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Space Administration

NASA Shared Services Center

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NASA Shared Services Center Service Delivery Guide

NSSDG-3400-0003 Revision 2.0

Effective Date: **October 10, 2018**

Expiration Date: **October 10, 2021**

Online Training Support Management

Responsible Office: Human Resources Services Division

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Document History Log

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	June 25, 2014	Basic Release
Revision	2.0	October 10, 2018	<ul style="list-style-type: none"> Updated document to the new template. Updated Document History Log format, including the date style in the Effective Date column. Fixed minor punctuation, style, and grammar throughout. Updated Staging environment to Test environment throughout. Updated navigation information for locating the SATERN Rules and Process Guide for Administrators. Updated 2.0, Purpose. Updated 6.0, Cancellation/Supersession of Previous Documents. Updated all flowcharts to reflect process updates. Updated and clarified content of all Processes. Updated Metrics section. Updated System Components section. Updated Customer Contact Center Strategy. Moved Appendix B, Acronym List, to Appendix A, and updated.

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Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
			<ul style="list-style-type: none"> Moved Appendix A, Online Training Services Request Form, to Appendix C, Online Training Support Request Forms. Deleted graphic showing old request form and updated hyperlinks to new catalog requests forms. Added Appendix B, Work Process Flow Diagrams, and cross functional flowcharts.

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Overview

1.0 Background

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) supports the Agency with Online training course content conversion, testing, development and uploads to the Agency Learning Management System (LMS), currently the System for Administration, Training, and Educational Resources for NASA (SATERN).

Online training course content is any Web-enabled training course content available to NASA users. The course content can be standardized Agency-wide training or Discipline or Center-specific training. Skillsoft and Books 24/7 are not covered within this Service Delivery Guide (SDG) as they fall under standard SATERN Administration support via the NSSC Customer Contact Center (CCC) help desk (e-mail: nssc-contactcenter@nasa.gov or call: 1-877-677-2123).

Cost estimates for new course loads and content updates will be based upon an initial estimate of the work to be provided (to include compliance and operational testing). The receipt date of funding approval sets the precedence for priority work except Mandated Agency-wide training, which takes the highest priority. Online Content Management supports the development, testing, and deployment of online training content in the SATERN environment. Testing includes validation of Sharable Content Object Reference Model (SCORM)/Aviation Industry CBT [Computer-Based Training] Committee (AICC) conformance, Section 508 compliance, and SATERN-supported desktop/browser configurations for all supported processes falling under the Online Content Management. Appendix C, Online Training Support Request Forms, includes links to the Online Training Services Request forms.

2.0 Purpose

NSSC provides the single conduit for adding and updating online training within the Agency LMS. This SDG provides roles and responsibilities as they pertain to Online Content Management (OLCM) support processes.

3.0 Applicability/Scope

Services and processes provided include: content conversion; updates for new and existing online courses; requester-provided content for upload; course catalog maintenance; deactivations; course customer support; and operational troubleshooting as part of the basic LMS Administration under Employee Development and Training.

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NASA Center Training Offices (CTOs), Disciplines, content owners, SATERN Administrative Leads (SALs), NSSC Human Resources (HR) Civil Servant (CS) and Service Provider (SP) personnel, and Office of Human Capital Management (OHCM) are governed by this document.

4.0 Privacy Information

All participants involved must ensure protection of all data covered by the Privacy Act.

5.0 Records

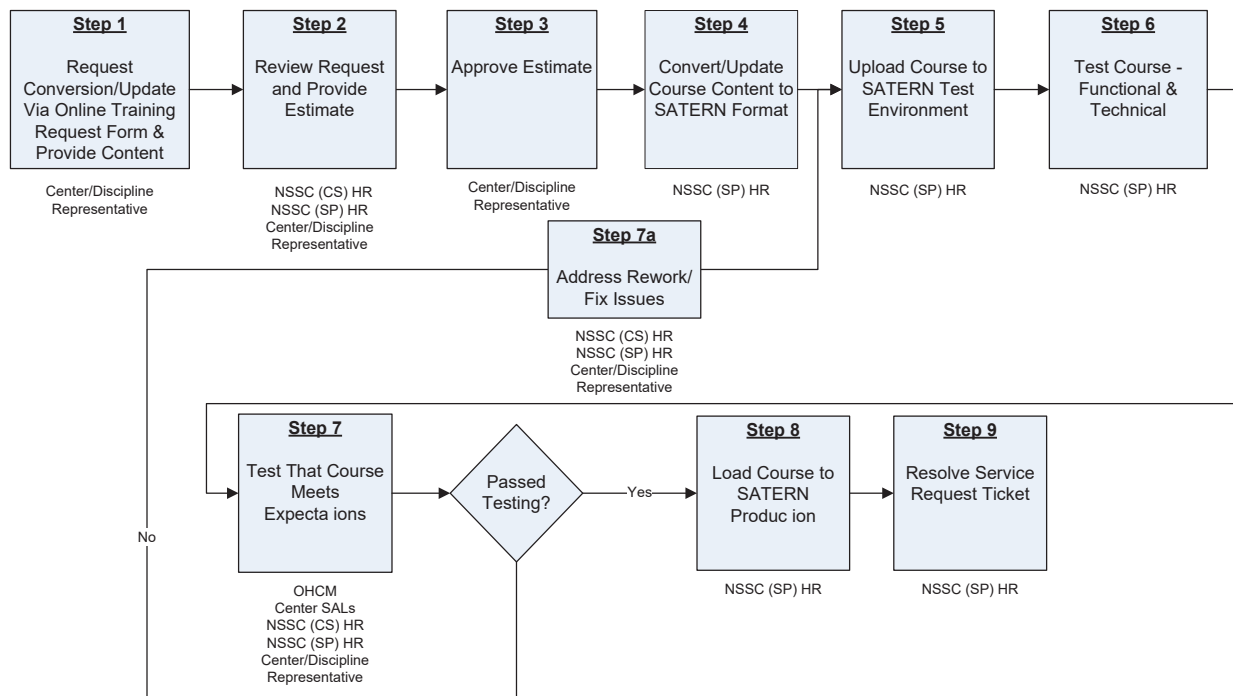
Online Course Management content utilized in the support of this service contains some official records. Systems containing official records have been added to the Master Records Index (MRI) for online content training based upon the ownership of these records.

6.0 Cancellation/Supersession of Previous Documents

This document supersedes NSSDG-3400-0003, NSSC Online Training Support Management Service Delivery Guide, Revision 1.0.

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Process 1 – Content Conversion and Update for New and Existing Online Courses



Step Roles and Responsibilities	Content Conversion and Update for New and Existing Online Courses Action	Tips/Notes
Step 1 Center/ Discipline Representative Request Conversion/ Update Via Online Training Request	Customer requests the conversion/update and upload of non-SATERN related course material to SATERN by filling out the applicable HR Online Training Support Requests form (provides pertinent course information and follows instructions on the	The forms are located in the NSSC Service Catalog, on the Online Training Support Requests page The Center Training Officer or SAL submits the HR Online Training Support Request(s). The NSSC work tracking system routes the request to the NSSC (CS) SATERN Online Content Team for vetting and approval of work.

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Step Roles and Responsibilities	Content Conversion and Update for New and Existing Online Courses Action	Tips/Notes
Form & Provide Content	form to submit course content to NSSC). Output: Completed initial request	
<u>Step 2</u> NSSC (CS) HR NSSC (SP) HR Center/ Discipline Representative Review Request and Provide Estimate	In coordination with the requester, NSSC (CS) HR and NSSC (SP) HR review the request and additional course materials. <ul style="list-style-type: none"> NSSC (CS) HR determines whether the request was submitted via the appropriate authority (CTO/Discipline). If not, NSSC (CS) HR must validate the request prior to sending the request to NSSC (SP) HR for creation of the estimate. NSSC (SP) HR creates an estimate for work requested. Output: Completed work estimate	NSSC (SP) HR will communicate with the requester during this step to gather additional details on the course complexity and features. The receipt date of funding approval sets the precedence for priority work except Mandated Agency-wide training, which takes the highest priority.

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Step Roles and Responsibilities	Content Conversion and Update for New and Existing Online Courses Action	Tips/Notes
<u>Step 3</u> Center/ Discipline Representative Approve Estimate	Requester provides estimate approval. The requester is responsible for any licensing or copyright issues associated with requester-provided training content. Funding approvals must be submitted to NSSC (CS) HR prior to work being initiated. Output: Estimate approval, funding, and content files	All SATERN-required course coding (e.g., Enterprise Human Resources Information (EHRI)) will be provided by the requester. The codes can be found in the SATERN Rules and Process Guide for Administrators. To locate the course coding: <ul style="list-style-type: none"> • Go to https://satern.nasa.gov/. • Click the SATERN Guides for Administrators link. • Under the SATERN Guides for Administrators heading, click the SATERN Business Rules link. • Go to Appendix C, Acceptable Codes for Custom Fields.
<u>Step 4</u> NSSC (SP) HR Convert/Update Course Content to SATERN Format	NSSC (SP) converts the requester-provided training content into a Web-based format that is SCORM/AICC and 508 compliant in accordance with SATERN configuration requirements as identified on the NASA Online Training Content Specifications for Vendors page . Output: Draft course content	

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Step Roles and Responsibilities	Content Conversion and Update for New and Existing Online Courses Action	Tips/Notes
<u>Step 5</u> NSSC (SP) HR Upload Course to SATERN Test Environment	NSSC uploads the course content to the LMS content server and creates the item in the Test environment. Output: Course ready for testing in Test environment	
<u>Step 6</u> NSSC (SP) HR Test Course— Functional & Technical	NSSC tests course for SCORM/AICC and Section 508 compliance as well as proper functionality with NASA standard desktop/mobile testing configurations. NSSC provides the course item information to the requester for review. Output: Completed course ready for requester review	In the event that testing is unsuccessful, NSSC (SP) HR will go back to conversion/update activity in Step 4.

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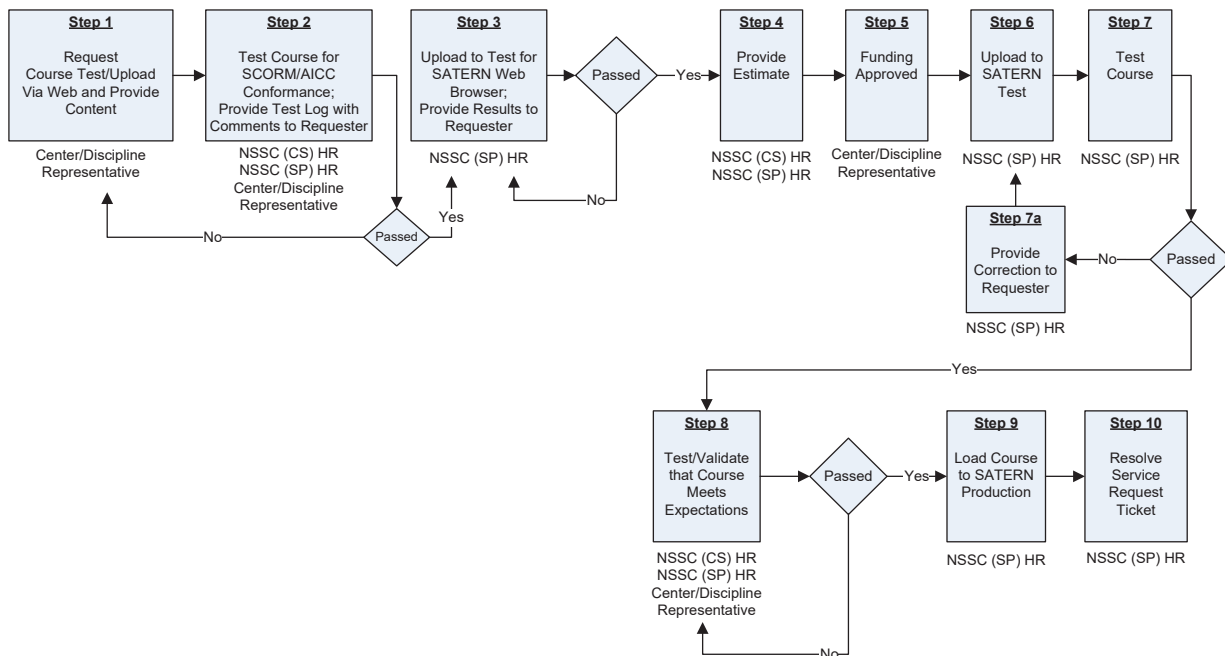
Step Roles and Responsibilities	Content Conversion and Update for New and Existing Online Courses Action	Tips/Notes
<u>Step 7</u> OHCM Center SALs NSSC (CS) HR NSSC (SP) HR Center/ Discipline Representative Test That Course Meets Expectations	Requester and NSSC (CS) HR test and validate the course in the Test environment. Output: Accepted course ready for upload to Production environment	For Agency-Mandated training, the following roles conduct this test: <ul style="list-style-type: none"> • OHCM • Center SALs • Discipline Representative • NSSC (CS) HR • NSSC (SP) HR For all other training, the following roles conduct this test: <ul style="list-style-type: none"> • NSSC (CS) HR • Center/Discipline Representative In the event that the course does not meet requester expectations, course NSSC (SP) HR will revert to Step 7a. Process Exception: If this is an Agency-Mandated training , the NSSC (SP) HR will: <ul style="list-style-type: none"> • Conduct User Acceptance Testing (UAT). • Hold Course Readiness Review (CRR).

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Step Roles and Responsibilities	Content Conversion and Update for New and Existing Online Courses Action	Tips/Notes
<u>Step 7a</u> NSSC (CS) HR NSSC (SP) HR Center/Discipline Representative Address Rework/Fix Issues	NSSC (CS) HR, NSSC (SP) HR, and requester test and validate the course in the Test environment. Output: Accepted course ready for upload to Production environment	Any issues noted in the content are brought to the attention of the Center/Discipline representative, and corrected by the NSSC (SP) HR with their approval. If the course does not pass testing, return to Step 5, Upload Course to SATERN Test Environment.
<u>Step 8</u> NSSC (SP) HR Load Course to SATERN Production	NSSC (SP) HR creates the item in the Production environment, validates access, and confirms access with requester. Output: Course accessible in Production	
<u>Step 9</u> NSSC (SP) HR Resolve Service Request Ticket	NSSC (SP) completes documentation for work history log and resolves the Service Request Ticket. Output: Completed request	

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Process 2 – Requester-Provided Course Content for Upload



Step Roles and Responsibilities	Requester-Provided Course Content for Upload Action	Tips/Notes
Step 1 Center/ Discipline Representative Request Course Test/Upload Via Web and Provide Content	Customer requests the upload of a new SATERN-compliant course to SATERN by filling out an Online Training Support Requests (providing pertinent course information). This form must be filled out by the CTO/Discipline. All other submittals must get prior approval from the CTO for submission. The requester is responsible for any licensing or copyright issues associated with	The form is located in the NSSC Service Catalog, Online Training Support Requests .

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Step Roles and Responsibilities	Requester-Provided Course Content for Upload Action	Tips/Notes
	requester-provided training courses. Output: Completed initial request	
<u>Step 2</u> NSSC (CS) HR NSSC (SP) HR Center/ Discipline Representative Test Course for SCORM/AICC Conformance; Provide Test Log with Comments to Requester	Run Advanced Distributed Learning (ADL) SCORM conformance test suite as applicable. Verify content meets SCORM/AICC requirements. E-mail copy of test log to requester with comments. Output: SCORM/AICC content ready for Web browser testing	NSSC (SP) HR will communicate with the requester during this step to gather additional details as needed. If the course does not pass testing, the reasons are noted and communicated to the Center/Discipline Representative. Vendor is responsible for fixing the course, and will need test log to fix problems.
<u>Step 3</u> NSSC (SP) HR Upload to Test for SATERN Web Browser; Provide Results to Requester	Upload SATERN-compatible course content to Test environment for SATERN Web browser. Provide results to requester. Output: Content uploaded and results provided	

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Step Roles and Responsibilities	Requester-Provided Course Content for Upload Action	Tips/Notes
<u>Step 4</u> NSSC (CS) HR NSSC (SP) HR Provide Estimate	NSSC provides estimate to requester for review and funding approval. Output: Completed estimate	
<u>Step 5</u> Center/ Discipline Representative Funding Approved	Provide funding approval for estimate. Output: Funding approval for estimate	All SATERN-required course coding (e.g., EHRI) will be provided by the requester. The codes can be found in the SATERN Rules and Process Guide for Administrators. To locate the course coding: <ul style="list-style-type: none"> • Go to https://satern.nasa.gov/. • Click the SATERN Guides for Administrators link. • Under the SATERN Guides for Administrators heading, click the SATERN Business Rules link. • Go to Appendix C, Acceptable Codes for Custom Fields.
<u>Step 6</u> NSSC (SP) HR Upload to SATERN Test	NSSC will upload course to SATERN Test environment for functional and 508 compliance testing. Output: Course uploaded	

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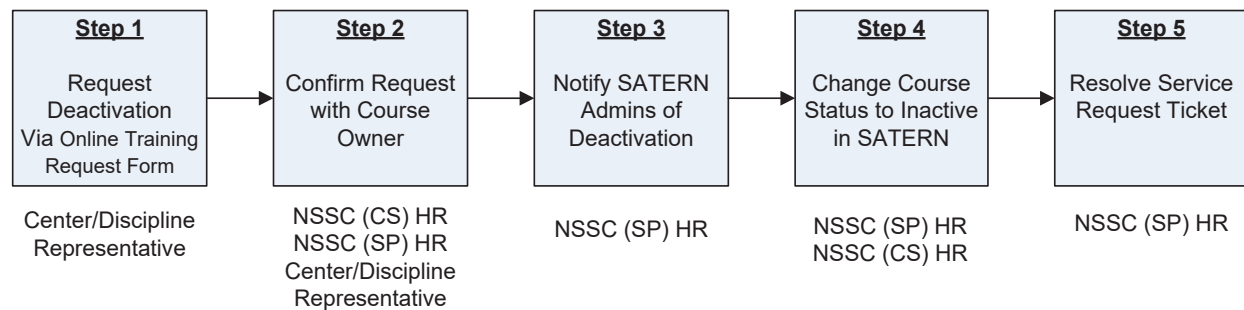
Step Roles and Responsibilities	Requester-Provided Course Content for Upload Action	Tips/Notes
<u>Step 7</u> NSSC (SP) HR Test Course	<p>NSSC tests course for Section 508 compliance as well as proper functionality with NASA standard desktop configurations.</p> <p>In the event that testing is unsuccessful, NSSC (SP) HR will return course to the requester and identify issues requiring correction. (The Service Request Ticket will be placed in pending awaiting re-submission.)</p> <p>Output: Completely tested course ready for requester review in the SATERN Test environment</p>	<p>In the event that the requester wants NSSC to perform modifications to repair defects, the ticket will need to be changed to a conversion process, and a new estimate will have to be provided and funded.</p> <p>If the course fails testing, proceed to Step 7a, Provide Correction to Requester. If course passes testing, skip to Step 8, Test/Validate that Course Meets Expectations.</p>
<u>Step 7a</u> NSSC (SP) HR Provide Correction to Requester	<p>NSSC will provide a list of Section 508 and functional discrepancies for correction.</p> <p>Output: List of course discrepancies</p>	<p>If requester provides corrected course, return to Step 6, Upload to SATERN Test. If requester does not provide corrected course, the request is placed in pending until a corrected course is provided or the ticket is closed with the approval of the Center/Discipline Representative.</p>

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Step Roles and Responsibilities	Requester-Provided Course Content for Upload Action	Tips/Notes
<u>Step 8</u> NSSC (CS) HR NSSC (SP) HR Center/ Discipline Representative Test/Validate that Course Meets Expectations	<p>NSSC (CS) HR, NSSC (SP) HR, and requester test and validate the course in the Test environment. For Agency-wide required training, the NSSC CCC will participate in testing and validation process.</p> <p>In the event that testing is unsuccessful, NSSC (SP) HR will return course to the requester and identify issues requiring correction. (Service Request Ticket will be placed in pending, awaiting re-submission.)</p> <p>Output: Accepted course ready for upload to Production environment</p>	<p>In the event that the requester wants NSSC to perform modifications to repair defects, the Service Request Ticket will need to be changed to a conversion process and a new estimate will have to be provided and funded. If it doesn't pass testing, the request is placed in pending until a correction is provided or the ticket is closed with the approval of the Center/Discipline Representative.</p>
<u>Step 9</u> NSSC (SP) HR Load Course to SATERN Production	<p>NSSC creates the item in the Production environment, validates access, and confirms access with requester.</p> <p>Output: Course accessible in Production</p>	
<u>Step 10</u> NSSC (SP) HR Resolve Service Request Ticket	<p>NSSC completes documentation for work history log and resolves the Service Request Ticket.</p> <p>Output: Completed request</p>	

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Process 3 – Deactivate Posted Course Content



Step Roles and Responsibilities	Deactivate Posted Course Content Action	Tips/Notes
Step 1 Center/ Discipline Representative Request Deactivation Via Online Training Request Form	Customer requests the deactivation of an existing SATERN course by filling out the Online Training Course Deactivation Request (providing pertinent course information such as SATERN Item Identification (ID) and course title). This form must be filled out by the CTO/Discipline. All other submittals must receive prior approval from the CTO for submission. Output: Completed initial request	The form is located in the NSSC Service Catalog, on the HR Online Training Support Requests page. Electronic submission of request automatically creates Service Request Ticket in NSSC work tracking system.

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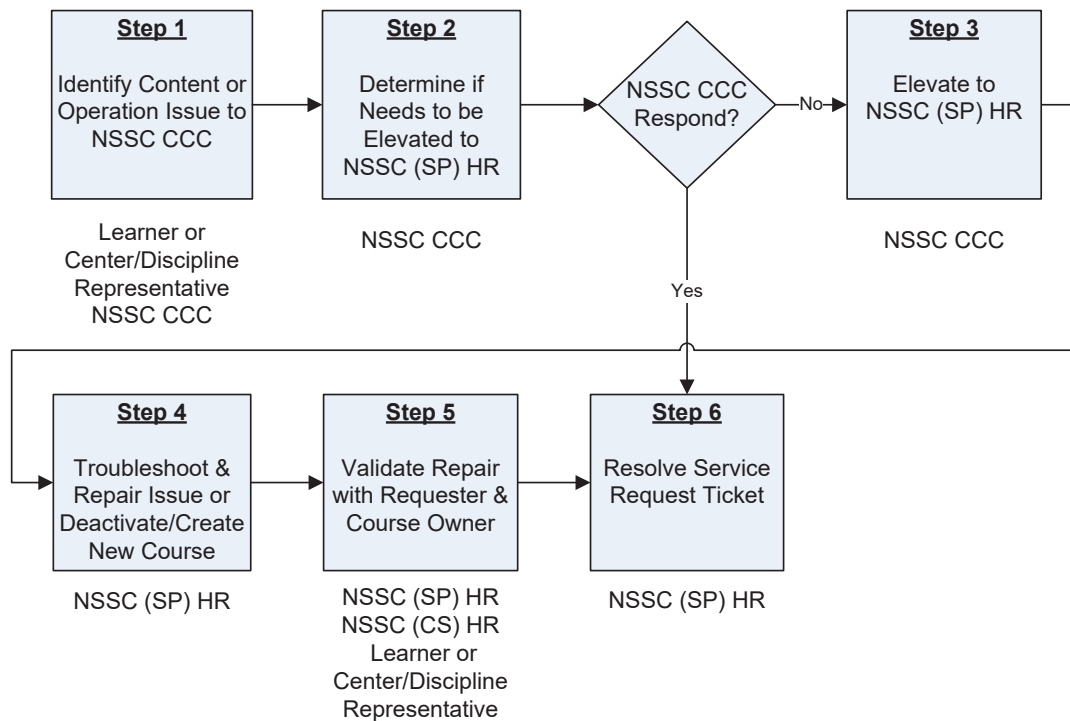
Step Roles and Responsibilities	Deactivate Posted Course Content Action	Tips/Notes
<u>Step 2</u> NSSC (CS) HR NSSC (SP) HR Center/ Discipline Representative Confirm Request with Course Owner	NSSC validates request with documented course owner (as identified in SATERN). Output: Confirmation of request	
<u>Step 3</u> NSSC (SP) HR Notify SATERN Admins of Deactivation	NSSC (SP) HR will send a message to the SATERN Admins to inform them of anticipated deactivation. Output: Deactivation e-mail message sent	SATERN rules require a 3-business day delay prior to going on to Step 4. This allows Center Admins to remove the course from applicable learning plans and/or curricula. Depending upon the number of personnel with the course on their learning plans, NSSC in coordination with the owner may put instructional content in place of the old course to explain required changes to learning plans.

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Step Roles and Responsibilities	Deactivate Posted Course Content Action	Tips/Notes
<u>Step 4</u> NSSC (SP) HR NSSC (CS) HR Change Course Status to Inactive in SATERN	NSSC (SP) HR changes status of course to inactive in SATERN and confirms with course owner. NSSC (CS) HR validates course is inactive. Output: Confirmation of course deactivation	
<u>Step 5</u> NSSC (SP) HR Resolve Service Request Ticket	NSSC (SP) HR completes documentation for work history log and resolves the Service Request Ticket. Output: Completed request	

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Process 4 – Troubleshoot Course Content/Operation



Step Roles and Responsibilities	Troubleshoot Course Content/Operation Action	Tips/Notes
Step 1 Learner or Center/Discipline Representative NSSC CCC Identify Content or Operation Issue to NSSC CCC	The customer calls or e-mails the NSSC CCC when experiencing an issue with Online course content or operations. The NSSC CCC creates a help desk ticket and gathers/documents details on the issue. Output: Help desk ticket that details issue with Online course	

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Step Roles and Responsibilities	Troubleshoot Course Content/Operation Action	Tips/Notes
<u>Step 2</u> NSSC CCC Determine if Needs to be Elevated to NSSC (SP) HR	<p>The NSSC CCC specialist will compare the issue reported with information available in the knowledge database to determine if an explanation or process recovery has already been identified.</p> <p>If NSSC CCC can respond, skip to Step 6. If NSSC CCC cannot respond, proceed to Step 3.</p> <p>Output: Determination if the issue can be resolved by the NSSC CCC</p>	<p>NSSC (CS) HR and NSSC (SP) HR must keep the NSSC CCC apprised of any existing issues with online courses so that NSSC CCC staff can respond to any additional calls on the items already being troubleshoot.</p> <p>Examples of NSSC CCC-resolved issues include desktop configuration and course-specific process requirements (such as inability to skip to test). The majority of course operation calls will be elevated to Level 2.</p>
<u>Step 3</u> NSSC CCC Elevate to NSSC (SP) HR	<p>Based upon the initial discovery, the NSSC CCC will elevate the ticket to NSSC (SP) HR for new, unresolved issues.</p> <p>Output: Ticket elevated to NSSC (SP)</p>	

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Step Roles and Responsibilities	Troubleshoot Course Content/Operation Action	Tips/Notes
<u>Step 4</u> NSSC (SP) HR Troubleshoot & Repair Issue or Deactivate/Create New Course	NSSC (SP) HR will troubleshoot the issue with the requester, course owner, and/or LMS hosting provider to resolve any content or operational issue with the online course. If course cannot be repaired, deactivate/create new course. A “course under repair” notice should be placed in SATERN for courses out of service. Output: Resolution/repair of issue	NSSC (SP) HR should also notify the course owner of course problems at this point. NSSC (CS) HR creates a tracker ticket for the LMS hosting provider to work issue/repair.
<u>Step 5</u> NSSC (SP) HR NSSC (CS) HR Learner or Center/Discipline Representative Validate Repair with Requester & Course Owner	NSSC (SP) HR will validate resolution of the repair with the requester in either Test or Production environments as determined by the repair action and the requester access. NSSC (SP) HR will also ensure that the Course Owner and NSSC (CS) HR are involved in the validation of the repair. Output: Validation of repair	

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Step Roles and Responsibilities	Troubleshoot Course Content/Operation Action	Tips/Notes
<u>Step 6</u> NSSC (SP) HR Resolve Service Request Ticket	NSSC (SP) HR completes documentation for work history log and resolves the Service Request Ticket. Output: Completed request	

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Metrics

Initiating Entity	Deliverable	Receiving Entity	Performance Standard
Requesting Center/Discipline Representative	Existing updated course	Customer who submitted request	(J3 3.2.12) 90% of course updates shall be completed accurately within 5 business days of receipt based on first-funded, first-worked, with the exception of Agency-wide Mandated training.

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System Components

Existing Systems

Existing IT System Title	IT System Description	Access Requirements	IT System Interfaces
SATERN	NASA's LMS	Access to all environments, domains, and catalogs. Also require access to SATERN Test server for posting of new courses	
PC Test Platform	Test course operation in two browser environments	Limited access to Online course team and Information Technology (IT)	None
Macintosh (MAC) Test Platform	Test course operation in two browser environments	Limited access to Online course team and IT	None
Secure File Server	Transfer mechanism for training content	Limited access to Online course team and IT	SATERN
Trivantis Lectora	HTML-based authoring/conversion tool	Desktop tool	None
Adobe Captivate	Shockwave Flash (SWF)-based authoring/conversion tool	Desktop tool	None

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Existing IT System Title	IT System Description	Access Requirements	IT System Interfaces
Advanced Distributed Learning Test Suite	Testing tool for SCORM compliance	Desktop tool	None
Freedom Scientific Job Access With Speech (JAWS) software	Testing tool for screen reader functionality	Desktop tool	None
Section 508 Web accessibility checker	Checks Section 508 compliance of courses	Desktop tool	None
Apple iPad/iPhone	Test course operation for IOS platform	iPad/iPhone	Safari
IT Service Manager (ServiceNow)	Supports NSSC internal activities, metrics, etc.		TechDoc
TechDoc Management System	System creates electronic files from faxes, e-mails, or hard copies		IT Service Manager

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New Systems

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

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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).

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Appendix A – Acronym List

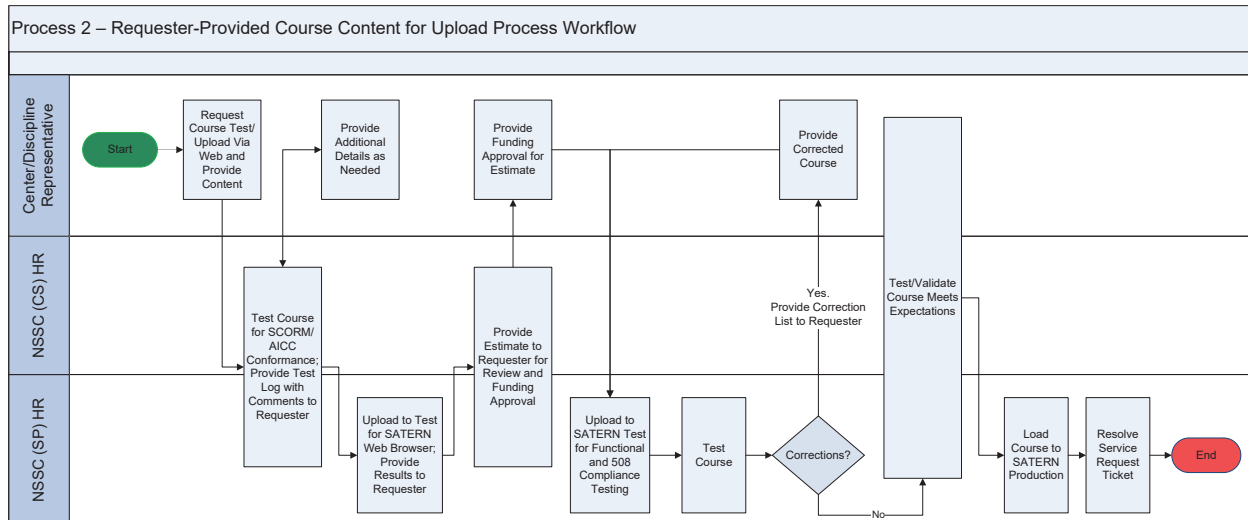
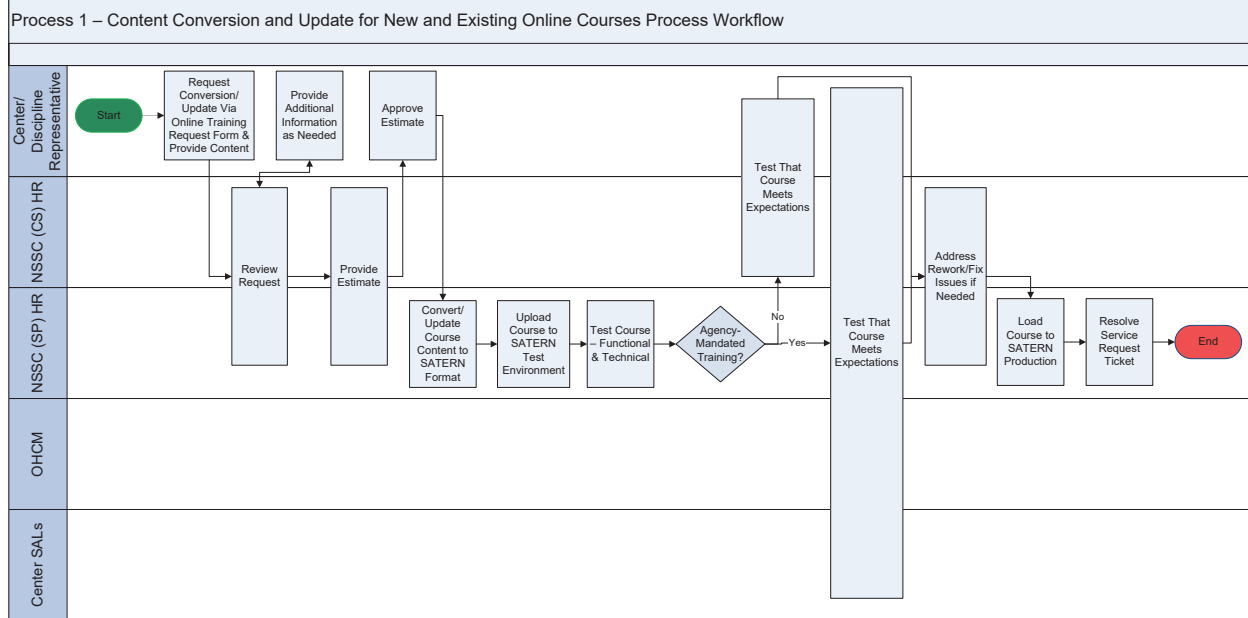
Acronym	Meaning
ADL	Advanced Distributed Learning
AICC	Aviation Industry CBT [Computer-Based Training] Committee
CCC	Customer Contact Center
CRR	Course Readiness Review
CS	Civil Servant
CTO	Center Training Office
EHRI	Enterprise Human Resources Information
FPPS	Federal Personnel/Payroll System
HR	Human Resources
ID	Identification
IT	Information Technology
JAWS	Job Access With Speech
LMS	Learning Management System
MAC	Macintosh
MRI	Master Records Index
NASA	National Aeronautics and Space Administration
NSSC	NASA Shared Services Center
OHCM	Office of Human Capital Management
OLCM	Online Content Management

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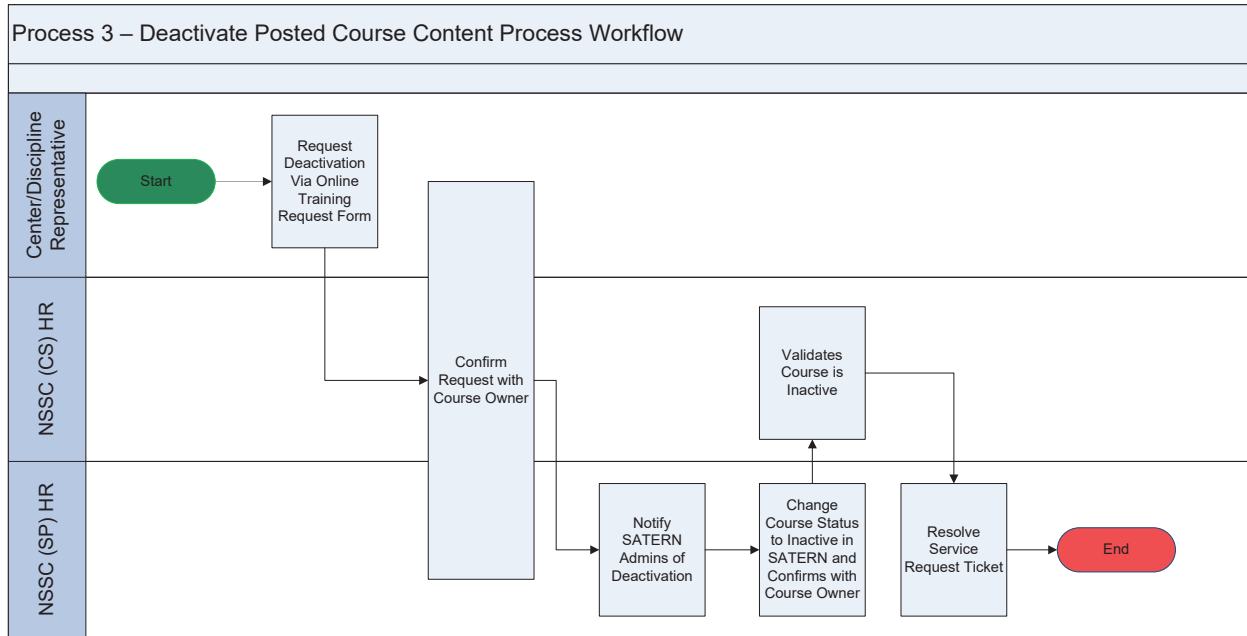
Acronym	Meaning
SAL	SATERN Administrative Lead
SATERN	System for Administration, Training, and Educational Resources for NASA
SCORM	Sharable Content Object Reference Model
SDG	Service Delivery Guide
SP	Service Provider
SWF	Shockwave Flash
UAT	User Acceptance Testing
WebTADS	Web-based Time and Attendance Distribution System

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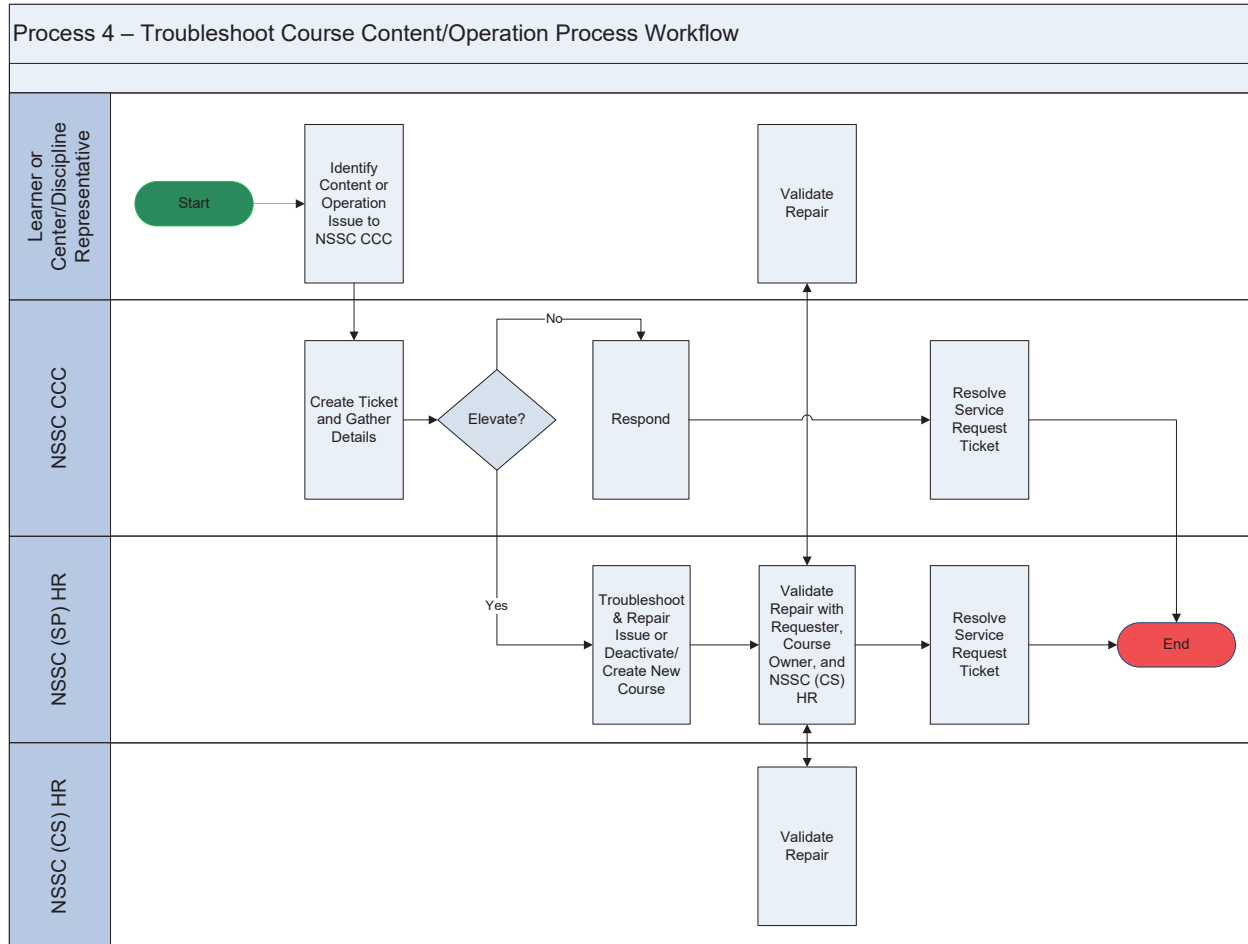
Appendix B – Work Process Flow Diagrams



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Appendix C – Online Training Support Request Forms

The applicable support request forms are located in the NSSC Service Catalog, on the [HR Online Training Support Requests](#) page. The following **Online Training Support Requests** should be used to submit a request for online course work:

- Online Training Course Content **Conversion** Request
- Online Training Course Content **Update** Request
- Online Training Course Content **Upload and Test** Request
- Online Training **Document Upload** Request
- Online Training **Course Deactivation** Request