

National Aeronautics and  
Space Administration  
**NASA Shared Services Center**

*Stennis Space Center, MS*  
39529-6000  
[www.nssc.nasa.gov](http://www.nssc.nasa.gov)

## **NASA Shared Services Center Service Delivery Guide**

**NSSDG-3000-0006      Revision 2.0**

**Effective Date:**      July 12, 2021

**Expiration Date:**    July 12, 2024

---

## **Training Administration**

---

**Responsible Office: Human Resources Services Division**

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
		Page 2 of 64
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

## Approved by

AMY  
ALEXANDER

Digitally signed by AMY  
ALEXANDER  
Date: 2021.07.14 10:06:10  
-05'00'

Amy M. Alexander

NSSC Human Resources Director, Office of the Chief Human Capital Officer

Date

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 3 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

### Document History Log

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	October 1, 2019	Basic Release
Revision	2.0	July 12, 2021	Removed references to ServiceNow and changed to reflect ServiceNow HR Service Delivery (HRSD). Made consistency and grammatical changes.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 4 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

## Table of Contents

Document History Log .....	3
Table of Contents .....	4
Overview .....	6
1.0 Background.....	6
2.0 Purpose .....	6
3.0 Applicability/Scope .....	6
4.0 Privacy Information.....	7
5.0 Records .....	7
6.0 Cancellation/Supersession of Previous Documents.....	8
Process 1 – Offsite: Offsite Training Request (No Purchase at NSSC - No Cost)	
Process .....	9
Process 2 – Offsite: Offsite Training Request (Non-Academic Purchase – Purchase at NSSC, Project Funded, or Reimbursement) Process.....	14
Process 3 – Offsite: Offsite Training Request (Academic Purchase at NSSC) Process .....	22
Process 4 – Onsite: Onsite Training Request Process.....	31
Process 5 – SAL Support: Establish and Maintain System/Application Accounts Process .....	45
Process 6 – SAL Support: Correct/Resolve Data Errors/Application Problems Process .....	47
Process 7 – SAL Support: Production of Canned/Customized/Ad Hoc Reports Process .....	51
Metrics .....	54
System Components .....	55
Customer Contact Center Strategy.....	56
Appendix A – Acronym List.....	57
Appendix B – Work Process Flow Diagrams.....	59

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
		Page 5 of 64
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

B.1	Offsite Training Work Process Flow Diagrams.....	59
B.2	Onsite Training Work Process Flow Diagrams.....	62
B.3	SAL Support Work Process Flow Diagrams .....	63

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 6 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

## Overview

### 1.0 Background

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) Human Resources (HR) Training Administration team administers Federal, Agency, and Center training, maintaining official training records for civil service employees, processing offsite (external) and onsite (internal) training requests, including completing acquisitions. Example training administration tasks include:

- Enter training course information and employee training data into the Agency's Learning Management System (LMS) for each training instance to produce updated training histories. Source documents include offsite and onsite course requests, learning history, approved training forms, attendance and completion data, and course information.
- Support Center Training Offices with the administration and payment of courses. This applies to all scheduled offerings, whether purchased or no-cost.
- Provide post-training support to include deploying course evaluations and compiling survey results, closing scheduled offerings and inactivating course items.
- Administration of the Agency's LMS named the System for Administration, Training, and Educational Resources for NASA (SATERN).

### 2.0 Purpose

The services described in this guide are performed by Civil Servant (CS) and Service Provider (SP) personnel. This guide includes the high-level process flows and provides a basic description of our administrative approach to support training administration. This guide does not cover every step in the process and, as such, is intended to provide only an overview.

### 3.0 Applicability/Scope

This Service Delivery Guide (SDG) is intended for use by HR practitioners responsible for Training Administration Program. It is applicable to NASA Headquarters and NASA Centers, including component facilities, and the NSSC. Unless otherwise stated, the use of the word Center(s) in the text of this document includes NASA Headquarters and the NSSC. This document may also serve as a resource for NASA employees.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 7 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

#### 4.0 Privacy Information

The NSSC shall maintain the confidentiality of proprietary, personal, and sensitive information in accordance with NASA policy, the Privacy Act, and all relevant laws and regulations.

#### 5.0 Records

Historical records and files for training activities accomplished by the respective Center, prior to transition to NSSC, will be maintained at that Center for the lifecycle of the record and/or file.

All Training Administration documents and supporting file documentation after transition will be 100% electronic and stored in NASA's SATERN system, NSSC's TechDoc repository, and/or ServiceNow HRSD. SATERN is the official repository for training course information and employee training data for each training instance to produce updated training histories. Source documents include offsite and onsite course requests, learning history, approved training forms, attendance and completion data, and course information. The NSSC uses TechDoc as the software solution for the NSSC Electronic Library (NEL) and serves as the repository for the NSSC's official electronic records. TechDoc incorporates records management features and capabilities such as retention, deposition, security/privacy protection, and reporting. ServiceNow HRSD functions as the NSSC's workflow management system ensuring delivery and continuity of service.

In the event documentation is sent to the NSSC, NSSC document imaging will process the document using an AutoCase, and Document Imaging will send a HR Case/Task to Training Administration L2, Category: Offsite; SubCategory: Other.

Training Administration record retention requirements are set forth in the following:

- National Archives and Records Administration (NARA) General Records Schedule 2.6, Items 10, 20 and 30.
- NASA Procedural Requirements (NPR) 1441.1, NASA Records Management Program Requirements.
- NASA Records Retention Schedules (NRRS) 1441.1, NASA Records Retention Schedules (AFS 3400/3.33). The Training Records/Files retention schedule is: Destroy after 5 years, when superseded or obsolete.
- NASA Records Retention Schedules (NRRS) 1441.1, NASA Records Retention Schedules (AFS 5100/5.1). The Procuring Goods and Services Records

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
		Page 8 of 64
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

retention schedule is:

Destroy 6 years after final payment or cancellation.

Any records sent to the NSSC will be maintained in accordance with the following:

- NPR 1441.1, NASA Records Management Program Requirements.
- NASA Policy Directive (NPD) 1440.6, NASA Records Management.
- NASA Interim Directive (NID) 1600.55, Sensitive But Unclassified (SBU) Controlled Information.
- Office of Personnel Management (OPM) Requirements.

## 6.0 Cancellation/Supersession of Previous Documents

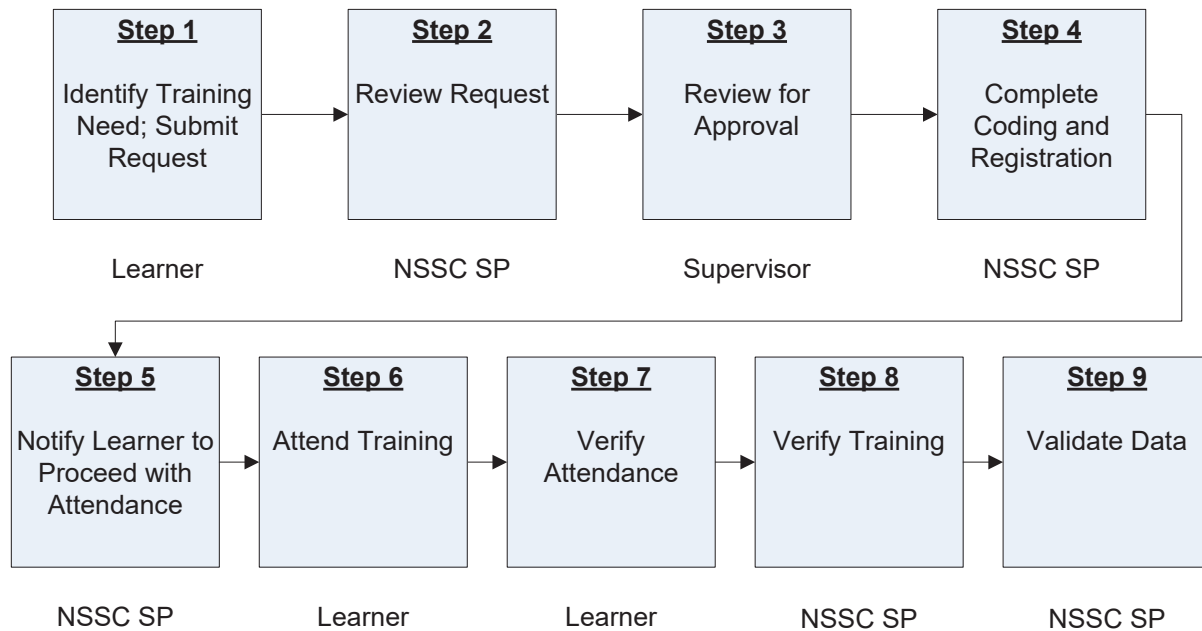
This document supersedes the following documents:

- NSSDG-3400-0001, Registration-Reimbursement for External Training Service Delivery Guide, Revision 5.0.
- NSSDG-3400-0002, NSSC Internal Training Service Delivery Guide, Revision 2.0.
- NSSDG-3000-0006, Training Administration Service Delivery Guide, Basic Version 1.0.



NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 9 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

## Process 1 – Offsite: Offsite Training Request (No Purchase at NSSC - No Cost) Process



NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 10 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 1 – Offsite: Offsite Training Request (No Purchase at NSSC - No Cost) Process Action	Tips/Notes
<b><u>Step 1</u></b>  <b>Learner</b>  Identify Training Need; Submit Request	Identify training need. Submit Standard Form (SF) 182 in SATERN.  <b>Output:</b> Request submitted	<p>SF 182 processing steps are driven off of selection made by the Learner on the SF 182, specifically the “Training Designation Type” field, which indicates non-academic vs. academic, and the tuition amount.</p> <p>After request is submitted, the NSSC ServiceNow HRSD case is auto-generated.</p> <p>Learner is notified via e-mail that NSSC is monitoring, and Learner is provided a ServiceNow HRSD link for Learner to monitor the Case.</p> <p>If at any point during the process the Learner needs to modify the request or provide additional documentation, it will be submitted via a ServiceNow HRSD request form accessible through Case view.</p>

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 11 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 1 – Offsite: Offsite Training Request (No Purchase at NSSC - No Cost) Process Action	Tips/Notes
<u><b>Step 2</b></u>  <b>NSSC SP</b>  Review Request	Review the case to determine if the data provided by the Learner is correct/complete. Make any needed corrections.  <b>Output:</b> Request reviewed	Updates are made directly to SF182 in SATERN until approval steps are complete.
<u><b>Step 3</b></u>  <b>Supervisor</b>  Review for Approval	Review request. Approve or disapprove.  <b>Output:</b> Review and decision completed	<p>If disapproved, Learner is notified via a ServiceNow HRSD e-mail.</p> <p>Approval pending notification is sent to Supervisor from ServiceNow HRSD.</p> <p>NSSC monitors non responses and send ServiceNow HRSD reminders to Supervisors.</p> <p>Learner receives a notification of approval/disapproval from ServiceNow HRSD when Supervisors take action in SATERN.</p>

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 12 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

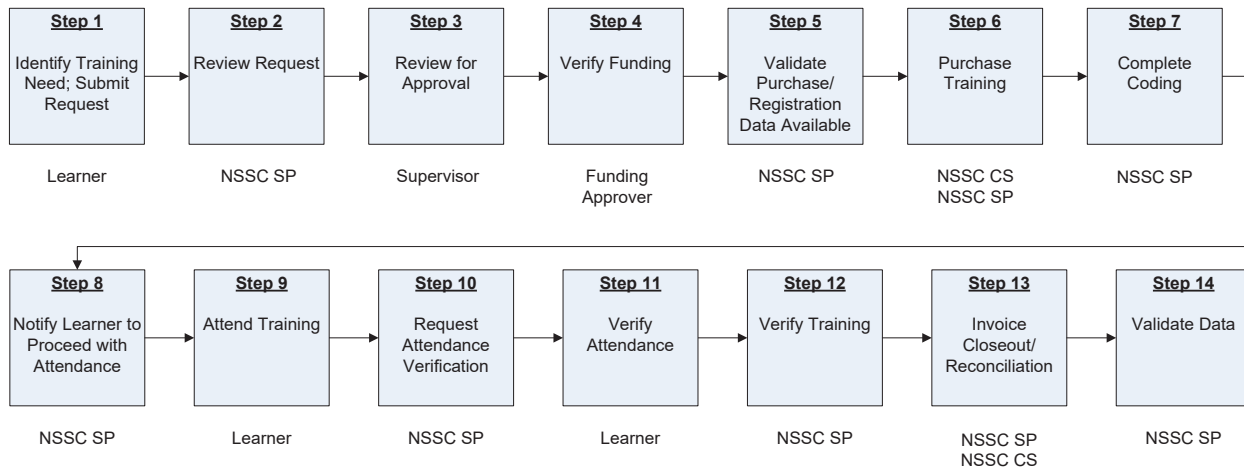
Step Roles and Responsibilities	Process 1 – Offsite: Offsite Training Request (No Purchase at NSSC - No Cost) Process Action	Tips/Notes
<u><b>Step 4</b></u>  <b>NSSC SP</b>  Complete Coding and Registration	Complete SATERN Enterprise Human Resources Integration (EHRI) and ServiceNow HRSD coding and registration as applicable.  <b>Output:</b> Coding and registration complete	Final triage triggers Super Approval of SATERN SF 182.  This step is SAL-related work embedded in the Offsite process.
<u><b>Step 5</b></u>  <b>NSSC SP</b>  Notify Learner to Proceed with Attendance	ServiceNow HRSD system notification sent to Learner to proceed with training.  <b>Output:</b> Learner notified	
<u><b>Step 6</b></u>  <b>Learner</b>  Attend Training	Attend training.  <b>Output:</b> Training attended	ServiceNow HRSD reminder notification sent to Learner 2 business days before training.
<u><b>Step 7</b></u>  <b>Learner</b>  Verify Attendance	Provide attendance verification.  <b>Output:</b> Attendance verified	Learner receives a ServiceNow HRSD notification to verify training via a ServiceNow HRSD TO DO task.
<u><b>Step 8</b></u>  <b>NSSC SP</b>  Verify Training	Final training verification.  <b>Output:</b> Training verified	This step is SAL-related work embedded in the Offsite process.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 13 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 1 – Offsite: Offsite Training Request (No Purchase at NSSC - No Cost) Process Action	Tips/Notes
<u><b>Step 9</b></u>  NSSC SP  Validate Data	Review all information captured in the ServiceNow HRSD case to ensure it matches the information in SATERN.  <b>Output:</b> Data validated	Data validation will increase NASA's data integrity when reporting EHRI date to OPM.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 14 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

## Process 2 – Offsite: Offsite Training Request (Non-Academic Purchase – Purchase at NSSC, Project Funded, or Reimbursement) Process



Step Roles and Responsibilities	Process 2 – Offsite: Offsite Training Request (Non-Academic Purchase – Purchase at NSSC, Project Funded, or Reimbursement) Process Action	Tips/Notes
<b>Step 1</b>  <b>Learner</b>  Identify Training Need; Submit Request	Identify training need. Submit SF 182 in SATERN.  <b>Output:</b> Request submitted	After request is submitted, the NSSC ServiceNow HRSD case is auto-generated.  Learner is notified via ServiceNow HRSD e-mail that NSSC is monitoring, and Learner is provided a ServiceNow HRSD link for Learner to monitor the Case.  Elevated Approval Notification when Registration Deadline is within 10 days of

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 15 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 2 – Offsite: Offsite Training Request (Non- Academic Purchase – Purchase at NSSC, Project Funded, or Reimbursement) Process Action	Tips/Notes
		<p>the SF182 submission. This results in an increase in communications with Learner and Approvers.</p> <p>Expedited Purchase Processing when Registration Deadline is within 5 days of the SF 182 submission. This results in a direct e-mail communication with the Learner and Approvers (with the Center Learning Officer (CLO) blind copied for awareness in increased processing priority.</p> <p>If at any point during the process the Learner needs to modify the request or provide additional documentation, it will be submitted via a ServiceNow HRSD request form accessible through Case view.</p>
<u><b>Step 2</b></u>  <b>NSSC SP</b>  Review Request	Review the case to determine if the data provided by the Learner is correct/complete. Make any needed corrections.  <b>Output:</b> Request reviewed	Updates are made directly to SF 182 in SATERN until approval steps are complete.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 16 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 2 – Offsite: Offsite Training Request (Non- Academic Purchase – Purchase at NSSC, Project Funded, or Reimbursement) Process Action	Tips/Notes
<u><b>Step 3</b></u>  <b>Supervisor</b>  Review for Approval	Review request. Approve or disapprove.  <b>Output:</b> Review and decision completed	<p>If disapproved, Learner is notified via a ServiceNow HRSD e-mail.</p> <p>Approval notification is sent to Supervisor from ServiceNow HRSD.</p> <p>NSSC monitors non responses and sends ServiceNow HRSD e-mail reminders to Supervisors.</p> <p>Learner receives a notification of approval/disapproval from ServiceNow HRSD when Supervisor takes action in SATERN.</p>



NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 17 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 2 – Offsite: Offsite Training Request (Non- Academic Purchase – Purchase at NSSC, Project Funded, or Reimbursement) Process Action	Tips/Notes
<u><b>Step 4</b></u>  <b>Funding Approver</b>  Verify Funding	Verify funding amount/method.  <b>Output:</b> Funding verified	Approval pending notification is sent to Funding Approver from ServiceNow HRSD.  NSSC monitors non responses and sends ServiceNow HRSD e-mail reminders to Funding Approver.  Learner receives a notification of approval/disapproval from ServiceNow HRSD when Funding Approver takes action in SATERN.
<u><b>Step 5</b></u>  <b>NSSC SP</b>  Validate Purchase/ Registration Data Available	Validate all data needed is available for registration and purchase.  <b>Output:</b> Data validated/triage completed	If any funding data is missing/unclear, Funding Approver is contacted.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 18 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 2 – Offsite: Offsite Training Request (Non- Academic Purchase – Purchase at NSSC, Project Funded, or Reimbursement) Process Action	Tips/Notes
<u><b>Step 6</b></u>  <b>NSSC CS</b>  <b>NSSC SP</b>  Purchase Training	Purchase training using applicable action: <ul style="list-style-type: none"> <li>NSSC Purchase: NSSC SP/NSSC CS complete purchase and registration.</li> <li>Project Funded: NSSC CS acknowledge project funding, authorize training, and direct Learner to work with Funding Approver at the Center to ensure purchase and registration is completed using local project funding.</li> <li>Reimbursement: NSSC CS authorize to proceed.</li> </ul> <b>Output:</b> Training purchased	ServiceNow HRSD system notification sent to Learner to proceed with training.  NSSC SP validates/cross references reimbursement receipts with SF 182 and prepares Optional Form (OF) 1164 for NSSC CS signature.  PO purchases (under/over \$25K) are contracts awarded through SAT and initiated through Procurement for Public Sector (PPS). Payment is processed via Invoice Processing Platform (IPP) which requires vendors having an established account to submit invoices.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 19 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 2 – Offsite: Offsite Training Request (Non- Academic Purchase – Purchase at NSSC, Project Funded, or Reimbursement) Process Action	Tips/Notes
<u><b>Step 7</b></u> <b>NSSC SP</b> Complete Coding	Complete SATERN EHRI and ServiceNow HRSD coding.  <b>Output:</b> Coding complete	After purchase and registration is complete, NSSC will enter all EHRI (OPM)-required data in SF 182 to complete coding.  This step is SAL-related work embedded in the Offsite process.  Non-Academic courses over 80 hours are subject to Continuing Service Agreements (CSAs).
<u><b>Step 8</b></u> <b>NSSC SP</b> Notify Learner to Proceed with Attendance	ServiceNow HRSD system notification sent to Learner to proceed with training.  <b>Output:</b> Learner notified	
<u><b>Step 9</b></u> <b>Learner</b> Attend Training	Attend training.  <b>Output:</b> Training attended	ServiceNow HRSD reminder notification sent to Learner 2 business days before training.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 20 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

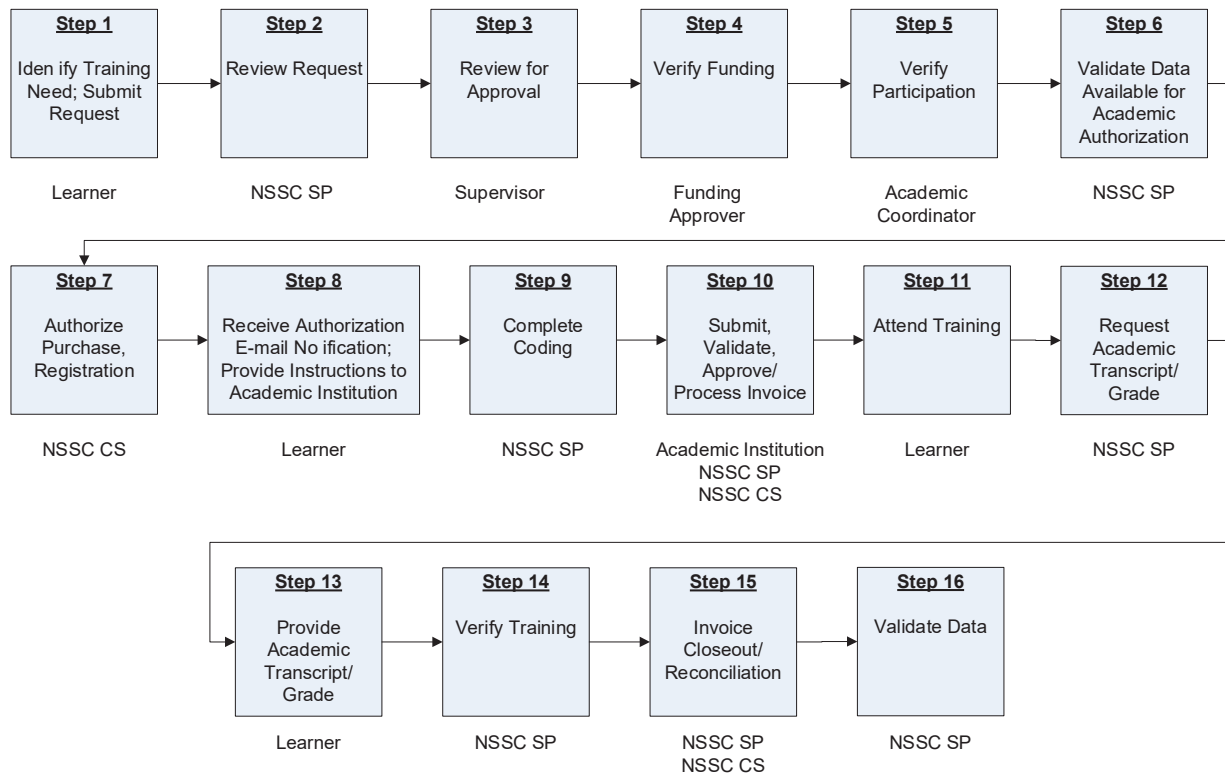
Step Roles and Responsibilities	Process 2 – Offsite: Offsite Training Request (Non- Academic Purchase – Purchase at NSSC, Project Funded, or Reimbursement) Process Action	Tips/Notes
<u><b>Step 10</b></u>  <b>NSSC SP</b>  Request Attendance Verification	Request learner verify attendance.  <b>Output:</b> Attendance verification requested	If Learner fails to verify attendance (after 3 notifications) or verifies that Learner did not attend and it resulted in a loss to NASA, escalation/recoupment actions are set in motion by NSSC SP HR in coordination with NSSC SP FM.  This step is SAL-related work embedded in the Offsite process.
<u><b>Step11</b></u>  <b>Learner</b>  Verify Attendance	Provide attendance verification.  <b>Output:</b> Attendance verified	Learner receives a notification to verify training via a ServiceNow HRSD TO DO task.
<u><b>Step 12</b></u>  <b>NSSC SP</b>  Verify Training	Final training verification.  <b>Output:</b> Training verified	This step is SAL-related work embedded in the Offsite process.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 21 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 2 – Offsite: Offsite Training Request (Non- Academic Purchase – Purchase at NSSC, Project Funded, or Reimbursement) Process Action	Tips/Notes
<u><b>Step 13</b></u>  <b>NSSC SP</b>  <b>NSSC CS</b>  Invoice Closeout/ Reconciliation	Complete the invoice payment and reconciliation.  <b>Output:</b> Confirmed successful payment/credit and all reconciliation data updated and complete	NSSC CS Budget and Accounting Division (BAD) will continue to send budget reports to Center Training Point of Contact (POC).
<u><b>Step 14</b></u>  <b>NSSC SP</b>  Validate Data	Review all information captured in the ServiceNow HRSD case to ensure it matches the information in SATERN.  <b>Output:</b> Data validated	Data validation will increase NASA's data integrity when reporting EHRI date to OPM.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 22 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

### Process 3 – Offsite: Offsite Training Request (Academic Purchase at NSSC) Process



NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 23 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 3 – Offsite: Offsite Training Request (Academic Purchase at NSSC) Process Action	Tips/Notes
<u><b>Step 1</b></u>  <b>Learner</b>  Identify Training Need; Submit Request	Identify training need. Submit SF 182 in SATERN.  <b>Output:</b> Request submitted	Learner communicates with university for class selection and tuition fees prior to SF 182 submittal.  After request is submitted, the NSSC ServiceNow HRSD case is auto-generated.  Learner is notified via e-mail that NSSC is monitoring and Learner is provided a ServiceNow HRSD link for Learner to monitor the Case.  If at any point during the process the Learner needs to modify the request or provide additional documentation, it will be submitted via a ServiceNow HRSD request form accessible through Case view.
<u><b>Step 2</b></u>  <b>NSSC SP</b>  Review Request	Review the case to determine if the data provided by the Learner is correct/complete. Make any needed corrections.  <b>Output:</b> Request reviewed	Updates are made directly to SF 182 in SATERN until approval steps are complete.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 24 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 3 – Offsite: Offsite Training Request (Academic Purchase at NSSC) Process Action	Tips/Notes
<u><b>Step 3</b></u>  <b>Supervisor</b>  Review for Approval	Review request. Approve or disapprove.  <b>Output:</b> Review and decision completed	If disapproved, Learner is notified via ServiceNow HRSD e-mail.  Approval notification is sent to Supervisor from ServiceNow HRSD.  NSSC monitors non responses and sends ServiceNow HRSD e-mail reminders to Supervisors.  Learner receives a notification of approval/disapproval from ServiceNow HRSD when Supervisors take action in SATERN.
<u><b>Step 4</b></u>  <b>Funding Approver</b>  Verify Funding	Verify funding amount/method.  <b>Output:</b> Funding verified	Approval notification is sent to Funding Approver from ServiceNow HRSD.  NSSC monitors non responses and sends ServiceNow HRSD e-mail reminders to Funding Approver.  Learner receives a notification of approval/disapproval from ServiceNow HRSD when Funding Approver takes action in SATERN.



NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 25 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 3 – Offsite: Offsite Training Request (Academic Purchase at NSSC) Process Action	Tips/Notes
<u><b>Step 5</b></u>  <b>Academic Coordinator</b>  Verify Participation	Verify approval for academic program or course.  <b>Output:</b> Academic course approved	Approval notification is sent to Academic Coordinator from ServiceNow HRSD.  NSSC monitors non responses and sends ServiceNow HRSD e-mail reminders to Academic Coordinator.  Learner receives a notification of approval/disapproval from ServiceNow HRSD when Academic Coordinator takes action in SATERN.
<u><b>Step 6</b></u>  <b>NSSC SP</b>  Validate Data Available for Academic Authorization	Validate all data needed is available for registration and purchase.  <b>Output:</b> Data validated/triage completed	NSSP SP adds billing language to SF 182 for university 3 <sup>rd</sup> party invoicing.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 26 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 3 – Offsite: Offsite Training Request (Academic Purchase at NSSC) Process Action	Tips/Notes
<u><b>Step 7</b></u>  <b>NSSC CS</b>  Authorize Purchase, Registration	Authorize purchase and registration.  <b>Output:</b> Funds obligated for purchase and registration authorized	<p>PO purchases (under/over \$25K) are contracts awarded through SAT and initiated through PPS. Payment is processed via IPP which requires vendors having an established account to submit invoices.</p> <p>After authorization, Step 8 and Step 9 occur simultaneously.</p> <p>ServiceNow HRSD e-mail system notification sent to Learner authorizing training and informing learner to submit approved SF 182 to university.</p> <p>NSSC monitors and updates CSA requirements and expiration dates. Academic Program minimum CSA requirements for time owed to NASA are as follows:</p> <ul style="list-style-type: none"> <li>• Undergraduate Degree – 1 year continued service</li> <li>• Graduate Degree – 2 years continued service</li> <li>• Ph.D. or other similar degree program – 3 years continued service</li> </ul> <p>Non-Academic course over 80 hours are also subject to CSA requirements.</p>

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 27 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 3 – Offsite: Offsite Training Request (Academic Purchase at NSSC) Process Action	Tips/Notes
<u><b>Step 8</b></u>  <b>Learner</b>  Receive Authorization E-mail Notification; Provide Instructions to Academic Institution	Receive authorization e-mail notification from NSSC with an attachment. The attachment is an approved SF 182 with 3 <sup>rd</sup> party billing instructions provided in comment field.  Provide authorization and billing instructions to Academic Institution.  <b>Output:</b> SF 182 authorization and billing instructions provided to Academic Institution	Learner will need to provide the 3 <sup>rd</sup> party billing instructions to the school registrar.
<u><b>Step 9</b></u>  <b>NSSC SP</b>  Complete Coding	Complete SATERN EHRI and ServiceNow HRSD coding.  <b>Output:</b> Coding complete	SF 182 EHRI (OPM) Coding is completed in SATERN.  This step is SAL-related work embedded in the Offsite process.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 28 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 3 – Offsite: Offsite Training Request (Academic Purchase at NSSC) Process Action	Tips/Notes
<u><b>Step 10</b></u>  <b>Academic Institution</b>  <b>NSSC SP</b>  <b>NSSC CS</b>  Submit, Validate, Approve/Process Invoice	Academic institution submits invoices to NASA. NSSC SP validates invoice for payment. NSSC CS approves/process invoice payment.  <b>Output:</b> Invoices submitted, payment validated, invoice approved/processed	Payment process is completed at this step.
<u><b>Step 11</b></u>  <b>Learner</b>  Attend Training	Attend training.  <b>Output:</b> Training attended	ServiceNow HRSD e-mail reminder notification sent to Learner 2 business days before training.
<u><b>Step 12</b></u>  <b>NSSC SP</b>  Request Academic Transcript/Grade	ServiceNow HRSD request sent to Learner to request that they provide their academic transcript/grade  <b>Output:</b> Academic Transcript/Grades requested	

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 29 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

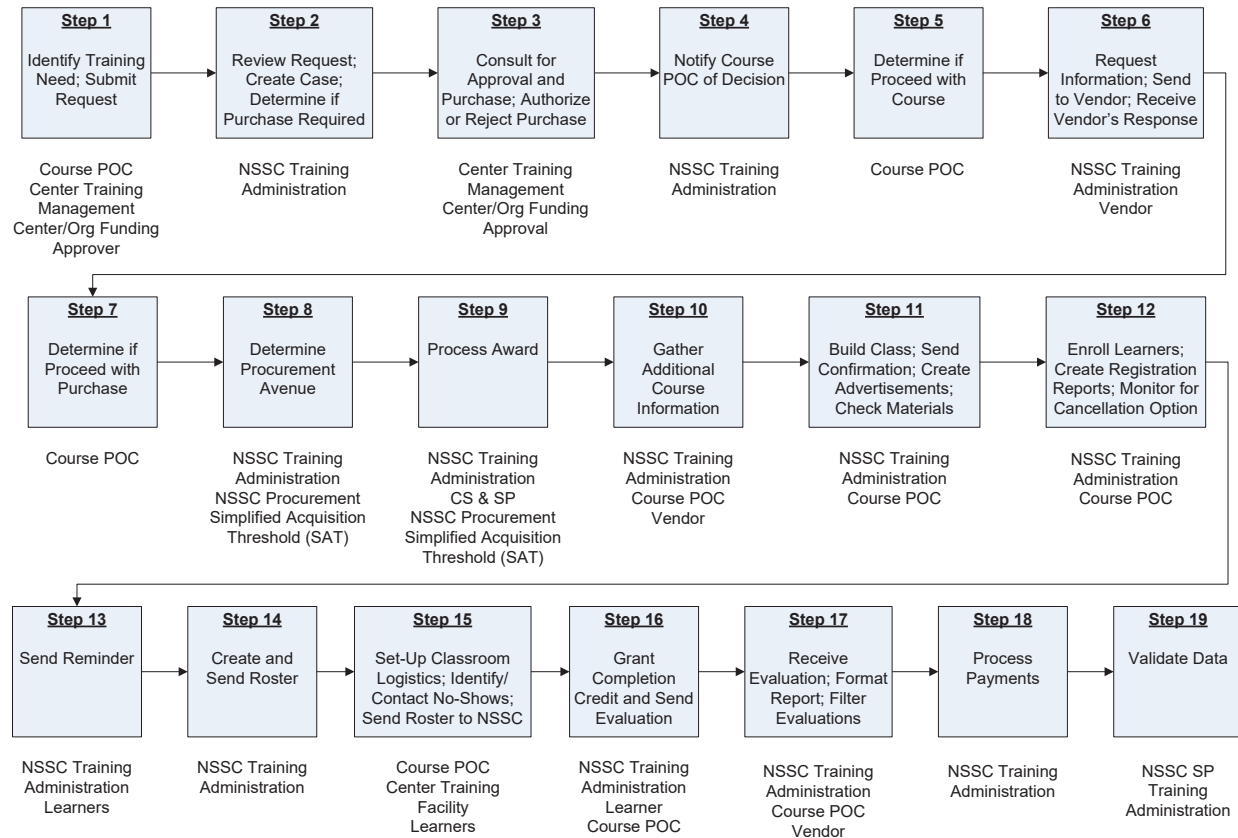
Step Roles and Responsibilities	Process 3 – Offsite: Offsite Training Request (Academic Purchase at NSSC) Process Action	Tips/Notes
<u><b>Step 13</b></u>  <b>Learner</b>  Provide Academic Transcript/Grade	Provide grades.  <b>Output:</b> Academic Transcript/Grade provided	Learner receives a notification to verify training via a ServiceNow HRSD TO DO task.  If Learner fails to provide academic grade transcript (after 3 notifications); provides a failing grade; or indicates they did not attend and it resulted in a loss to NASA, escalation/recoupment actions will be set in motion by the NSSC SP HR in coordination with NSSC SP FM.  This step is SAL-related work embedded in the Offsite process.
<u><b>Step 14</b></u>  <b>NSSC SP</b>  Verify Training	Verify final training.  <b>Output:</b> Training verified	Training verification is implied from receipt of Academic Grade Transcript and completed in SATERN by NSSC SP on behalf of the Learner.  This step is SAL-related work embedded in the Offsite process.
<u><b>Step 15</b></u>  <b>NSSC SP</b>  <b>NSSC CS</b>  Invoice Closeout/ Reconciliation	Close out invoices and complete reconciliation.  <b>Output:</b> Confirmed successful payment/credit and all reconciliation data updated and complete	NSSC CS BAD will continue to send budget reports to Center Training POC.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 30 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 3 – Offsite: Offsite Training Request (Academic Purchase at NSSC) Process Action	Tips/Notes
<u><b>Step 16</b></u>  <b>NSSC SP</b>  Validate Data	Review all information captured in the ServiceNow HRSD case to ensure it matches the information in SATERN.  <b>Output:</b> Data validated	Data validation will increase NASA's data integrity when reporting EHRI date to OPM.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 31 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

## Process 4 – Onsite: Onsite Training Request Process



NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 32 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 4 – Onsite: Onsite Training Request Process Action	Tips/Notes
<b><u>Step 1</u></b>  <b>Course POC</b>  <b>Center Training Management</b>  <b>Center/Org Funding Approver</b>  Identify Training Need; Submit Request	Identify training need. Submit request to NSSC using ServiceNow HRSD request.  <b>Output:</b> Training identified and request submitted	<p>If a purchase is required, a Course POC should consult with Center Training Management and Funding approver before submitting a request to the NSSC.</p> <p>Submit “Onsite Training Request Form” via ServiceNow HRSD to either request NSSC Procurement of Training with SATERN Course/Class Creation or for SATERN Course/Class Creation only (Training purchase made at Center or no-cost course). (ServiceNow HRSD Service Request (SR) replaces Forms 57 &amp; 58).</p> <p>If at any point during the process the Course POC needs to modify the request or provide additional documentation, it will be submitted via a ServiceNow HRSD request form accessible through Case view.</p>



NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 33 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 4 – Onsite: Onsite Training Request Process Action	Tips/Notes
<u><b>Step 2</b></u>  <b>NSSC Training Administration</b>  Review Request; Create Case; Determine if Purchase Required	ServiceNow HRSD case is auto-generated. The routing of the case is determined by the Course POC selection on the request form.  <b>Output:</b> Request reviewed; case created; Center/funding approval request submitted, if applicable	If purchase is required, proceed to Step 3. If purchase is not required, skip to Step 10 for SATERN Course/Class creation.  Course POC and Alternate Contact receive a confirmation e-mail that their request was received, and they can monitor the status at Case view – Case number and link are provided.
<u><b>Step 3</b></u>  <b>Center Training Management</b>  <b>Center/Org Funding Approval</b>  Consult for Approval and Purchase; Authorize or Reject Purchase	Center Training Management/Center Funding Approval consult (if not done before request was submitted) for approval to proceed with procurement of training. Center Training Management/Center Funding Approval authorizes purchase and notifies NSSC Training Administration of approval, rejection, and/or edits.  <b>Output:</b> Approval and purchase decided	A notification from ServiceNow HRSD will be sent to the Funding Approver to complete a TO DO task for funding approval.
<u><b>Step 4</b></u>  <b>NSSC Training Administration</b>  Notify Course POC of Decision	Notify Course POC of Center Training Management/Center Funding decision.  <b>Output:</b> Course POC notified	

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 34 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 4 – Onsite: Onsite Training Request Process Action	Tips/Notes
<b><u>Step 5</u></b>  <b>Course POC</b>  Determine if Proceed with Course	Proceed per Center Training Management decision.  <b>Output:</b> Proceed decision completed	If Course POC decides not to proceed, the process ends here.
<b><u>Step 6</u></b>  <b>NSSC Training Administration</b>  <b>Vendor</b>  Request Information; Send to Vendor; Receive Vendor's Response	Request For Information (RFI) developed by NSSC SP and sent to Vendor(s). Vendor(s) respond to RFI. NSSC Training Administration receives Vendor's response(s) and sends to Course POC.  <b>Output:</b> Information requested, received, and sent to Course POC	The RFI is sent to vendor with a deadline response date.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 35 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 4 – Onsite: Onsite Training Request Process Action	Tips/Notes
<b><u>Step 7</u></b>  <b>Course POC</b>  Determine if Proceed with Purchase	Determine if proceeding with course purchase.  <b>Output:</b> Purchase determined	<p>If the cost is greater than the funding approval threshold, a new request will be sent to the Center Funding POC for increase approval before awarding the job.</p> <p>If Course POC decides not to purchase, the process ends here, and a cancellation of request notice will be sent to the Course POC and Center Funding Approver.</p> <p>If Course POC proceeds with purchase, reserves location, provides 'pre-selected' enrollment list, as applicable.</p>

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 36 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 4 – Onsite: Onsite Training Request Process Action	Tips/Notes
<p><b><u>Step 8</u></b></p> <p><b>NSSC Training Administration</b></p> <p><b>NSSC Procurement Simplified Acquisition Threshold (SAT)</b></p> <p>Determine Procurement Avenue</p>	<p>Procurement avenue determination (based on Cost Threshold and Payment Method):</p> <ul style="list-style-type: none"> <li>• Purchase training under \$25K with Purchase Card (P-Card) is purchased using the HR Procurement Award (existing process).</li> <li>• Purchase Training Under \$25K with Purchase Order (PO). Use SAT Procurement Award existing process.</li> <li>• Purchase Training at or above \$25K with PO. Use SAT Procurement Award existing process.</li> </ul> <p><b>Output:</b> Procurement avenue determined</p>	<p>P-Card purchases under \$25K only require one vendor, if resource is known.</p> <p>Credit card/convenience check purchases (P-Card) are awarded to vendor via e-mail which serves as the contractual document.</p> <p>PO purchase under \$25k requires 3 vendors to be solicited. These POs are contracts initiated through PPS and payments processed via IPP which requires vendors having an established account to submit invoices.</p> <p>PO purchases over \$25k require competitive action which involves additional documents generally requiring more processing time.</p>

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 37 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 4 – Onsite: Onsite Training Request Process Action	Tips/Notes
<u><b>Step 9</b></u>  <b>NSSC Training Administration CS &amp; SP</b>  <b>NSSC Procurement Simplified Acquisition Threshold (SAT)</b>  Process Award	Award procurement.  Notification of Awards sent to Vendor, Course POC, Center Training Management/Funding Approver.  <b>Output:</b> Procurement Awarded	P-Card purchases may be paid in advance of training dates in some cases, but most are billed after the Period of Performance (POP) is complete and sent via e-mail link.  PO purchases are typically paid after the end of the POP, but in some instances partial payments are made. POs require vendor account in PPS for invoice submittals.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 38 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 4 – Onsite: Onsite Training Request Process Action	Tips/Notes
<b><u>Step 10</u></b>  <b>NSSC Training Administration</b>  <b>Course POC</b>  <b>Vendor</b>  Gather Additional Course Information	<p>NSSC Training Administration consults with Course POC to gather any additional information or missing requirements needed to create the class in SATERN.</p> <p>Course POC conducts pre-course Vendor consult. Then, submits course mods to NSSC, as applicable. Course POC ensures training materials are received, badging and security requirements are complete, and monitors/coordinates pre-work requirements. Course POC provides needed information to NSSC Training Administration to complete class creation.</p> <p><b>Output:</b> Course information identified and provided to NSSC Training Administration</p>	<p>This step is SAL-related work embedded in the Onsite process.</p> <p>NSSC will request the “Course Description” information for the vendor to populate the SATERN scheduled offering.</p>

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 39 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 4 – Onsite: Onsite Training Request Process Action	Tips/Notes
<b><u>Step 11</u></b>  <b>NSSC Training Administration</b>  <b>Course POC</b>  Build Class; Send Confirmation; Create Advertisements; Check Materials	<p>NSSC Training Administration builds class (aka ‘Scheduled’) offering in SATERN; Course POC (both purchases and non purchased training); and creates baseline advertisement.</p> <p>Course POC receives confirmation e-mail from NSSC Training Administration; creates Center-specific advertisements; and completes final check for class materials.</p> <p><b>Output:</b> Class built, confirmation sent, advertisement created, materials checked</p>	<p>For purchased classes, class details and direct link included in e-mail, ideally. In some instances, purchases may be completed before SATERN class creation is complete. In those instances, the Course POC will receive two separate e-mail notifications.</p> <p>Some course purchases will result in only one class creation in SATERN, whereas some might result in several classes within the POP. If there are several classes, then this step will repeat for each class.</p> <p>This step is SAL-related work embedded in the Onsite process.</p>

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 40 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 4 – Onsite: Onsite Training Request Process Action	Tips/Notes
<b><u>Step 12</u></b>  <b>NSSC Training Administration</b>  <b>Course POC</b>  Enroll Learners; Create Registration Reports; Monitor for Cancellation Option	NSSC Training Administration enrolls Learners, creates and delivers weekly registration status reports, and monitors vendor cancellation date.  Course POC decides to move forward or cancel the class based on enrollment numbers.  <b>Output:</b> Learners enrolled, reports delivered, class determined to proceed or not	3 business days before vendor cancellation - submit latest enrollment report requesting decision to proceed or reschedule training to avoid loss.  If the Course POC decides not to proceed with the course, the NSSC SP processes the modification to cancel and recoup funding or reschedule the course with the vendor.  Some course purchases will result in only one class creation in SATERN, whereas some might result in several classes within the POP. If there are several classes, then this step will repeat for each class.  This step is SAL-related work embedded in the Onsite process.
<b><u>Step 13</u></b>  <b>NSSC Training Administration</b>  <b>Learners</b>  Send Reminder	1 day after class enrollment ends, ServiceNow HRSD e-mail reminder notification is sent to all enrolled learners.  <b>Output:</b> Reminders sent	Some course purchases will result in only one class creation in SATERN, whereas some might result in several classes within the POP. If there are several classes, then this step will repeat for each class.



NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 41 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 4 – Onsite: Onsite Training Request Process Action	Tips/Notes
<b><u>Step 14</u></b>  <b>NSSC Training Administration</b>  Create and Send Roster	Create class roster 2 day prior to class, send to Course POC, and attach to ServiceNow HRSD case for alternate POC access.  <b>Output:</b> Roster created and sent	Attaching roster(s) to Case will allow the Course POC, Alternate POC, and Center-level Case view roles to access the roster at any time.  Some course purchases will result in only one class creation in SATERN, whereas some might result in several classes within the POP. If there are several classes, then this step will repeat for each class.  This step is SAL-related work embedded in the Onsite process.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 42 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 4 – Onsite: Onsite Training Request Process Action	Tips/Notes
<b><u>Step 15</u></b>  <b>Course POC</b>  <b>Center Training Facility</b>  <b>Learners</b>  Set-Up Classroom Logistics; Identify/Contact No-Shows; Send Roster to NSSC	Receive and print roster, ensure classroom set-up including test/troubleshoot AV, meet the instructor; open class (introduce the instructor, housekeeping, emergency exit procedure, etc.), collect sign in roster and send to NSSC.  Learners receive training.  Course POC identifies and contacts no-shows/waitlisters and returns completed roster to NSSC HR.  <b>Output:</b> Classroom set-up, training takes place, no-shows contacted, and final roster sent to NSSC	Some course purchases will result in only one class creation in SATERN, whereas some might result in several classes within the POP. If there are several classes, then this step will repeat for each class.  If the Course POC adds a waitlisted Learner, the Course POC needs to notify the NSSC to enroll the Learner in the class.
<b><u>Step 16</u></b>  <b>NSSC Training Administration</b>  <b>Learner</b>  <b>Course POC</b>  Grant Completion Credit and Send Evaluation	NSSC Training Administration grants course completion credit for Learners and deactivates class. Sends out Agency standard Post-Course Evaluation to Learner using roster data to generate distribution.  Learner completes course evaluation.  <b>Output:</b> Completion credit granted, evaluations sent	Some course purchases will result in only one class creation in SATERN, whereas some might result in several classes within the POP. If there are several classes, then this step will repeat for each class.  This step is SAL-related work embedded in the Onsite process.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 43 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

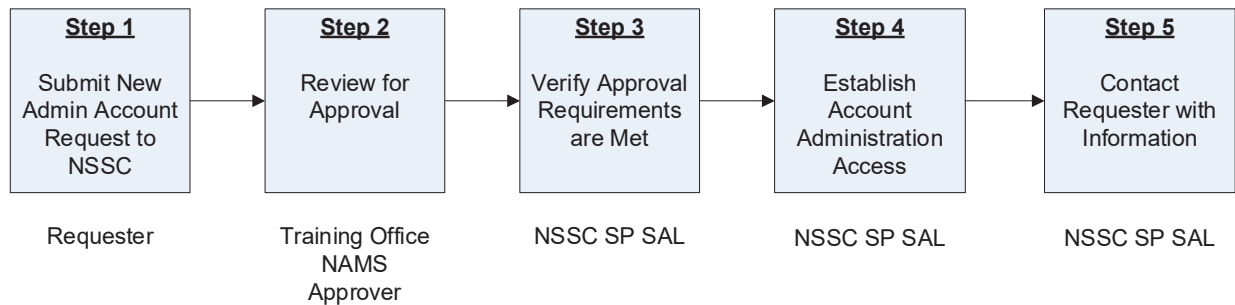
Step Roles and Responsibilities	Process 4 – Onsite: Onsite Training Request Process Action	Tips/Notes
<u><b>Step 17</b></u>  <b>NSSC Training Administration</b>  <b>Course POC</b>  <b>Vendor</b>  Receive Evaluation; Format Report; Filter Evaluations	NSSC Training Administration collects evaluation responses and formats report and review for negative/alarming responses. Sends report to Course POC if favorable. If unfavorable, sends to Center Training Office for next steps, before submitting to Vendor.  Course POC completes report review.  Vendor receives report.  <b>Output:</b> Evaluations received, report formatted, and evaluations filtered	If NSSC Training Administration receives negative/alarming responses, send report to the Course POC for review and hold invoice payment. Course POC reviews report.
<u><b>Step 18</b></u>  <b>NSSC Training Administration</b>  Process Payments	Complete reconciliation, Process invoice payment for P-Cards.  If PO, ensure Invoice Routing and Information System (IRIS) PO approval is completed by Course POC (automated in IRIS) and follow through to ensure PO closeout.  <b>Output:</b> Payments processed/PO closeout completed	Reconciliation data sent by NSSC BAD, per current processes.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 44 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 4 – Onsite: Onsite Training Request Process Action	Tips/Notes
<b><u>Step 19</u></b>  <b>NSSC SP Training Administration</b>  Validate Data	Review all information captured in the ServiceNow HRSD case to ensure it matches the information in SATERN.  <b>Output:</b> Data validated	Data validation will increase NASA's data integrity when reporting EHRI date to OPM.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 45 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

## Process 5 – SAL Support: Establish and Maintain System/Application Accounts Process



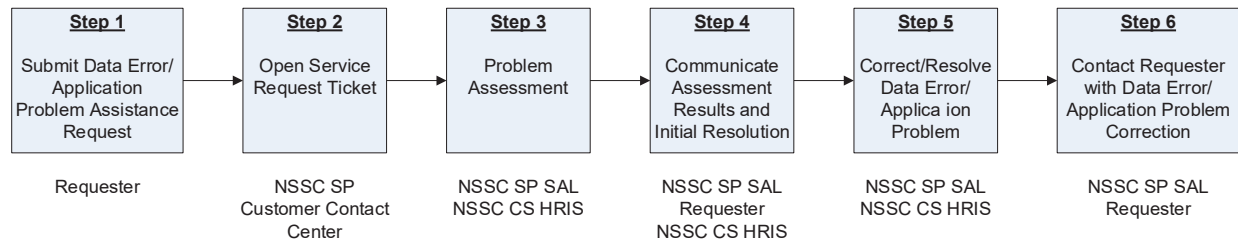
Step Roles and Responsibilities	Process 5 – SAL Support: Establish and Maintain System/Application Accounts Process Action	Tips/Notes
<b>Step 1</b>  <b>Requester</b>  Submit New Admin Account Request to NSSC	New admin account request is submitted to NSSC via a NASA Access Management System (NAMS) request.  <b>Output:</b> New admin account requested	
<b>Step 2</b>  <b>Training Office NAMS Approver</b>  Review for Approval	The Requester's Training Office NAMS Approver provides approval of the request.  <b>Output:</b> Request reviewed and approved	If the Training Office NAMS Approver does not provide approval, the request is not forwarded to the NSSC.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 46 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 5 – SAL Support: Establish and Maintain System/Application Accounts Process  Action	Tips/Notes
<u><b>Step 3</b></u>  <b>NSSC SP SAL</b>  Verify Approval Requirements are Met	Based on Requester's verified eligibility, category, and type of request, approval eligibility will be validated in accordance with pre-defined requirements.  <b>Output:</b> Approval determination completed	As needed, coordinate with NSSC CS HRIS/designee.
<u><b>Step 4</b></u>  <b>NSSC SP SAL</b>  Establish Account Administration Access	Establish admin account with appropriate roles.  <b>Output:</b> Admin account created	
<u><b>Step 5</b></u>  <b>NSSC SP SAL</b>  Contact Requester with Information	Requester will be notified via e-mail (through system-generated e-mail).  The NSSC SP handling the issue shall close the ticket when all actions are completed.  <b>Output:</b> Notification completed	Admin account deactivation will be conducted upon request.  The NSSC will provide training for newly provisioned Admins.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 47 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

## Process 6 – SAL Support: Correct/Resolve Data Errors/Application Problems Process



Step Roles and Responsibilities	Process 6 – SAL Support: Correct/Resolve Data Errors/Application Problems Process Action	Tips/Notes
<b>Step 1</b>  <b>Requester</b>  Submit Data Error/Application Problem Assistance Request	A Data Error/Application Problem Assistance Request is submitted to NSSC via Customer Contact Center (CCC).  <b>Output:</b> Data Error/Application Problem Assistance Request submitted	

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 48 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 6 – SAL Support: Correct/Resolve Data Errors/Application Problems Process Action	Tips/Notes
<u><b>Step 2</b></u>  <b>NSSC SP Customer Contact Center</b>  Open Service Request Ticket	<p>The CCC receives the request and opens a Service Request Ticket.</p> <p>All requests will be reviewed to determine applicable system, priority level, and categorization for the inquiry or problem.</p> <p>Community events/schedules may impact outage priority and required response times.</p> <p><b>Output:</b> Service Request Ticket opened</p>	<p>Typical priorities, as assigned by system, will include Low, Medium, High, and Urgent issues as identified by the System Owner.</p> <p>Categorization is used by Service Request to assign workload and allow for system-specific reporting.</p>
<u><b>Step 3</b></u>  <b>NSSC SP SAL NSSC CS HRIS</b>  Problem Assessment	<p>Isolate and identify problem, determine scope, and outline steps required to resolve issue.</p> <p>For system outages that cannot be corrected immediately, NSSC SP will notify the NSSC CS HR representative.</p> <p><b>Output:</b> Assessment determination completed</p>	<p>NSSC SP addresses functional requirements impacted by problem; NSSC Information Technology (IT) assists in technical solution identification. Estimate of scope defines existing and additional resources needed to resolve issue.</p>



NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 49 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

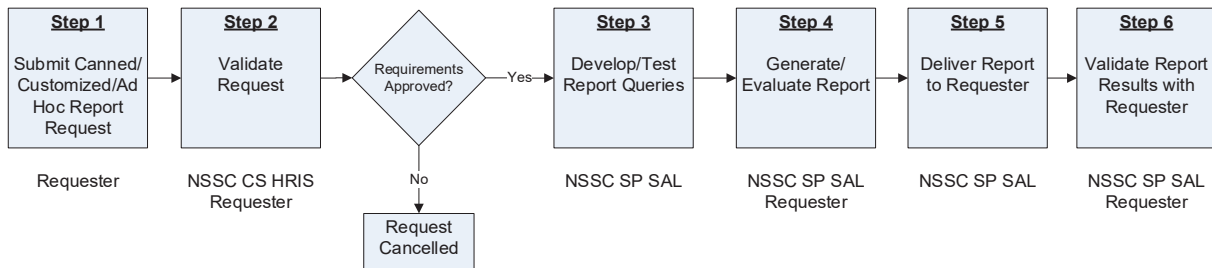
Step Roles and Responsibilities	Process 6 – SAL Support: Correct/Resolve Data Errors/Application Problems Process Action	Tips/Notes
<u><b>Step 4</b></u>  <b>NSSC SP SAL</b>  <b>Requester</b>  <b>NSSC CS HRIS</b>  Communicate Assessment Results and Initial Resolution	Contact the customer, communicate the findings, and proposed resolution.  <b>Output:</b> Error/problem assessment communicated	If the scope of work is determined to be major or if the problem cannot be resolved immediately, communicate system impact and status to NSSC CS HRIS.
<u><b>Step 5</b></u>  <b>NSSC SP SAL</b>  <b>NSSC CS HRIS</b>  Correct/Resolve Data Error/Application Problem	Execute plan of action to resolve issue.  <b>Output:</b> Data Error/Application Problem corrected	As appropriate, resolutions will be fully tested/validated by NSSC SP SAL, NSSC IT, and/or the NSSC CS HRIS prior to being placed in the production environment.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 50 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 6 – SAL Support: Correct/Resolve Data Errors/Application Problems Process Action	Tips/Notes
<u><b>Step 6</b></u>  <b>NSSC SP SAL</b>  <b>Requester</b>  Contact Requester with Data Error/Application Problem Correction	Requester will be notified of Data Error/Application Problem correction.  The NSSC SP handling the issue shall close the ticket when all actions are completed.  <b>Output:</b> User notified of Data Error/Application Problem correction	May need to notify other users and HCIE governance body depending on scope of problem and resolution.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 51 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

## Process 7 – SAL Support: Production of Canned/Customized/Ad Hoc Reports Process



Step Roles and Responsibilities	Process 7 – SAL Support: Production of Canned/Customized/Ad Hoc Reports Process Action	Tips/Notes
<b>Step 1</b>  <b>Requester</b>  Submit Canned/Customized/Ad Hoc Report Request	A Canned/Customized/Ad Hoc Report Request is submitted to NSSC via ServiceNow HRSD Service Catalog Request.  <b>Output:</b> Canned/Customized/Ad Hoc Report Service Request submitted	Submission must include definition of report and requirements.  All Canned/Customized/Ad Hoc Report Service Requests are routed to NSSC CS for approval.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 52 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 7 – SAL Support: Production of Canned/Customized/Ad Hoc Reports Process Action	Tips/Notes
<u><b>Step 2</b></u>  <b>NSSC CS HRIS</b>  <b>Requester</b>  Validate Request	NSSC CS reviews the request to determine if it is within the team's scope and is information that can be released to the requester.  <b>Output:</b> Request validated or cancelled	Verify that information requested is valid and NOT already available in an existing report.  Request information or support as needed from Requester and NSSC SP.  If the request is denied, the ticket is cancelled, and the Requester is notified of the cancellation either by NSSC CS or NSSC SP.
<u><b>Step 3</b></u>  <b>NSSC SP SAL</b>  Develop/Test Report Queries	Develop/test data queries appropriate to the system in question.  <b>Output:</b> Report queries developed	
<u><b>Step 4</b></u>  <b>NSSC SP SAL</b>  <b>Requester</b>  Generate/ Evaluate Report	Upon successful completion of all queries, run the report and validate the data with the Requester.  <b>Output:</b> Report generated/data validated	Test report with Requester to ensure report meets need and pulls correct data.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 53 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Step Roles and Responsibilities	Process 7 – SAL Support: Production of Canned/Customized/Ad Hoc Reports Process Action	Tips/Notes
<u><b>Step 5</b></u>  <b>NSSC SP SAL</b>  Deliver Report to Requester	Forward, schedule, or provide customer with report name for use and assessment.  <b>Output:</b> Report Delivered to Requester	
<u><b>Step 6</b></u>  <b>NSSC SP SAL</b>  <b>Requester</b>  Validate Report Results with Requester	Validate results of report with Requester for accuracy and customer satisfaction.  The NSSC SP handling the issue shall close the ticket when all actions are completed.  <b>Output:</b> Requester Approval	If the report is inaccurate or does not meet the Requester's expectations, the process will be restarted at Step 3.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 54 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

## Metrics

Initiating Entity	Deliverable	Receiving Entity	Performance Standard
NSSC HR	Offsite/External Training Event Registration, Procurement and Confirmation to Learner	Learner and CTO	90% of registrations and procurements shall be completed within 5 business days of final Center approval of offsite/external training request.
NSSC SP PR NSSC CS PR	Procurement of Onsite/Internal Training Purchase and Dispersing of Award Document	Center Training Office and Vendor	<p>90% of on-site/internal training actions (less than or equal to \$25,000) are awarded within 10 business days of receipt of a complete purchase request package.</p> <p>90% of on-site/internal training actions (greater than \$25,000) are awarded within 35 business days of receipt of a complete purchase request package.</p>

\*Note: New Performance Measures may be identified post transition.

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 55 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

## System Components

### Existing Systems

Existing IT System Title	IT System Description	Access Requirements	IT System Interfaces
ServiceNow HRSD	Workload Management System	User and User Support	ServiceNow HRSD
SATERN	Course Creation, Delivery, and Administration	User and User Support	SATERN

### New Systems

New IT System Title	IT System Description	Access Requirements	IT System Interfaces
N/A			

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
		Page 56 of 64
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

---

## Customer Contact Center Strategy

---

The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu position, routing, and escalation of inquiries for this activity. NSSDG-1200-0001, NSSC Customer Contact Center Service Delivery Guide, is located at:  
[https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=1926925&rev=\\$latest](https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=1926925&rev=$latest).



NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 57 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

## Appendix A – Acronym List

Acronym	Meaning
AV	Audio/Visual
BAD	Budget and Accounting Division
CCC	Customer Contact Center
CLO	Center Learning Officer
CS	Civil Servant
CSA	Continuing Service Agreement
EHRI	Enterprise Human Resources Integration
FM	Financial Management
HCIE	Human Capital Information Environment
HR	Human Resources
HRIS	Human Resources Information Systems
IPP	Invoice Processing Platform
IRIS	Invoice Routing and Information System
IT	Information Technology
LMS	Learning Management System
MRI	Master Records Index
NAMS	NASA Access Management System
NASA	National Aeronautics and Space Administration
NPR	NASA Procedural Requirements

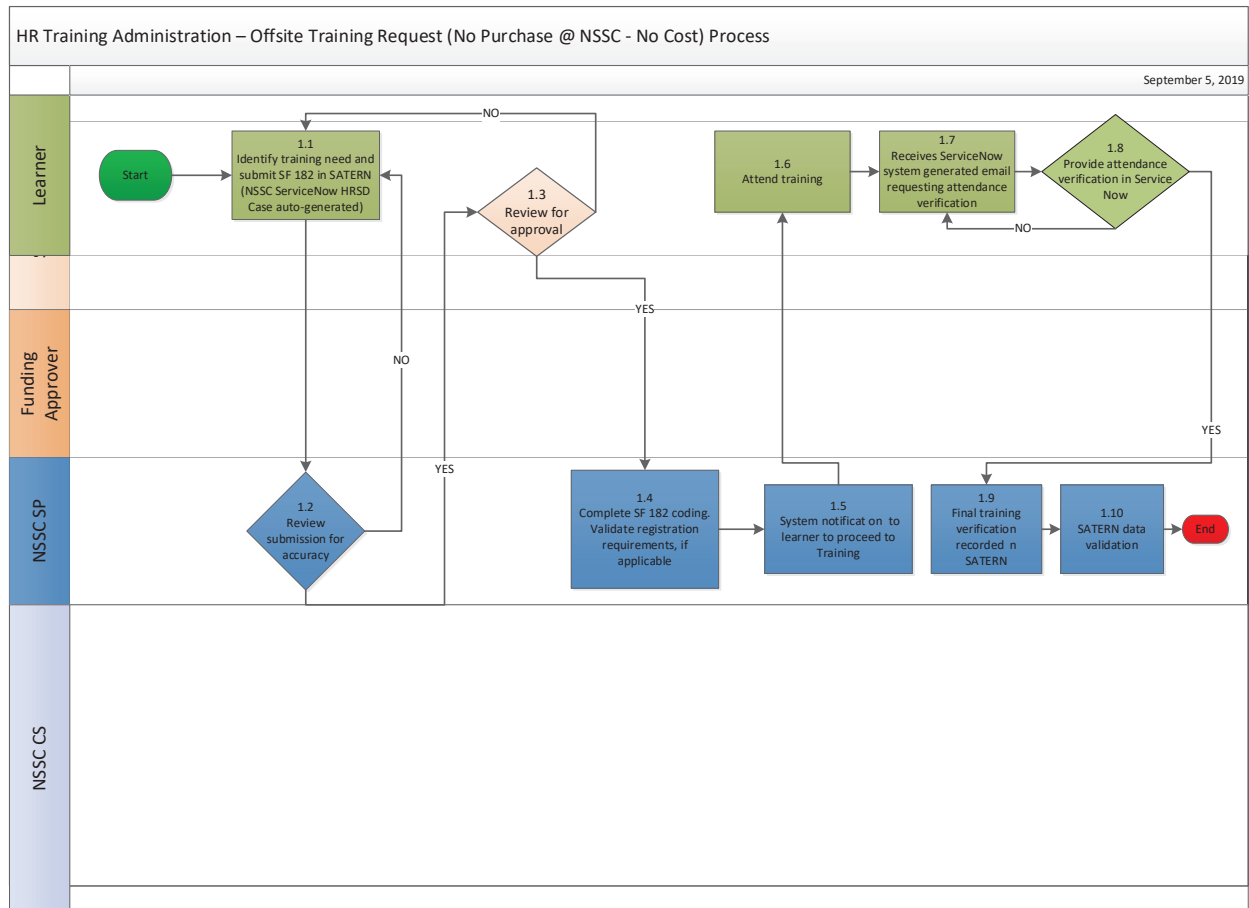
NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 58 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

Acronym	Meaning
NSSC	NASA Shared Services Center
OF	Optional Form
P-Card	Purchase Card
PO	Purchase Order
POC	Point of Contact
PPS	Procurement for Public Sector
RFI	Request For Information
SAL	SATERN Administration Lead
SAT	Simplified Acquisition Threshold
SATERN	System for Administration, Training, and Educational Resources for NASA
SBU	Sensitive But Unclassified
SDG	Service Delivery Guide
SF	Standard Form
SP	Service Provider

NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 59 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

## Appendix B – Work Process Flow Diagrams

### B.1 Offsite Training Work Process Flow Diagrams

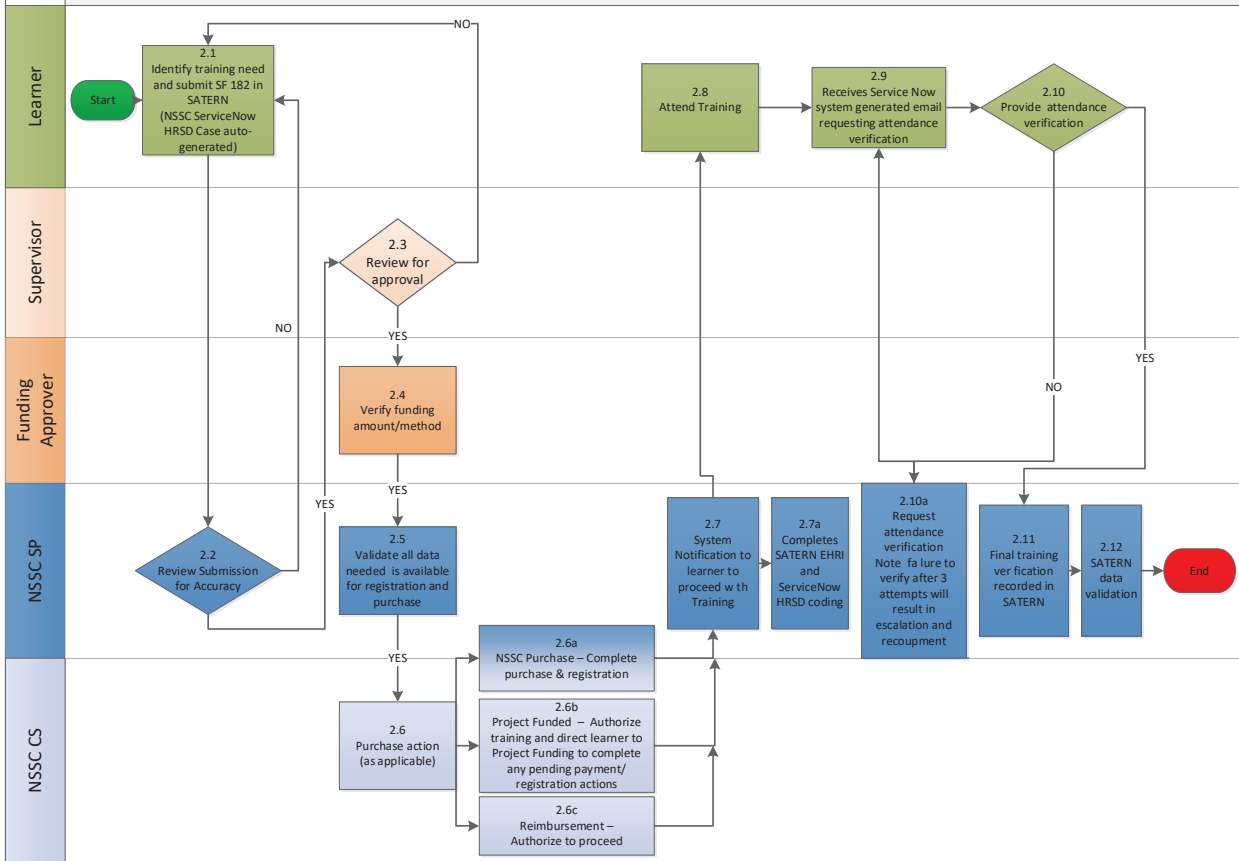


Responsible Office: Human Resources Services Division

SUBJECT: Training Administration

HR Training Administration – Offsite Training Request (Non-Academic Purchase – Purchase @ NSSC, Project Funded, or Reimbursement) Process

September 5, 2019

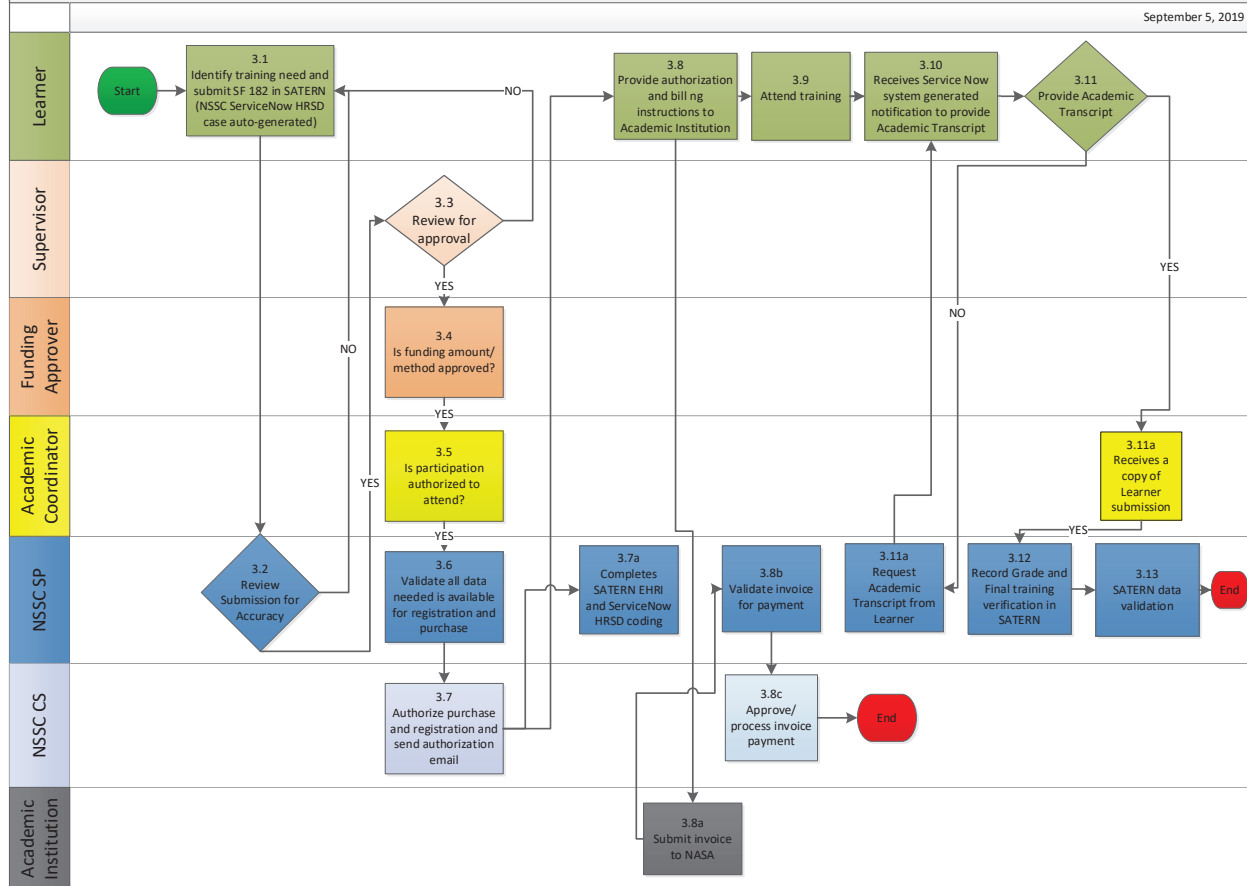


Responsible Office: Human Resources Services Division

SUBJECT: Training Administration

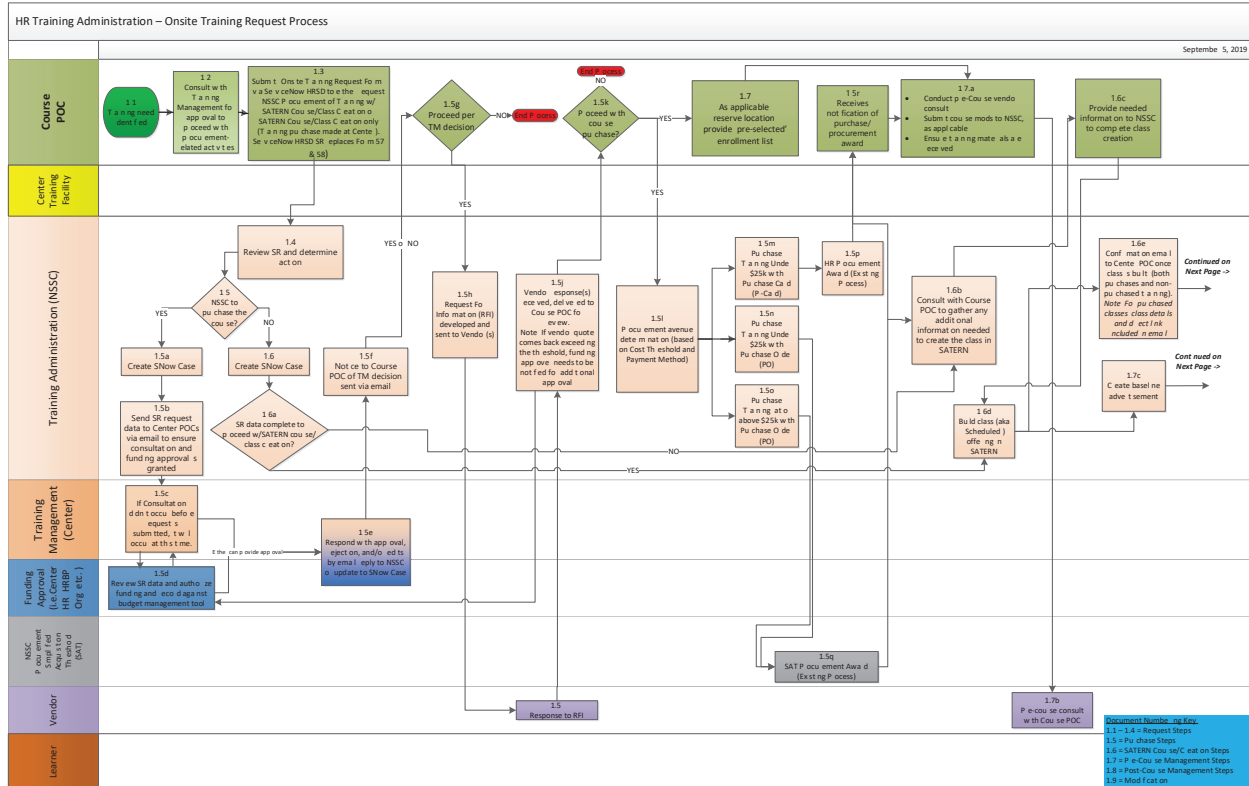
HR Training Administration – Offsite Training Request (Academic Purchase @ NSSC) Process

September 5, 2019

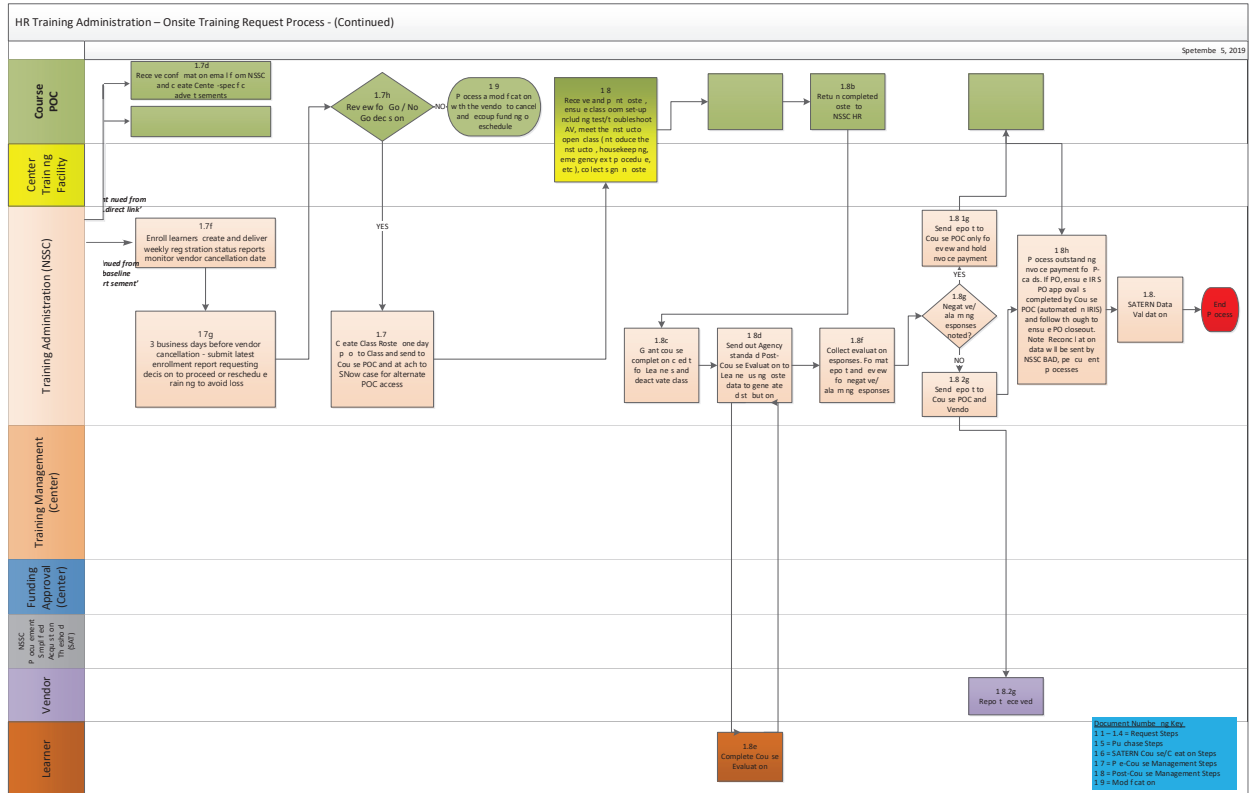


NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date: July 12, 2021	
	Expiration Date: July 12, 2024	
	Page 62 of 64	
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

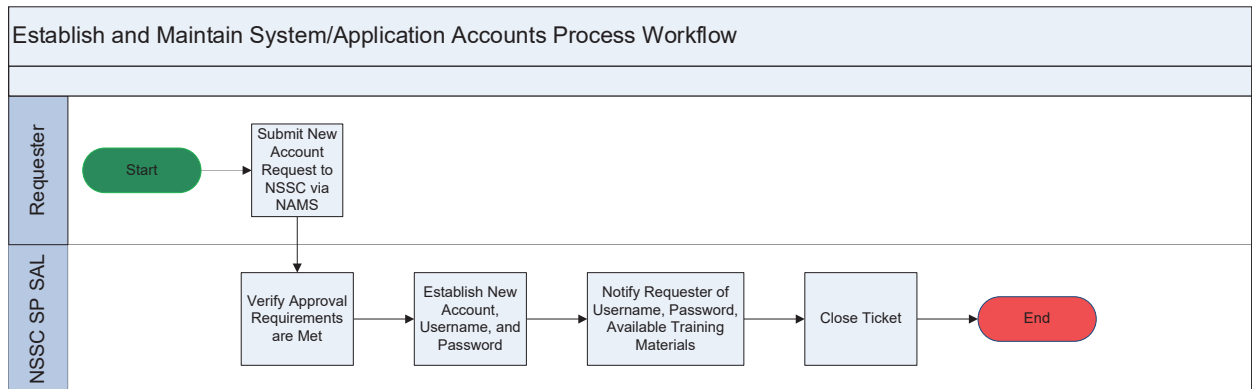
## B.2 Onsite Training Work Process Flow Diagrams



NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Responsible Office: Human Resources Services Division		Page 63 of 64
SUBJECT: Training Administration		



## B.3 SAL Support Work Process Flow Diagrams



NSSC Service Delivery Guide	NSSDG-3000-0006	Revision 2.0
	Number	
	Effective Date:	July 12, 2021
	Expiration Date:	July 12, 2024
Page 64 of 64		
Responsible Office: Human Resources Services Division		
SUBJECT: Training Administration		

