisor/Training Coordinator/Training Office Specialist 2
Supervisor/TC/TO-3	Supervisor/Training Coordinator/Training Office Specialist 3
Supervisor/TC/TO-4	Supervisor/Training Coordinator/Training Office Specialist 4
Supervisor/TC/TO-5	Supervisor/Training Coordinator/Training Office Specialist 5
Supervisor/TC/TO-6	Supervisor/Training Coordinator/Training Office Specialist 6
Supervisor/TC/TO-7	Supervisor/Training Coordinator/Training Office Specialist 7
Supervisor/TC/TO-8	Supervisor/Training Coordinator/Training Office Specialist 8
Supervisor/TC/TO-9	Supervisor/Training Coordinator/Training Office Specialist 9
Supervisor/TO1	Supervisor/Training Office Specialist 1
Supervisor/TO2	Supervisor/Training Office Specialist 2
Supervisor/TO3	Supervisor/Training Office Specialist 3
Supervisor/TO4	Supervisor/Training Office Specialist 4
Supervisor/TO5	Supervisor/Training Office Specialist 5
Supervisor/TO6	Supervisor/Training Office Specialist 6
Supervisor/TO7	Supervisor/Training Office Specialist 7

Caution: Administrators that wish to utilize these Approval Roles and corresponding Approval Processes should be sure to closely track who in the Training Office has which

Approval Role Number to ensure that the Approval Process used is the correct one. Confusion and delay for Learners could result if a mistake occurs.

Note: If your Center would like to utilize other Approval Processes that are not currently defined in SATERN, you must call the Help Desk at 1-877-NSSC-123 to have those configured and created for use. (New roles can only be requested by a Center or Discipline SAL.) As an example, if you have an Approval Process that incorporates two Approval Roles that aren't in a sequence that is currently defined in SATERN, the Help Desk can create an Approval Process that will meet your business need. Keep in mind that Approval Roles and Approval Processes are available across the Agency, so be sure to check and see if your needs are met with the current configuration prior to calling the Help Desk.

Super-approval of Training Requests

Situation: Often learners are not receiving approval for scheduled offerings and/or external training in a timely manner due to the unavailability of supervisors to approve the training.

Rule:

- If a learner's supervisor is unavailable to approve the scheduled offering and/or external training request in a timely manner the Center Level 1 Administrator can approve the training with a written authorization (e-mail) from the learner's supervisor to approve training for the learner.
- The administrator should use the comments field to include remarks that reflect that this approval was made by the Level 1 Administrator on behalf of the supervisor. Administrators should not "super-approve" the Training Office step, because Training Codes cannot be entered.

Comment [jfm17]: OWG approved 01/09

Granting Administrator Access

Situation: There is a limit of three (3) Level 1 Administrators ~~were set up~~ for each Center and Discipline~~for Go Live~~. The Level 1 Administrator is the only role that may create Administrator accounts for other Administrators. ~~Guidance is needed that defines who may which roles and the process for creating other Levels 1s at the Centers.~~

> **Rule**: Level 1 Administrators may create lower-~~-~~level Administrator accounts for Administrators at their Centers or within the Discipline but must notify the ~~Program~~ Center Training Office or the Center PoC of the account that was created. If other Level 1 accounts are desired at a Center or within a Discipline, ~~Users must call the Help Desk with the request since any new Level 1 accounts must be approved by the Program Office.~~ the Center or Discipline SAL must forward the recommendation to the SATERN Agency Operational Support Lead listed

on the SATERN Informational Web site https://saterninfo.nasa.gov/Organization_Project_Team.html). Once approved, the SATERN Operational Support Lead will forward the request to the NSSC for creation of the new RA-1 account. Note that there is a limit of three (3) Level 1 Administrators for each Center and Discipline.

Granting Discipline Administrator Access

Situation: Given Privacy Act constraints and domain controls in SATERN, only the Help Desk can create Level 8 and Level 9 Discipline Administrators. Since the Help Desk can neither verify nor authorize Discipline Administrative accounts in SATERN, the Discipline SAL must be responsible for those tasks.

Rule: Discipline ~~Owner~~SALs can authorize Discipline Administrator accounts in SATERN. Level 1 Administrators at the Center can also authorize and assign only the View Discipline Items role to their lower-level administrators at the Center.

Process: Anyone requesting full Discipline Administrator Access must make the request to the Discipline ~~Owner~~ SAL. Once the Discipline SAL~~Owner~~ verifies and authorizes the account, he or she will send an email to the SATERN Help Desk (NASA-SATERN.support@nasa.gov) requesting that the account be created. For those individuals that request an Administrator account directly from the Help Desk, he or she will be directed to the appropriate Discipline SAL ~~Owner~~ for action.

For those requesting the View Discipline Items role to search and view items, contact your Center ~~Level 1 Administrator~~SAL.

3.8 Support (pp. 40-41)

Support

As the SATERN Administrator community continues to work in SATERN, hold training courses, review business processes, and evaluate the system, there will be situations where a need for a business rule is identified. If you would like a situation considered by the ~~Operational Working Group~~ SATERN EC or have functional issues or concerns, please contact ~~Dennis Conrad at Dennis.C.Conrad@nasa.gov~~ your Center or Discipline SAL. SALs are listed on the SATERN Informational website (https://saterninfo.nasa.gov/key_contacts.html). SALs may contact the SATERN Agency Operational Support Lead to add their request to the EC agenda.

For technical support, Administrators and Learners may call the SATERN Help Desk at 1-877-NSSC-123 (1-877-677-2123).

Administrators continue to have access to a SATERN training ~~sandbox~~ environment for self-paced exercises. The ~~sandbox~~ training environment remains valuable because it allows Administrators to identify and analyze changes to their business processes without making changes to the production system.

Also be sure to check out the SATERN Informational website at https://saterninfo.nasa.gov for more information for Learners, Supervisors, and Administrators.

Comment [L18]: Provide training environment Web address as well as info on how to get an account created.

3.9 Acknowledgements (p. 42)

Acknowledgements

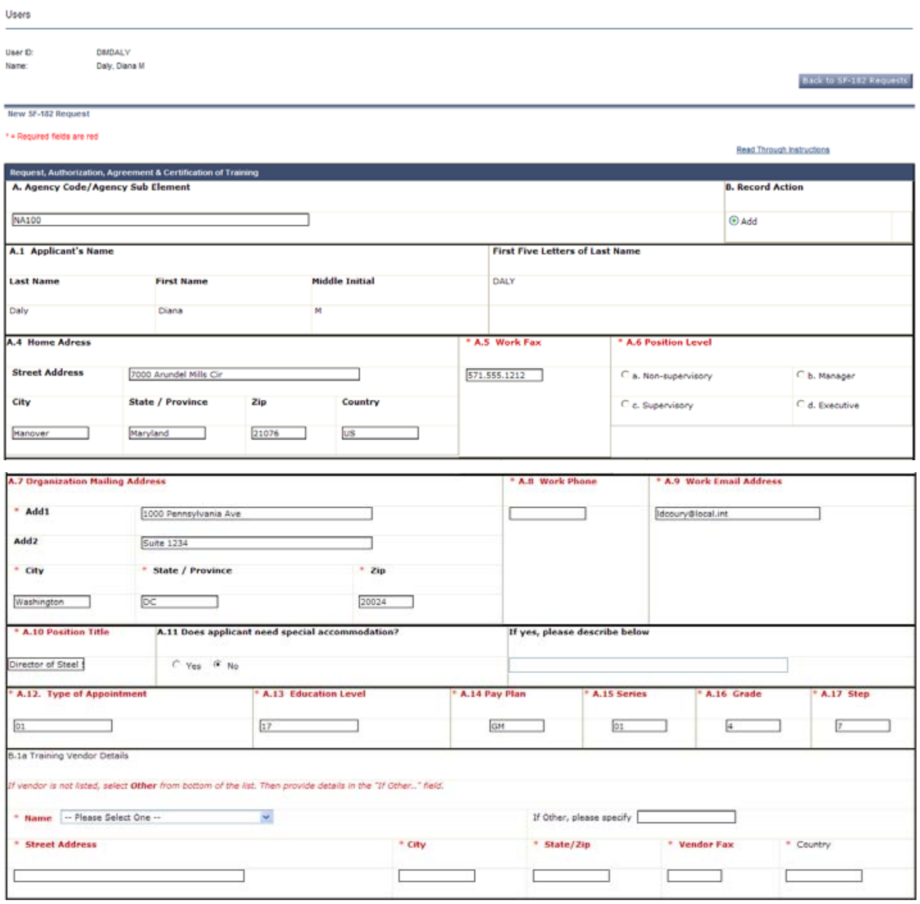
The Business Rules Sub-team is grateful to the following individuals for dedicating themselves to ensure that SATERN meets or exceeds NASA requirements: ~~Chris Carlson, Cassandra Clark, Dennis Conrad, Dan Costello, Wil Harkins, Sean Hoover, Rebecca Lewis, Dan Mangieri, Gregory McHugh, Jason Nelson, Patricia Pahlavani, Natalie Pastorin, Yvette Robinson, Julia Williams, Marisa Wofford, and Steve Worley.~~Ellen Blahut, Steven Bliss, Cassandra Clark, Dennis Conrad, Georgann Crump, Lane Davis-Coury, Toby Garcia, Robert Hubbard, Vessie Means, Jennifer Myers, Monica Olson, Nancy Stewart, and Jennifer Sizemore.

In addition to the Business Rules sub-team, others participated in sub-teams that focused on major issues that affect SATERN including, Evaluations, Reporting, External Training, ~~Library Management, Notifications and Contractor~~ and Individual Development Plan. Thank you for your energy and efforts.

3.10 Appendices

Appendix A: STANDARD FORM 182 (SF-182)

Comment [jfm19]: Replacing the current NF-1735


Users

User ID: DIMDALY
Name: Daly, Diana M

Back to SF-182 Requests

New SF-182 Request

* = Required fields are red

Read Through Instructions

Request, Authorization, Agreement & Certification of Training

A. Agency Code/Agency Sub Element	B. Record Action
NA100	Add

A.1 Applicant's Name			First Five Letters of Last Name
Last Name	First Name	Middle Initial	DALY
Daly	Diana	M	

A.4 Home Adress				* A.5 Work Fax	* A.6 Position Level	
Street Address	7000 Arundel Mills Cir			571.555.1212	a. Non-supervisory	b. Manager
City	State / Province	Zip	Country		c. Supervisory	d. Executive
Hanover	Maryland	21076	US			

A.7 Organization Mailing Address			* A.8 Work Phone	* A.9 Work Email Address
* Add1	1000 Pennsylvania Ave			ldcoury@local.int
Add2	Suite 1234			
* City	* State / Province	* Zip		
Washington	DC	20024		

* A.10 Position Title	A.11 Does applicant need special accommodation?	If yes, please describe below
Director of Steel !	Yes / No	

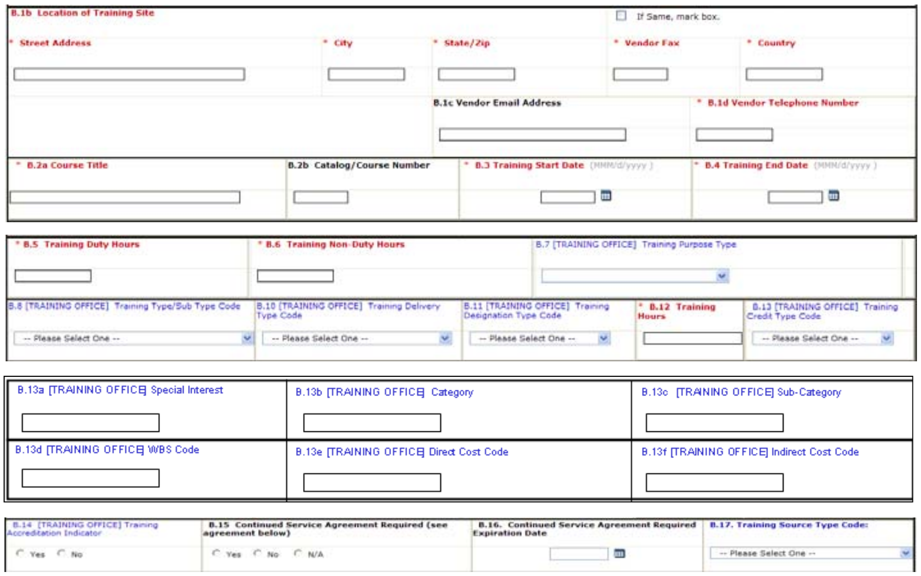
* A.12. Type of Appointment	* A.13 Education Level	* A.14 Pay Plan	* A.15 Series	* A.16 Grade	* A.17 Step
01	17	GM	01	4	7

B.1a Training Vendor Details

*If vendor is not listed, select **Other** from bottom of the list. Then provide details in the "If Other.." field.*

* Name -- Please Select One --   If Other, please specify

* Street Address	* City	* State/Zip	* Vendor Fax	* Country



B.1b Location of Training Site			☐ If Same, mark box.	
* Street Address	* City	* State/Zip	* Vendor Fax	* Country
		B.1c Vendor Email Address		* B.1d Vendor Telephone Number

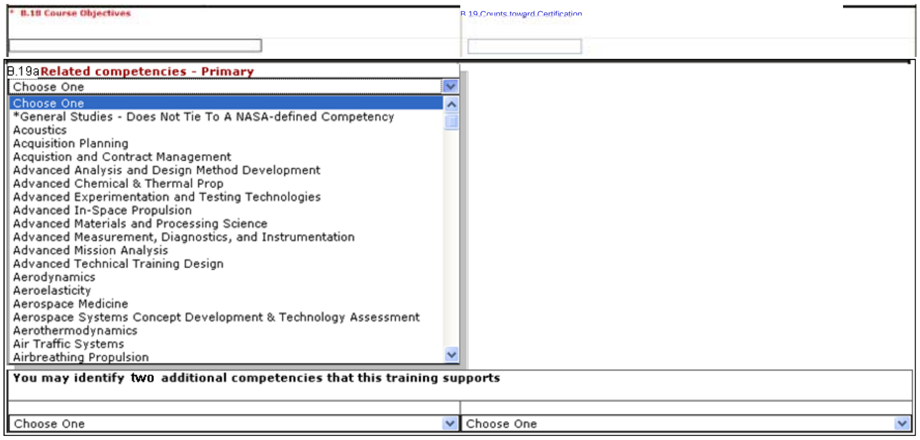
* B.2a Course Title	B.2b Catalog/Course Number	* B.3 Training Start Date (MMM/d/yyyy)	* B.4 Training End Date (MMM/d/yyyy)

* B.5 Training Duty Hours	* B.6 Training Non-Duty Hours	B.7 [TRAINING OFFICE] Training Purpose Type

B.8 [TRAINING OFFICE] Training Type/Sub Type Code	B.10 [TRAINING OFFICE] Training Delivery Type Code	B.11 [TRAINING OFFICE] Training Designation Type Code	* B.12 Training Hours	B.13 [TRAINING OFFICE] Training Credit Type Code
-- Please Select One --	-- Please Select One --	-- Please Select One --		-- Please Select One --

B.13a [TRAINING OFFICE] Special Interest	B.13b [TRAINING OFFICE] Category	B.13c [TRAINING OFFICE] Sub-Category
B.13d [TRAINING OFFICE] WBS Code	B.13e [TRAINING OFFICE] Direct Cost Code	B.13f [TRAINING OFFICE] Indirect Cost Code

B.14 [TRAINING OFFICE] Training Accreditation Indicator	B.15 Continued Service Agreement Required (see agreement below)	B.16. Continued Service Agreement Required Expiration Date	B.17. Training Source Type Code:
○ Yes ○ No	○ Yes ○ No ○ N/A		-- Please Select One --



* B.18 Course Objectives

B.19 Counts toward Certification

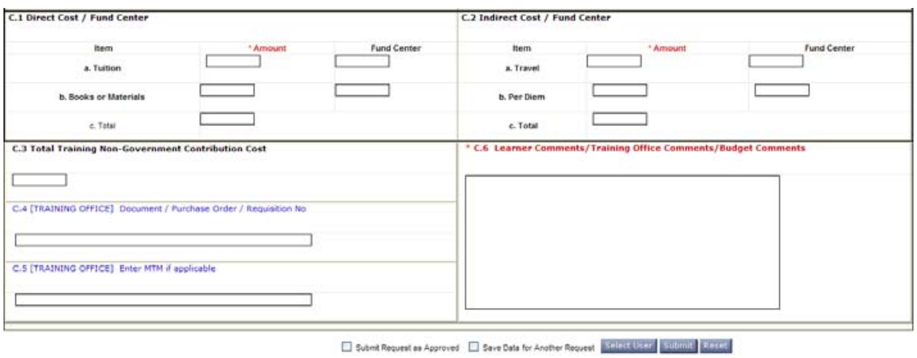
B.19a **Related competencies - Primary**

Choose One

- Choose One
- *General Studies - Does Not Tie To A NASA-defined Competency
- Acoustics
- Acquisition Planning
- Acquistion and Contract Management
- Advanced Analysis and Design Method Development
- Advanced Chemical & Thermal Prop
- Advanced Experimentation and Testing Technologies
- Advanced In-Space Propulsion
- Advanced Materials and Processing Science
- Advanced Measurement, Diagnostics, and Instrumentation
- Advanced Mission Analysis
- Advanced Technical Training Design
- Aerodynamics
- Aeroelasticity
- Aerospace Medicine
- Aerospace Systems Concept Development & Technology Assessment
- Aerothermodynamics
- Air Traffic Systems
- Airbreathing Propulsion

You may identify two additional competencies that this training supports

Choose One	Choose One



C.1 Direct Cost / Fund Center

Item	* Amount	Fund Center
a. Tuition		
b. Books or Materials		
c. Total		

C.2 Indirect Cost / Fund Center

Item	* Amount	Fund Center
a. Travel		
b. Per Diem		
c. Total		

C.3 Total Training Non-Government Contribution Cost

C.4 [TRAINING OFFICE] Document / Purchase Order / Requisition No

C.5 [TRAINING OFFICE] Enter MTM if applicable

* C.6 Learner Comments/Training Office Comments/Budget Comments

Submit Request as Approved | Save Data for Another Request | Select User | Submit | Reset

Section F - EMPLOYEE SERVICE AGREEMENT

EMPLOYEE'S AGREEMENT TO CONTINUE IN SERVICE

NOTE: *This agreement must be signed by the nominee for all non-government training that exceeds 80 hours (or such other designated period, 80 hours or less, as prescribed by the agency) and for which the Government approves payment of training costs prior to the commencement of such training. Nothing contained in Section F below shall be construed as limiting the authority of an agency to waive, in whole or in part, an obligation of an employee to pay expenses incurred by the Government in connection with the training.*

1. I AGREE that, upon completion of the Government-sponsored training described in this request, if I receive salary covering the training period, I will serve in the agency three times the length of the training period. If I receive no salary during the training period, I agree to service the agency for a period equal to the length of training, but in no case less than one month. (The length of part-time training is the number of hours spent in class or with the instructor. The length of full-time training is eight hours for each day of training, up to a maximum of 40 hours a week). NOTE: For the purposes of this agreement, the term "agency" refers to the employing organization (such as an Executive Department or independent establishment, not to a segment of such an organization.

2. If I voluntarily leave the agency before completing the period of service agreed to in item 1 above, I AGREE to reimburse the agency for the tuition and related fees, travel and other special expenses (EXCLUDING SALARY) paid in connection with my training. These amounts are reflected in items 24 and 25.

3. I FURTHER AGREE, that if I voluntarily leave the agency to enter the service of another Federal agency or other organization in any branch of the Government before completing the period of service agreed to in item 1 above, I will give my organization written notice of at least ten work days, during which time a determination concerning reimbursement will be made. If I fail to give this advance notice, I AGREE to pay the amount of additional expenses (5 U.S.C. 4109(a)(2)) incurred by the Government in this training.

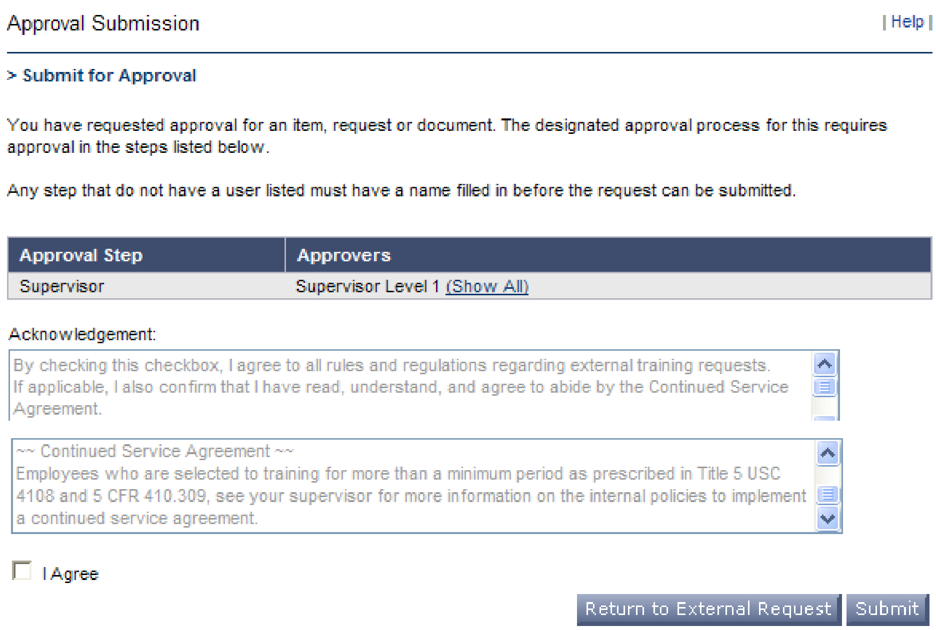
4. I understand that any amounts which may be due the agency as a result of any failure on my part to meet the terms of this agreement may be withheld from any monies owned me by the Government, or may be recovered by such other methods as are approved by law.

5. I FURTHER AGREE to obtain approval from my organization training officer and that person responsible for authorizing non-government training requests of any proposed change in my approved training program involving course and schedule changes, withdrawals or incompletions, and increased costs.

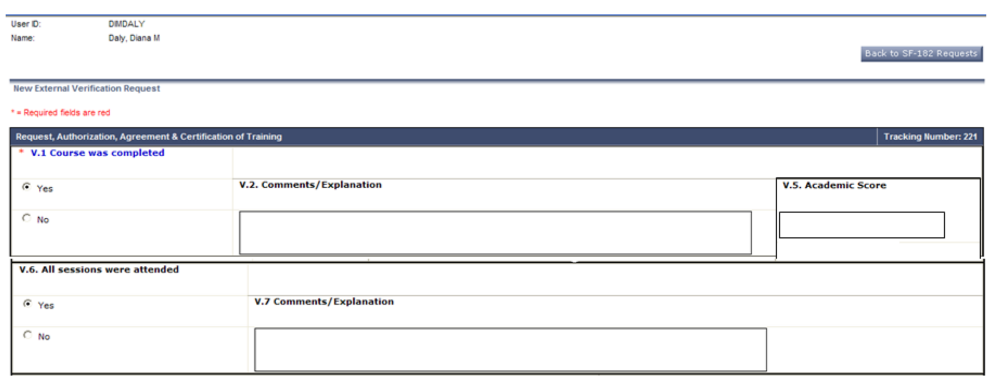
6. I acknowledge that this agreement does not in any way commit the Government to continue my employment. I understand that, if there is a transfer of my service obligation to another Federal agency or other organization in any branch of the Government, the agreements in items 1, 2, and 3 of this section will remain in effect until I have completed my obligated service with that other agency or organization.

PERIOD OF OBLIGATED SERVICE (For non-government training only)	
EMPLOYEE'S SIGNATURE	DATE

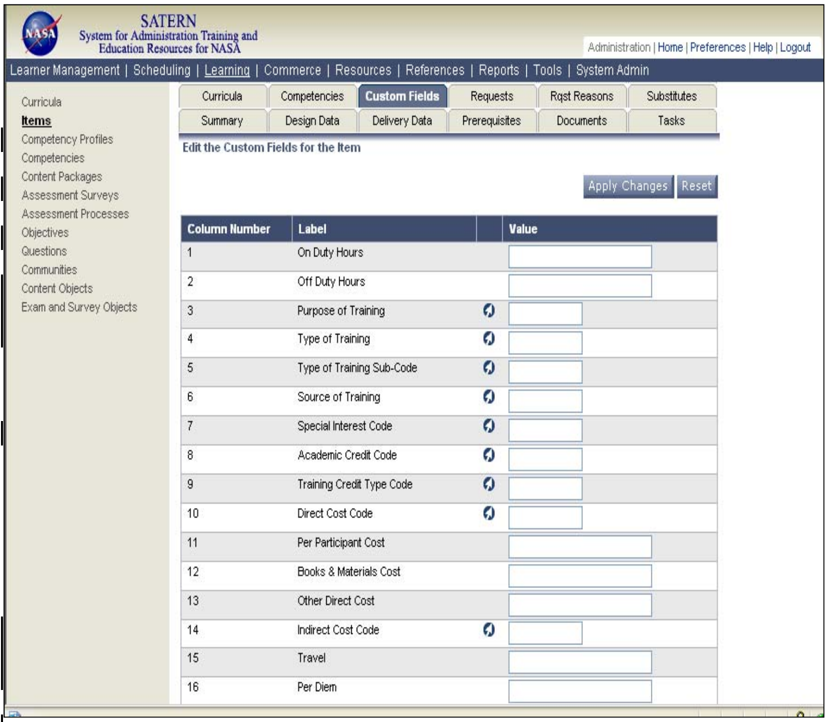
"This information is subject to the Privacy Act of 1974, as amended. When not under the continuing control and supervision of a person authorized access to such information, it must be, as a minimum, maintained under locked conditions."



Verification Form



Appendix B: SATERN Mandatory Fields



Column Number	Label	Value
1	On Duty Hours	
2	Off Duty Hours	
3	Purpose of Training	
4	Type of Training	
5	Type of Training Sub-Code	
6	Source of Training	
7	Special Interest Code	
8	Academic Credit Code	
9	Training Credit Type Code	
10	Direct Cost Code	
11	Per Participant Cost	
12	Books & Materials Cost	
13	Other Direct Cost	
14	Indirect Cost Code	
15	Travel	
16	Per Diem	

Item Mandatory Fields

Refer to *Appendix C: Acceptable Codes for Custom Fields* for the Data Definition Table

~~On & Off Duty Hours~~

~~Purpose of Training~~

~~Type of Training~~

Type of Training Sub-Code: for Internal Items, submit at the Learning Item level, should include prefix of Type of Training Code

Source of Training

~~Special Interest~~

Academic Credit Code

Training Credit Type Code

Direct Cost Code

~~Per Participant Cost~~

~~Books & Materials Cost~~

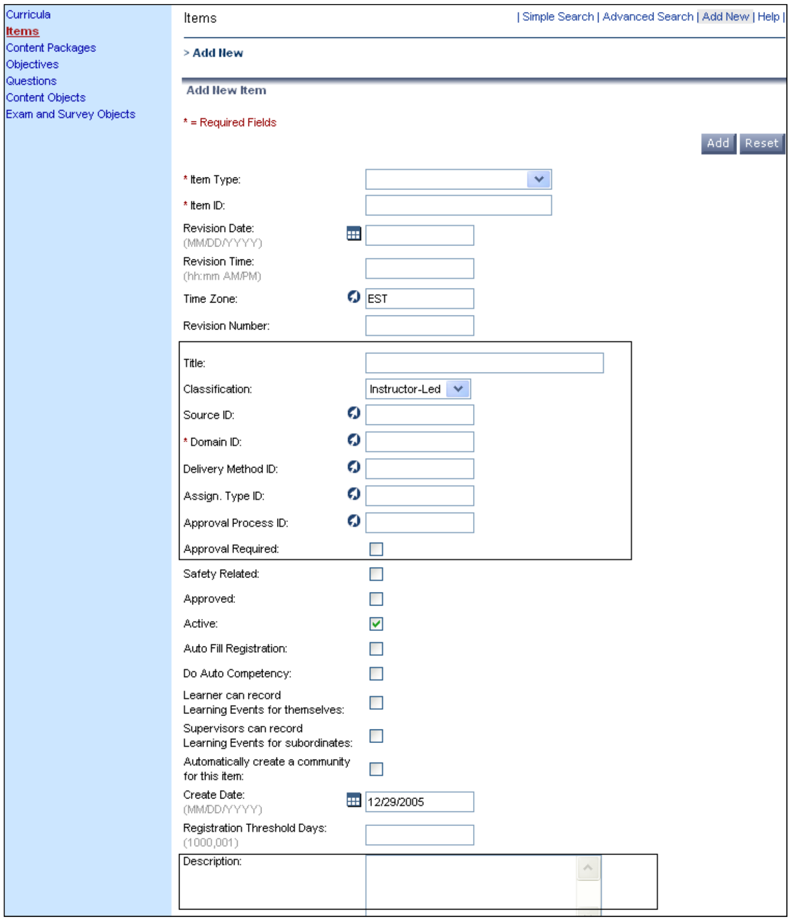
~~Other Direct Cost~~

Indirect Cost Code: not mandatory for internal training

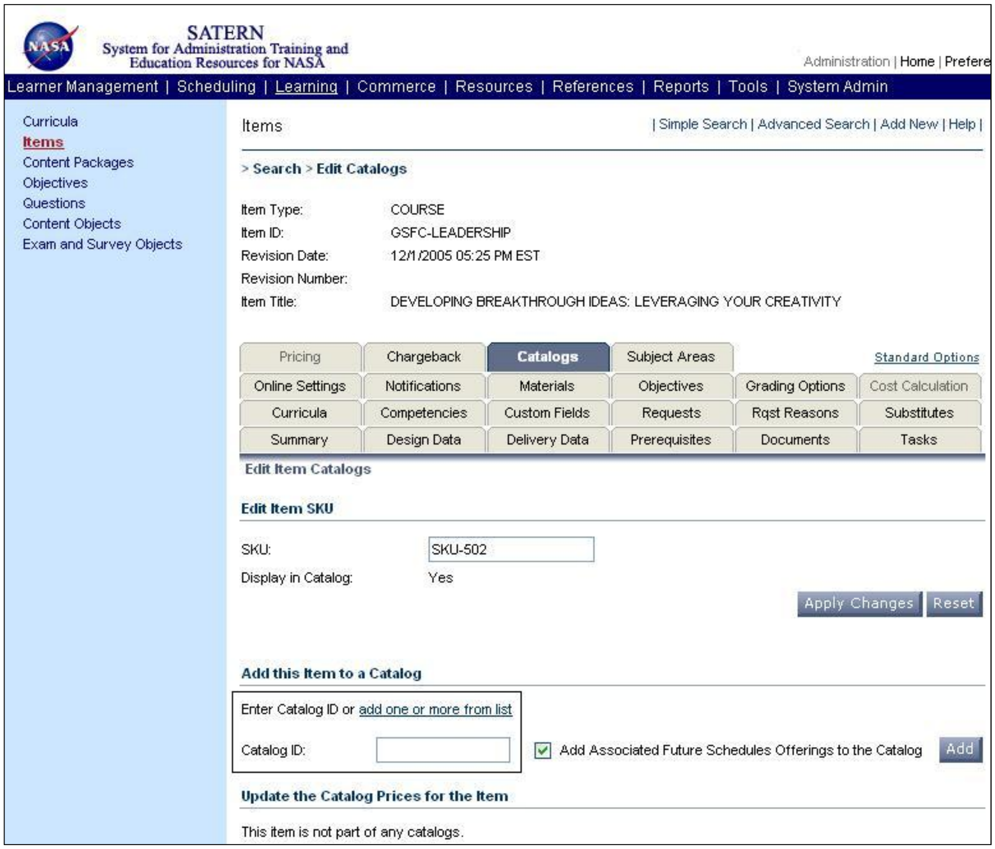
Training Vendor~~Travel (Enter "0" if N/A to internal items)~~

~~Per Diem (Enter "0" if N/A to internal items)~~

PO Number, Category, Sub-Category, Funding Organization, POC and Budget Line Items are Center-specific. Refer to your Center's guidelines

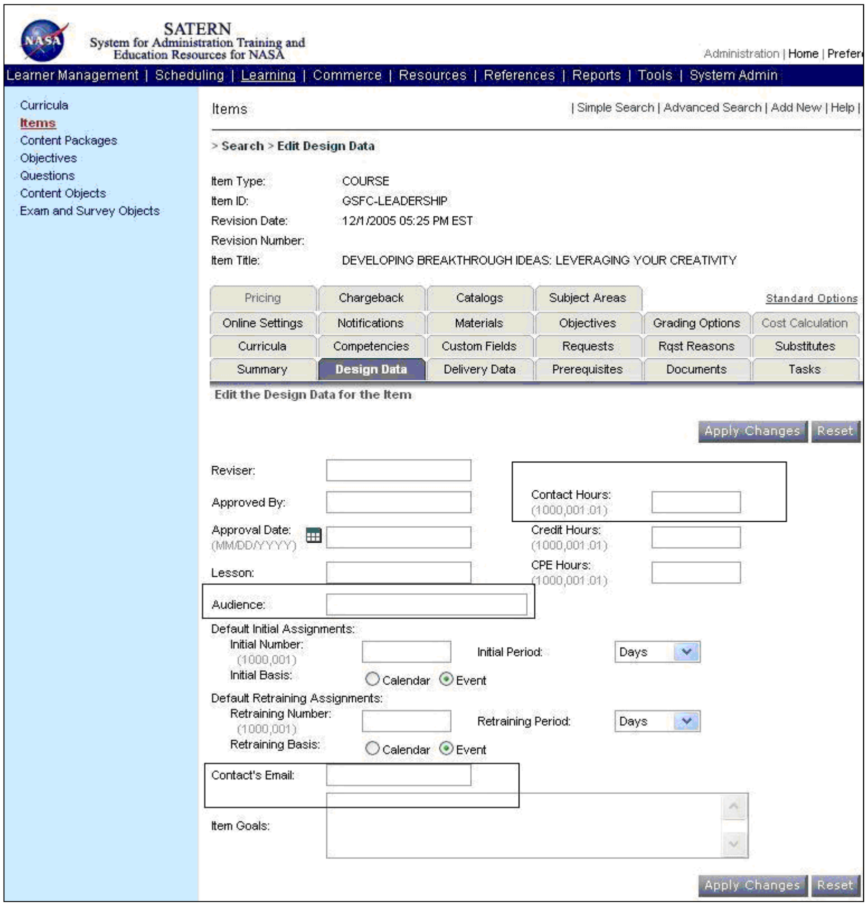


- <u>Item Mandatory Fields</u>
- **Title**
- **Classification**
- **Source ID** (Internal/External)
- **Delivery Method ID**
- **Assign Type ID** (Only if the Item is Mandatory, i.e., Ethics, Security)
- **Approval Process ID** (Only if Approval is Required)
- **Approval Required** (Only if Approval Process ID is Populated)
- **Description** (Only for Items that will Go into a Catalog)



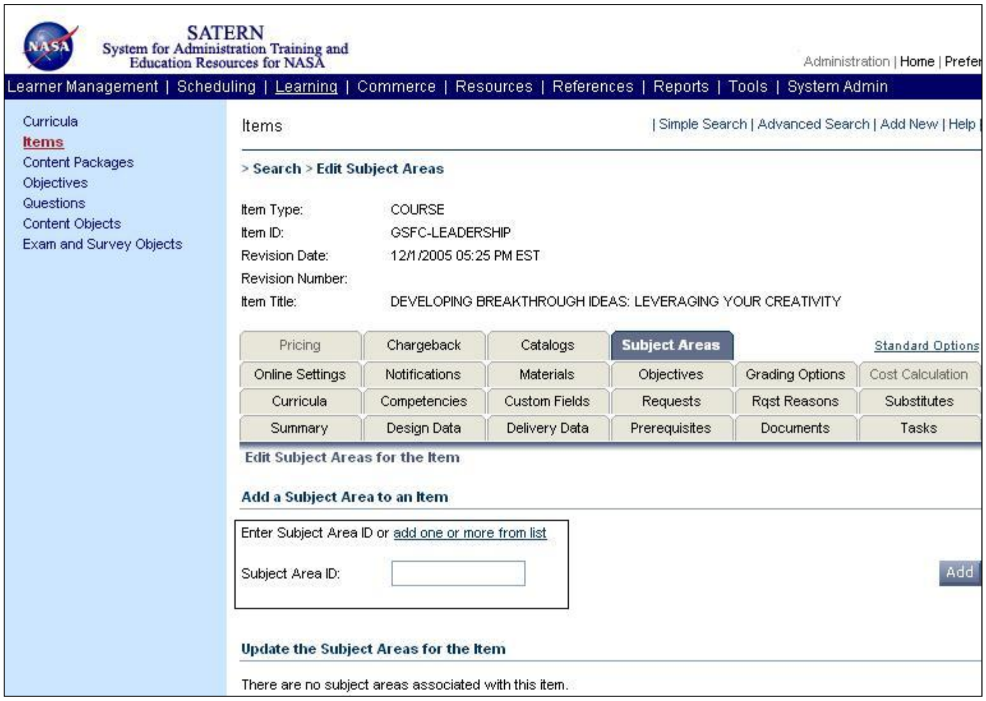
Item Mandatory Fields

- **Catalog ID** (Only for Items that will go into a Catalog)



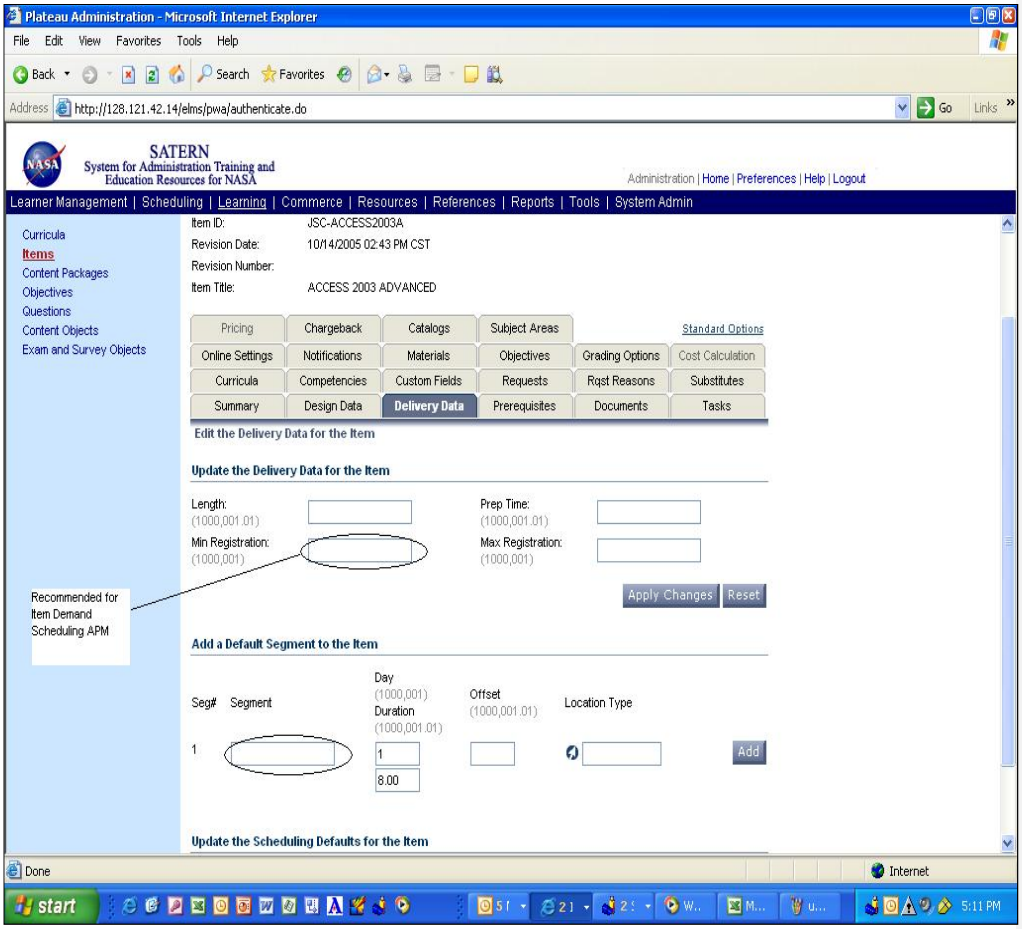
Item Mandatory Fields

- **Audience** (Only for Items that will go into a Catalog)
- **Contact's Email**
- **Contact Hours** (on-line courses and internal items only)



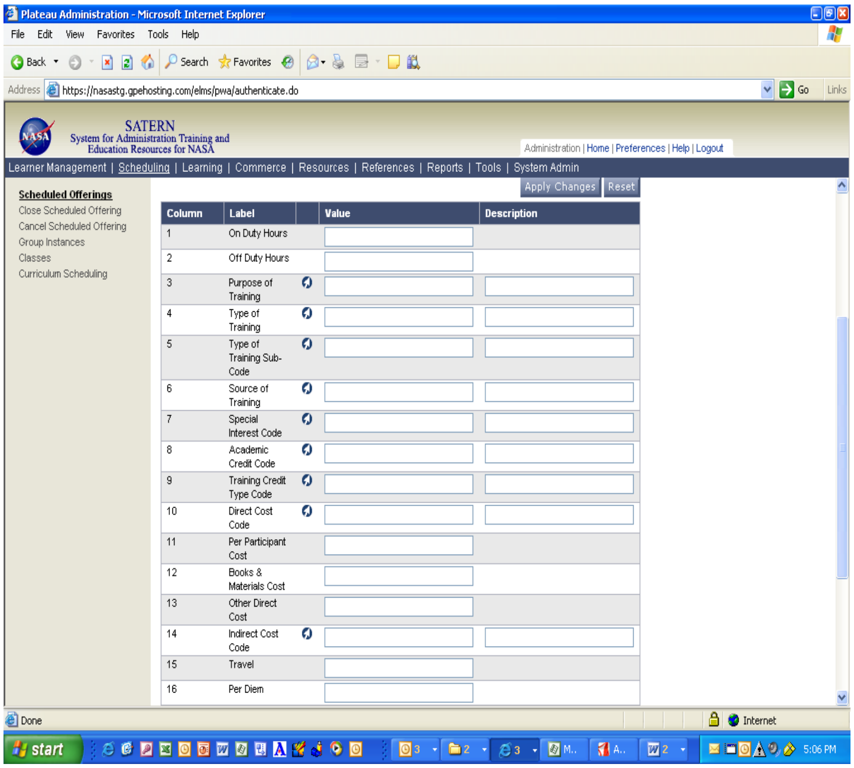
Item Mandatory Fields

- **Subject Area ID** (Only for Items that will go into a Catalog)



<u>Item Mandatory Fields</u>

- **Minimum Registration** (Highly recommended for item demand scheduling APM)
- **Segment**



Scheduled Offering Mandatory Fields

Refer to *Appendix C: Acceptable Codes for Custom Fields* for the Data Definition Table

~~On & Off Duty Hours~~

~~Purpose of Training~~

~~Type of Training~~

Type of Training Sub-Code

Source of Training

~~Special Interest~~

Academic Credit Code

Training Credit Type Code

Direct Cost Code

~~Per Participant Cost~~

~~Books & Materials Cost~~

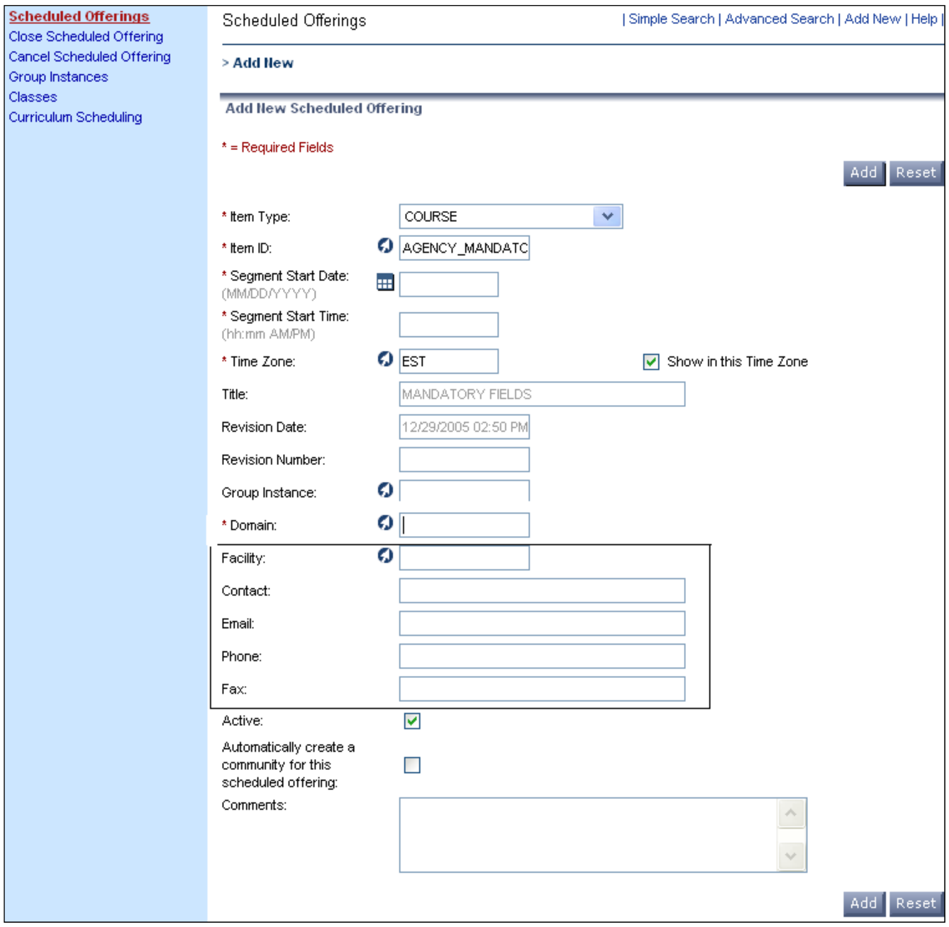
~~Other Direct Cost~~

Indirect Cost Code: not mandatory for internal training

Training Vendor
~~Travel (Enter "0" if N/A to internal scheduled offerings)~~

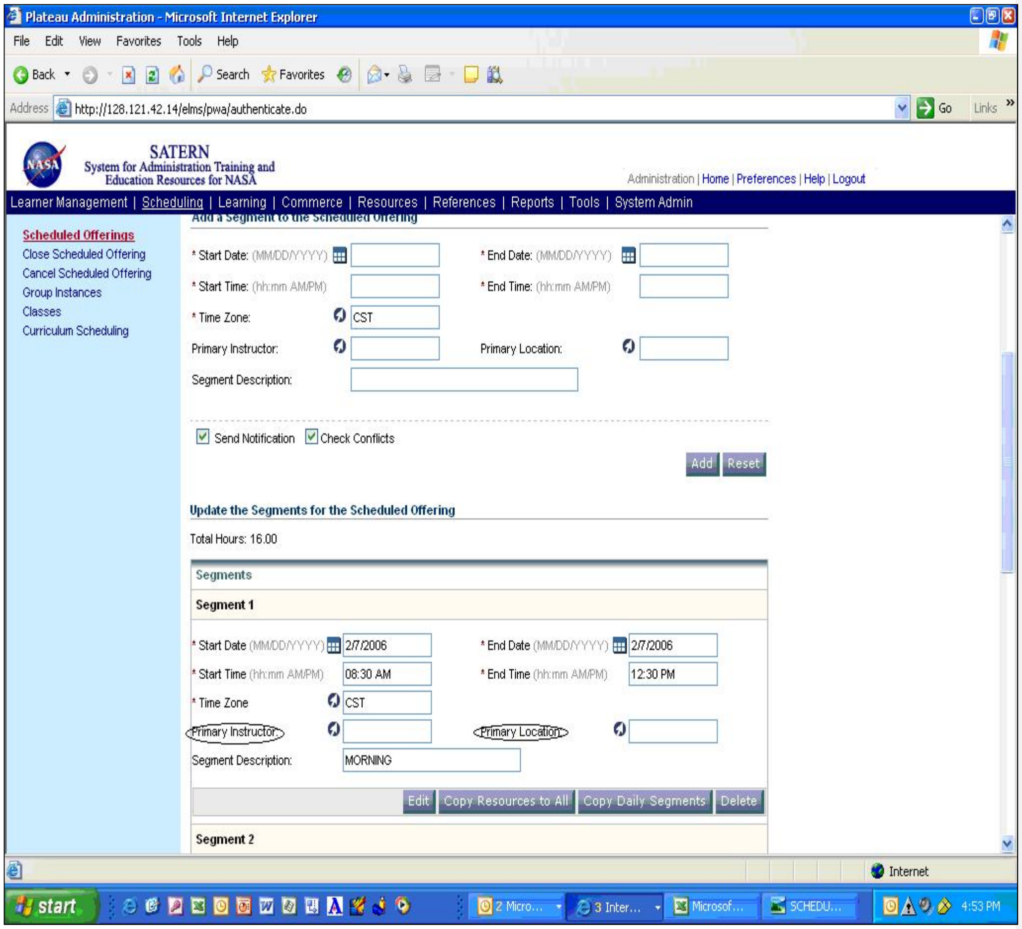
~~Per Diem (Enter "0" if N/A to internal scheduled offerings)~~ Training Vendor

PO Number, Category, Sub-Category, Funding Organization, POC and Budget Line Items are Center-specific. Refer to your Center's guidelines



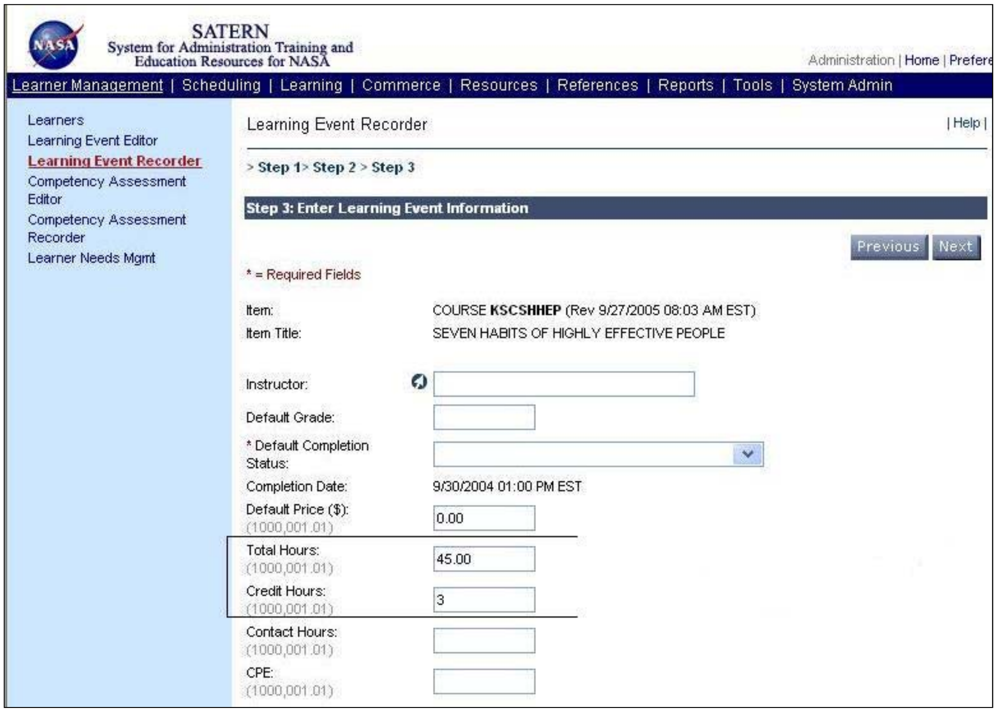
Scheduled Offering
Mandatory Fields

- **Facility**
- **Contact**
- **Email**
- **Phone**
- **Fax**



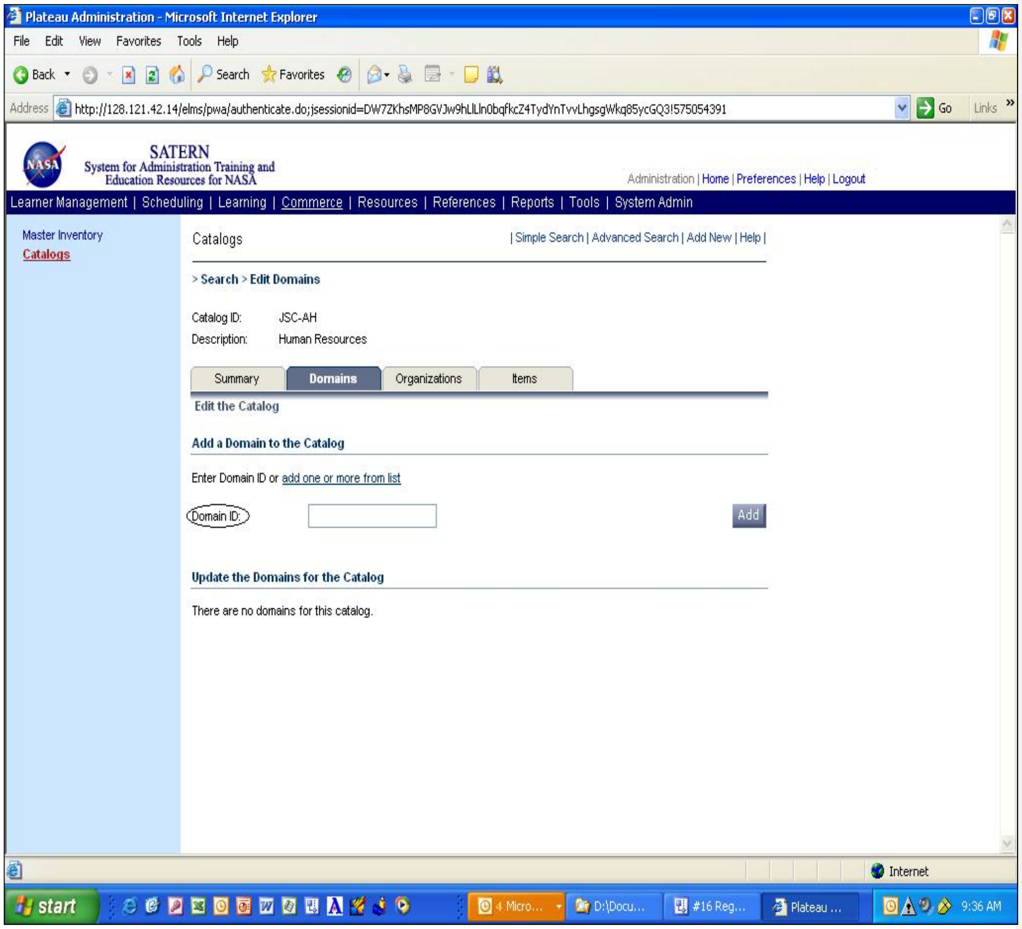
<u>Scheduled Offering Mandatory Fields</u>

- **Primary Location**
- **Primary Instructor** (Highly recommended or Center mandatory)



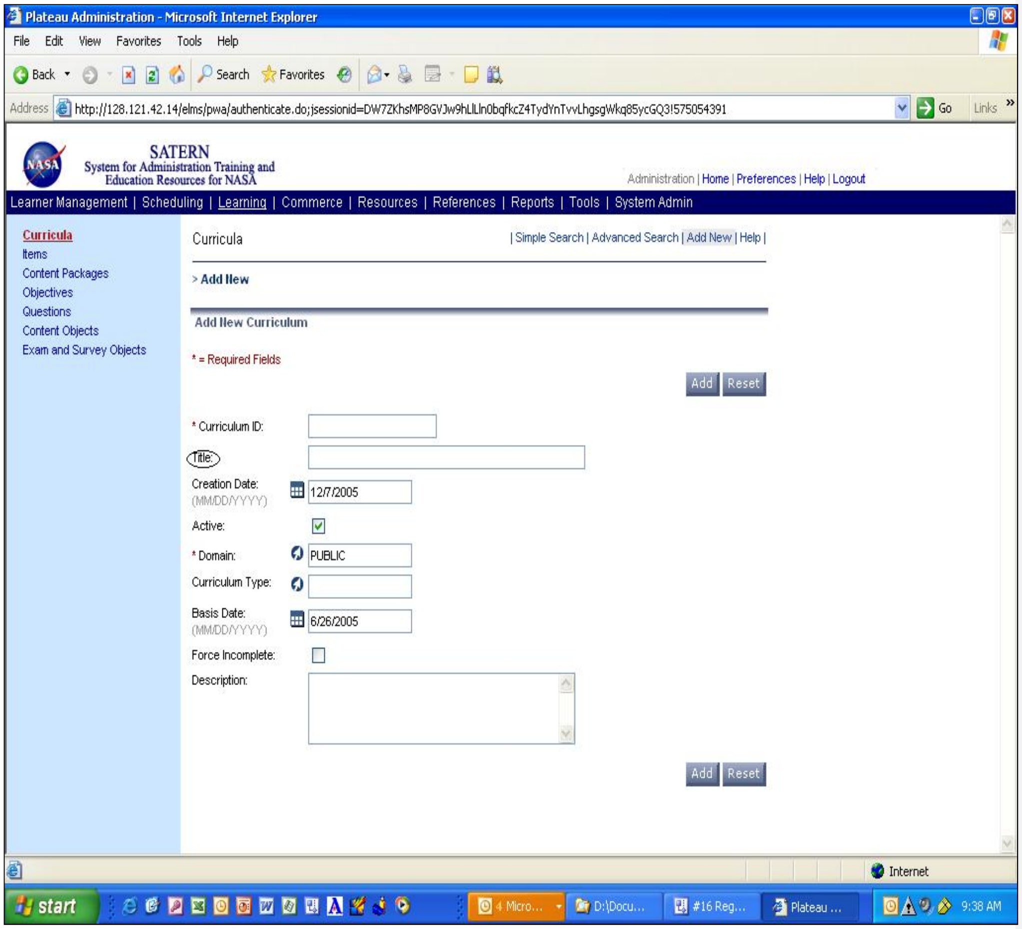
Learning Event Recorder Mandatory Fields

- **Total Hours** (Pre-populated from Segments)
- **Credit Hours** (Pre-populated from Design Data)



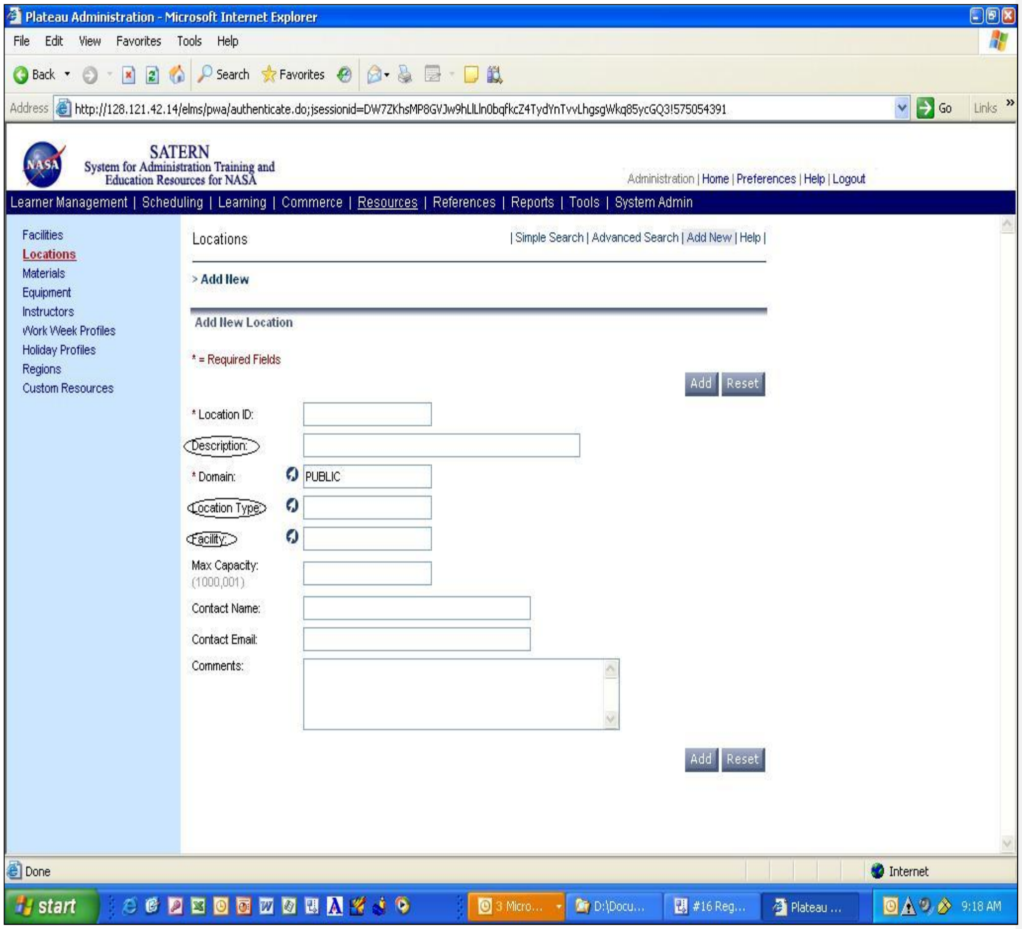
<u>Catalog Mandatory Fields</u>

- **Domain ID**



Curriculum Mandatory Fields

- **Title**



<u>Location Mandatory Fields</u>

- **Description**
- **Location Type**
- **Facility**

Appendix C: Acceptable Codes for Custom Fields

Data Element	Acceptable Codes	Description & Definition	Guidelines
~~On Hour~~	~~0 - 2080~~	~~Up to Four-digit number indicating the number of on-duty hours of a completed instance of time in excess of 8 hours per training reported to the quarter hour.~~	~~In most cases, Saturdays and Sundays are considered off-duty hours.~~ ~~For academic classes, hours are computed by number of credit hours times the term.~~ ~~Quarter Hour Term = 11 weeks~~ ~~Semester Hour Term = 15 weeks~~ ~~If there are no direct or indirect costs involved, at least 1 hour **must** be reported in this field.~~
~~Off Hour~~	~~0 - 999~~	~~Up to three digit number indicating the number of off-duty hours of a completed instance of training.~~	
~~Purpose of Training~~	~~01 - 06~~	~~One Character numeric code.~~	~~EHRI Data Field~~
	~~01~~	~~Mission/Program Change~~	
	~~02~~	~~New Work Assignment~~	
	~~03~~	~~Improve Present Performance~~	
	~~04~~	~~Future Staffing Needs~~	
	~~05~~	~~Develop Unavailable Skills~~	
	~~06~~	~~Retention~~	
~~Type of Training~~		~~Two character Numeric code~~	~~EHRI Data Element~~
		~~Indicates training program area and emphasis of the training.~~	~~Refers to subject matter of training, **not the position of person trained.**~~
	~~01~~	~~Training Program Area~~	~~When using Code 01, Type of Training Sub-Code must be 01-19.~~

Data Element	Acceptable Codes	Description & Definition	Guidelines
		~~Functional or specialized training programs~~	
	~~02~~	~~Developmental Training Program Area~~ ~~Formal developmental/training programs~~	~~When using Code 02, Type of Training Sub-Code must be 20-29~~
	~~03~~	~~Basic Training Area~~ ~~Fundamental and/or required training programs~~	~~When using Code 03, Type of Training - Code must be 30-39~~

Data Element	Acceptable Codes	Description & Definition	Guidelines
Type of Training Sub-Code		Two character numeric code used in conjunction with the Type of Training code Indicates principal subject matter and emphasis of the training	EHRI Data Element Refers to subject matter of training, **not the position of person trained.**
	01-01	Legal Education or training in the concepts, principles, theories, or techniques of law.	01 - Training Program Area Functional or specialized training programs ~~Can only be used with Type of Training code 01.~~
	01-02	Medical and Health Education or training in the concepts, principles, theories, or techniques of medicine.	02 -Developmental Training Program Area Formal developmental/training programs ~~Can only be used with Type of Training code 01.~~
	01-03	Scientific Education or training in the concepts, principles, theories, or techniques of disciplines such as the physical, biological, natural, social sciences; education; economics; mathematics; or statistics.	03 -Basic Training Area Fundamental and/or required training programs ~~Can only be used with Type of Training code 01.~~
	01-04	Engineering and Architecture Education or training in the concepts, principles, theories, or techniques of such as architecture and engineering.	~~Can only be used with Type of Training code 01.~~
	01-05	Human Resources	~~Can only be used with Type of Training code 01.~~

Data Element	Acceptable Codes	Description & Definition	Guidelines
		Education or training in the concepts, principles, theories of such fields as public administration; personnel; training; equal employment opportunity; human resources policy analysis; succession planning; performance management; classification; and staffing.	
	01-06	Budget/Finance Business Administration Education or training in the concepts, principles, theories of business administration, accounts payable and receivable; auditing and internal control; and cash management.	~~Can only be used with Type of Training code 01.~~
Type of Training Sub-Code (Continued)	01-07	Planning and Analysis Education or training in the concepts, principles, theories of systems analysis; policy, program or management analysis; or planning, including strategic planning.	~~Can only be used with Type of Training 01~~
	01-08	Information Technology Education and training in the concepts and application of data and the processing thereof; i.e., the automatic acquisition, storage, manipulation (including transformation), management, system analysis, movement, control, display, switching, , transmission or reception of data, computer security and the development and use of the hardware, software, firmware, and procedures associated with this processing. This training type does not include any IT training on Agency proprietary system.	~~Can only be used with Type of Training code 01.~~

Data Element	Acceptable Codes	Description & Definition	Guidelines
	01-09	Project Management Education and training in the concepts, principles, theories necessary to develop, modify, or enhance a product, service, or system which is constrained by the relationships among scope, resources, and time.	~~Can only be used with Type of Training code 01.~~
	01-10	Acquisition Education or training in the concepts, principles, theories or techniques related to the 1102 occupation.	~~Can only be used with Type of Training code 01.~~
	01-11	Logistic Specialty Training for professional skills of a specialized nature in the methods and techniques of such fields as supply, procurement, transportation, or air traffic control.	~~Can only be used with Type of Training code 01.~~

Data Element	Acceptable Codes	Description & Definition	Guidelines
Type of Training Sub-Code (Continued)	01-12	Safety and Security Training of a specialized nature in the methods and techniques of investigation, physical security, personal security, and police science.	~~Can only be used with Type of Training code 01.~~
	01-13	Clerical (Non-supervisory clerical/administrative) Training in skills such as office management, typing, shorthand, computer operating, letter writing, telephone techniques, or word processing.	~~Can only be used with Type of Training Code 01~~
	01-14	Trade and Craft Training in the knowledge, skills, and abilities needed in such fields as electronic equipment installation, maintenance, or repair; tool and die making; welding, and carpentry.	~~Can only be used with Type of Training code 01.~~
	01-15	Foreign Affairs Training for professional skills of a specialized nature in the methods and techniques of such fields as foreign languages, foreign culture, diplomacy, strategic studies.	~~Can only be used with Type of Training code 01.~~
	01-16	Leadership/Manager/ Communications Courses Training that address skill area such as Leadership/Management and Communication (i.e., written, oral and interpersonal) coursework.	~~Can only be used with Type of Training code 01.~~

Data Element	Acceptable Codes	Description & Definition	Guidelines
	01-17	Reserved for future use	
	01-18	Reserved for future use	
	01-19	Reserved for future uses	
	02-20	Pre-supervisory Program Development/training program for non-supervisors	~~Can only be used with Type of Training code 02.~~

Data Element	Acceptable Codes	Description & Definition	Guidelines
Type of Training Sub-Code (Continued)	02-21	Supervisory Program Development/training program which provides education or training in supervisory and techniques in such subjects as personnel policies and practices (including equal employment opportunity, merit promotion, and labor relations); human behavior and motivation, communication processes in supervision, work planning, scheduling, and review; and performance evaluation for first line supervisors.	~~Can only be used with Type of Training code 02.~~
	02-22	Management Program Development/training program which provides mid management level education or training in the concepts, principles, and theories of such subject matters as public policy formulation and implementation, management principles and practices, quantitative approaches to management, or management planning organizing and controlling. (Supervisors of supervisors; GS-14/15 supervisors; GS-14/15 direct reports to SES)	~~Can only be used with Type of Training code 02.~~
	02-23	Leadership Development Program Formal developmental program that provide leadership training and development opportunities.	~~Can only be used with Type of Training code 02.~~
	02-24	SES Candidate Development OPM-approved program to prepare potential SES members	~~Can only be used with Type of Training code 02.~~

Data Element	Acceptable Codes	Description & Definition	Guidelines
	02-25	Executive Development Continuing development for leaders above the GS-15 level	~~Can only be used with Type of Training code 02.~~

Data Element	Acceptable Codes	Description & Definition	Guidelines
Type of Training Sub-Code (Continued)	02-26	Mentoring Program Formal stand alone program with established goals, measured outcomes, access open to all who qualify, protégées and mentors paired to facilitate compatibility, training and support provided, company benefits directly.	~~Can only be used with Type of Training code 02.~~
	02-27	Coaching Program Formal stand alone which provides ongoing partnership with an employee and coach that helps employee produce desired results in professional lives.	~~Can only be used with Type of training code 02.~~
	02-28	Reserved for future use	
	02-29	Reserved for future uses	
	03-30	Employee Orientation Training of a general nature to provide an understanding of the organization and missions the Federal Government, or the employing Agency or activity, or a broad overview and understanding of matters of public policy.	~~Can only be used with Type of Training code 03.~~
	03-31	Adult Basic Education Education or training to provide basic completeness in such subjects as remedial reading, grammar, arithmetic, lip reading or Braille.	~~Can only be used with Type of Training code 03.~~

Data Element	Acceptable Codes	Description & Definition	Guidelines
	03-32	Mandated Training Mandatory training for all employees Government wide. This includes training required by law and/or regulation; such as ethics, information system awareness, safety, or health.	~~Can only be used with Type of Training code 03.~~
	03-33	Work-life Training to promote worklife (e.g., health and wellness training, employee retirement/benefits training, etc).	~~Can only be used with Type of Training code 03.~~

Data Element	Acceptable Codes	Description & Definition	Guidelines
Type of Training Sub-Code (Continued)	03-34	Soft Skills Training involving development of employees' ability to relate to others (i.e., customer service, effective communication, dealing with difficult people, etc.).	~~Can only be used with Type of Training code 03.~~
	03-35	Agency Specific Agency specific required training that is not addressed in Training Program Type 01. This training type does include IT training on Agency proprietary system.	~~Can only be used with Type of Training code 03.~~
	03-36 -thru 03-39	Reserved for future use	~~Can only be used with Type of Training code 03.~~
Source of Training		Two-digit alpha-numeric code used to indicate the source of the training.	
	01	Government - Internal Training provided by a Federal department, Agency, or independent establishment for its own employees.	
	02	Government – External Training provided by an inter-Agency training activity, or a Federal department, Agency, or independent establishment other than the one which currently employees the trainee.	

Data Element	Acceptable Codes	Description & Definition	Guidelines
	03	Non-governmental Sources include commercial or industrial concern, educational institutions, professional societies or associations, consultants or individuals who are not government employees, but are contracted to develop and/or provide training course or program.	

Data Element	Acceptable Codes	Description & Definition	Guidelines
Source of Training (Continued)	04	Government State/Local Training provided by a State, county or municipal government except education provided by State-operated or other public educational institution which is reported as non-government	
	05	Foreign Governments and Organizations Training provided by non United States entities which may or may not be outside the United States	
~~Special Interest Code~~		~~Two digit alpha-numeric code indicating whether training was part of a Planned Action in support of a "High Interest" program area.~~	~~Always 0A if no special program.~~
	~~0A~~	~~No Special Program~~	
	~~0E~~	~~Continuing Education Program (CEP)~~	~~Training to advance potential of non-professionals.~~
	~~0G~~	~~Growth Opportunity (GO)~~	~~Program for non- professionals to move into para-professional positions.~~
	~~0S~~	~~Special Training for Entry Professionals (STEP)~~	~~Program for non-professionals to move into professional positions.~~
	~~0X~~	~~Crossover~~	~~Program for professionals to move into different professional fields.~~

Data Element	Acceptable Codes	Description & Definition	Guidelines
	~~0Y~~	~~Other Upward Mobility Programs~~	
Academic Credit Code	01 - 05	Two digit numeric field indicating the type of academic training.	
	01	Undergraduate Academic Credit	
	02	Graduate Academic Credit	
	03	Continuing Education Credit	
	04	Post Graduate Credit	
	05	NA	

Data Element	Acceptable Codes	Description & Definition	Guidelines
Training Credit Type Code	01-03	Two digit numeric code indicating the credit type.	Set to 03 if no other value is appropriate.
	01	Semester Hours	
	02	Quarter Hours	
	03	Continuing Education Unit	
Direct Cost Code		One digit alpha-numeric field used to indicate if the direct cost of a course was an individual or contract course and whether it was funded by the Agency or installation.	
	A	Individual - funded by Center	
	B	Individual - funded by Agency	
	C	Contract - funded by Center	
	D	Contract - funded by Agency	
	0	No Direct Cost	If there is no Tuition, Books & Materials, o Other Direct Costs, then On-duty hours must be at least 1.
~~Per-Participant Cost~~	~~Blank - 99,999~~	~~Tuition amount expended by the government for each completed training instance.~~	~~If field is left blank, then Direct Cost Code must be Zero.~~ ~~Free text field. Do not enter $ sign. Leave field blank if zero cost~~

Data Element	Acceptable Codes	Description & Definition	Guidelines
~~Books and Materials Cost~~	~~Blank – 99,999~~	~~Amount for Books and Materials expended by the government for each completed training instance~~	~~Free text field. Do not enter $ sign Leave field blank if zero cost~~
~~Other Direct Cost~~	~~Blank – 99,999~~	~~Any other direct costs not covered in Tuition, or Book and Materials~~	~~Free text field. Do not enter $ sign.~~ ~~Leave field blank if zero cost.~~
Indirect Cost Code	 A B 0	One digit alpha-numeric field used to indicate if the indirect cost (travel/per diem) related to a course was funded by the Agency or installation. Individual - funded by Center Individual - Funded by Agency No Indirect Cost	
~~Travel~~	~~Blank – 99,999~~	~~Total Dollar amount expended by the government for travel expenses for each completed training instance.~~	
~~Per Diem~~	~~Blank – 99,999~~	~~Total Dollar amount expended by the government for per diem expenses for each completed training instance.~~	
PO Number	Blank or Free text	Purchase Order Number assigned to transaction	
Category Code	See Regional Administrator for acceptable codes	Alpha-numeric code used to further categorize Type of Training	Each Center has discretion on how to use this field

Data Element	Acceptable Codes	Description & Definition	Guidelines
Sub Category Code	See Regional Administrator for acceptable codes	Alpha-numeric code used to ~~used to~~ further sub-categorize Category Code further	Each Center has discretion on how to use this field
Funding Organization	See Regional Administrator for acceptable codes	~~Four-digit~~Alpha- numeric code used to identify which ~~Directorate~~ organization is funding a course.	Each Center has discretion on how to use this field
POC (Point of Contact)	See Regional Administrator for acceptable codes	~~Up to four-digit alpha~~ Alpha-numeric code used to identify the Training Office personnel responsible for the administration of the course or training application.	Each Center has discretion on how to use this field.
MTM	Y or N	Indicates whether Metrics that Matter was used for this Item	
Training Vendor	Free Form Text field	Free Form Text field used to Identify Vendor proving course.	Mandatory for Internal Items

Appendix H: Learner Reference Code Values

3. **Ethnic Origin**

Note: This data standard is only applicable to an employee whose employment ~~occured~~occurred prior to July 1, 2006. See the Ethnicity and Race Identification data standard for an employee whose employment occurs on or after January 1, 2006.

Source: (The CPDF Guide to Personnel Data Standards, http://www.opm.gov/feddata/guidance.asp
~~http://www.opm.gov/feddata.gp58.pdf)~~

4. **Handicap code**
Source: (The CPDF Guide to Personnel Data Standards, http://www.opm.gov/feddata/guidance.asp

5. **Veterans Preference**
Source: ~~(~~The CPDF Guide to Personnel Data Standards, http://www.opm.gov/feddata/guidance.asp

7. **Pay Plan/Grade**
Source: (The CPDF Guide to Personnel Data Standards, http://www.opm.gov/feddata/guidance.asp ~~http://www.opm.gov/feddata.gp58.pdf)~~

8. **Supervisory Status**
Source: (The CPDF Guide to Personnel Data Standards, http://www.opm.gov/feddata/guidance.asp ~~http://www.opm.gov/feddata.gp58.pdf)~~

9. **Position Type**
Source: FPPS Work Schedule Table

10. **Sex Source: (The CPDF Guide to Personnel Data Standards, http://www.opm.gov/feddata/guidance.asp**

11. **~~Solar ID (No on-line source found)~~ (*Recommend Removal No longer needed*)**

12. **Birth Date**
Source: ~~(~~The CPDF Guide to Personnel Data Standards, http://www.opm.gov/feddata/guidance.asp ~~http://www.opm.gov/feddata.gp58.pdf)~~

15. **Degree Level**
Source: ~~(~~The CPDF Guide to Personnel Data Standards, http://www.opm.gov/feddata/guidance.asp

17. Ethnicity/Race

Note: The data standard is applicable to employment occurring on or after January 1, 2006, and is required for employment occurring on or after July 1, 2006. For employment occurring prior to July 1, 2006, the Ethnic Origin data standard may continue to be used.

Source: ~~(~~The CPDF Guide to Personnel Data Standards, http://www.opm.gov/feddata/guidance.asp ~~Not a detailed table)~~

19. Company Name ~~(No on-line source found)~~

Source: NASA Enterprise Directory, https://webdir.nasa.gov/

20. Occupational Series Code

Source: http://www.opm.gov/

21. COTR

CODE	SHORT DESCRIPTION	LONG DESCRIPTION (IF APPLICABLE)
N	Not Certified	
N/A	Not Applicable	
Y	Certified	

22. Company Org Code

Source: NASA Enterprise Directory, https://webdir.nasa.gov/

CODE	SHORT DESCRIPTION	LONG DESCRIPTION (IF APPLICABLE)
		NASA Organization that the contractor company supports.

Comment [J20]: Delete current table from documents

Comment [J21]: NEW: Add the codes and descriptions of the Occupational Series Codes GS-0000 through GS-2299.

Comment [J22]: NEW: Add the following section

Comment [J23]: NEW

Comment [J24]: What's expected here?