

## Training Services Support How do I...

- **Obtain more information on the NSSC's role in training support?**

*The NSSC is scheduled to take-on training services support on July 3rd. As that date nears, the content on this web page will be updated to provide step-by-step process instructions.*

*The NSSC is currently involved in a joint SATERN-NSSC subteam, to formulate detailed process information, which will be distributed to NASA employees upon completion.*

*Continue to check this page for updated information. If you have a question or comment, please contact our Contact Center.*

- **Submit a request for new on-line training courseware?**

*A request should be made to the manager in your particular department, who will then submit the request to the center training office (CTO) or NASA discipline owner (IT, Security, Safety, etc..) as appropriate.*

*For courses with agency-wide applications, the request is forwarded to the Office of Human Capital Management (OHCM) for review and validation. Once the requirement is validated, OHCM will submit a request to the NASA Shared Services Center (NSSC) Human Resource department to identify a commercial source for the training product. When commercial products are not available, NSSC will refer the requirement to Marshall Space Flight Centers Courseware Development activity for action.*

*For courses limited to center specific needs, the Center Training Office would determine a source for the training product using local procedures.*

- **Find out how the on-line training request process work?**

*A request should be made to the manager in your particular department, who will then submit the request to the center training office (CTO) or NASA discipline owner (IT, Security, Safety, etc..) as appropriate.*

*For courses with agency-wide applications, the request is forwarded to the Office of Human Capital Management (OHCM), where a review of the request will take place in order to decide if the request would be applicable as agency wide training. If the training would be agency wide than the OHCM would research the training that is currently available, if nothing is found than the request will be forwarded to the NASA Shared Services Center (NSSC) training services support. Once the request reaches the NSSC, the requestor will be contacted to go over a standard checklist, so that the product purchased can best fit the requestor needs. With that information, the NSSC will research available training*

*products. Once the appropriate training program is identified the NSSC will submit the recommendations to the requestor for approval. Once the approval is granted the completed purchase request will be forwarded to procurement for purchasing.*

- **Find out how long it takes for a training program to be identified?**

*Once a request has been submitted to the NASA Shared Services Center (NSSC) from the Office of Human Capital Management (OHCM) it should take no longer the ten (10) days under normal circumstance for a commercial off the shelf (COTS) product to be identified and submitted to the requestor for approval.*

- **Find out what happens in the event that a commercial off the shelf (COTS) product is not available?**

*If no COTS product is available, the NASA Shared Services Center (NSSC) will coordinate with the computer based training (CBT) developers currently located at Marshall Space Flight Center (MSFC) to develop a product that meets the requestor's specifications.*

- **Contact the Office of Human Capital Management (OHCM) and the NASA Shared Service Center (NSSC) for questions regarding my request?**

*Office of Human Capital Management  
NASA Headquarters  
300 E St. SW  
Washington, DC 20456  
<http://nasapeople.nasa.gov>*

*NASA Shared Services Center  
Customer Contact Center  
1-877-NSSC123 (phone)  
1-866-779-NSSC (fax)  
[nssc-contactcenter@nasa.gov](mailto:nssc-contactcenter@nasa.gov)*