



National Aeronautics and
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NASA Shared Services Center
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NASA Shared Services Center Service Delivery Guide

NSSDG-3400-0005 Revision 2.0

Effective Date: **June 30, 2014**
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TRAINING SERVICES SUPPORT

Responsible Office: Human Resources Division

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Background

Based on requirements from the Agency and/or the Centers, the National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) shall support the purchase of standard training classes for the Agency (e.g., export control, Information Technology (IT) security, and ethics). Support shall include performing market research to identify and recommend potential training providers. The final vendor selection will be made in consultation with the requestor.

1.0 Purpose

Support the purchase of standard training classes for the Agency (e.g., export control, IT security, and ethics).

2.0 Applicability/Scope

NSSC shall perform market research to identify and recommend potential training providers, prepare course descriptions for approved courses, and update and maintain the list of standard training requirements, communication methods, and schedules. NASA Center Training Offices, Disciplines, content owners, System for Administration, Training, and Educational Resources for NASA (SATERN) Administrative Leads, NSSC Human Resources (HR) and Procurement (PR) (Civil Servant (CS) and Service Provider (SP)), and Office of Human Capital Management (OHCM) are governed by this document.

3.0 Privacy Information

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

4.0 Records

Training Services Support utilized in the support of these services contains some official records. Systems containing official records have been added to the Master Records Index for each service based upon the ownership of these records.

5.0 Cancellation/Supersession of Previous Documents

This document originated under NSSC-HR-SDG-0023 and was renumbered to align with Standardized Document Numbering System (SDNS) numbering system.

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PROCESS 1: TRAINING SERVICES SUPPORT



Roles & Responsibilities

Roles and Responsibilities	Action	Tips/Notes
Step 1 Discipline Owner Course Request	The Discipline Owner submits their request to OHCM. Output: Initial request	Address: Office of Human Capital Management NASA Headquarters 300 E St. SW Washington, DC 20456
Step 2 OHCM Request Validation	OHCM will review request to determine if course request is already available through Office of Personnel Management (OPM) or other channels or if more coordination is required to refine the scope of the request. Once refined, OHCM will forward the request to the NSSC via the Customer Contact Center (CCC) communication channels. Output: Finalized request	CCC communication channels: 1-877-NSSC123 (phone) 1-866-779-NSSC (fax) nssc-contactcenter@nasa.gov

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Roles and Responsibilities	Action	Tips/Notes
<p>Step 3</p> <p>NSSC HR (CS & SP)</p> <p>Market Research</p>	<p>Once the NSSC receives the request, the SP will log the service request into the NSSCs IT Service Management System (ITSM) to begin the process.</p> <p>NSSC will review the request with the Discipline Owner to gather details on the type and depth of training product being requested; after which, the NSSC will conduct research into what Commercial Off-the-Shelf (COTS) products currently meet the specifications laid out by the requester.</p> <p>If no COTS product is available, the NSSC will coordinate with the Computer-Based Training (CBT) developers to develop a product that meets the requester's specifications.</p>	<p>NSSC is currently working the SATERN System Admin at NSSC to specify what technical specifications must be considered before developing or purchasing COTS products.</p> <p>In the event that a COTS software package is not available to meet the requirement, the NSSC will explore CBT development options as well as conventional instructor-led course options.</p>
<p>Step 4</p> <p>NSSC PR (CS & SP)</p> <p>NSSC HR (CS & SP)</p> <p>Discipline Owner</p> <p>Course Purchase</p>	<p>If a COTS product is available for purchase, the NSSC HR team will coordinate with NSSC PR to develop the Acquisition Strategy Approach.</p> <p>As that approach is finalized, the NSSC HR team will review the identified options with the Discipline Owner and OHCM so that a final selection may be made.</p>	<p>In purchasing the COTS product, NSSC PR will complete the appropriate purchase documents.</p>

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Roles and Responsibilities	Action	Tips/Notes
	<p>Once the requester approves the recommendation, the Discipline Financial Management (FM) will create a purchase requisition in Systems, Applications, and Products (SAP) and NSSC, PR (SP) will perform Pre-Award activities and forward to the Contracting Officer for signature.</p> <p>OHCM along with their Discipline FM will pay the invoice upon receipt.*</p>	<p>NSSC will arrange a product demo with the Discipline Owner and OHCM prior to final product selection.</p> <p>*NSSC funds are not currently being used for the purchase of COTS CBT's.</p>
<p>Step 5</p> <p>NSSC PR (CS & SP)</p> <p>NSSC HR (CS & SP)</p> <p>Discipline Owner</p> <p>Course Finalization and Loading</p>	<p>Once the purchase has been completed and received, NSSC PR (SP) will prepare the appropriate status reports for distribution to NSSC HR.</p> <p>NSSC HR will, with coordination, test, verify functionality, and load the course into SATERN. NSSC HR will then build the appropriate course identification into the SATERN catalogs for access.</p> <p>NSSC HR will then contact the Discipline Owner and OHCM of course availability.</p> <p>NSSC HR will then close out the service request.</p>	<p>If applicable, course materials will be forwarded to the Discipline Owner as well.</p>

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METRICS

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC HR (CS & SP)	Course Recommendation	Requesting Organization	<p>Course recommendation turnaround from date of training requirement identification.</p> <p>Goal = 90% within 10 business days / None more than 12 business days</p>

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SYSTEM COMPONENTS

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
Systems Applications, and Products (SAP)	NASA's Agency-wide financial system. Provides standard processes and systems to support NASA's FM activities.	Access granted through Identity Management and Account Exchange (IdMAX)	Integrated Enterprise Management (IEM)-Core Financial bReady
Federal Procurement Data System - Next Generation (FPDS-NG)	Web based application. FPDS-NG is the central repository of Federal contract information. The system contains detailed information on contract actions over \$2,500.	Access granted by General Services Administration (GSA) via the FPDS-NG Web site.	Contract Management Module (CMM)
NASA Acquisition Internet Service (NAIS)	Variety of Web based applications used throughout the Agency. Includes: Electronic Posting System (EPS), Virtual Procurement Office (VPO), and Past Performance Database (PPDB)	Access granted by the NSSC's NAIS superuser	
Purchase Card (P-Card) Web Solutions	System for documenting, reconciling, approving, and reporting purchases made using credit cards or convenience checks	Access granted by the Competency Center via NASA Access Management System (NAMS) Request	bReady
NSSC ITSM	Supports NSSC internal activities, metrics, etc.		TechDoc
TechDoc Management System	System creates electronic files from faxes, e-mails, or hard copy documents		ITSM
SATERN	NASA's Learning	Access to all	

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	Management System (LMS)	environments, domains, and catalogs. Also require access to General Physics staging server for posting of new courses	
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New Systems

None

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CUSTOMER CONTACT CENTER STRATEGY

The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu positioning, routing, and escalation of inquiries for this activity.

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ACRONYMS

CBT	Computer-Based Training
CMM	Contract Management Module
COTS	Commercial Off-the-Shelf
CS	Civil Servant
EPS	Electronic Posting System
FM	Financial Management
FPDS-NG	Federal Procurement Data System - Next Generation
GSA	General Services Administration
HR	Human Resources
IdMAX	Identity Management and Account Exchange
IEM	Integrated Enterprise Management
IT	Information Technology
ITSM	IT Service Management System
LMS	Learning Management System
NAIS	NASA Acquisition Internet Service
NAMS	NASA Access Management System
NASA	National Aeronautics and Space Administration
NSSC	NASA Shared Services Center
OHCM	Office of Human Capital Management
OPM	Office of Personnel Management
P-Card	Purchase Card
PPDB	Past Performance Database
PR	Procurement
SAP	Systems Applications and Products

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SATERN	System for Administration, Training, and Educational Resources for NASA
SDNS	Standardized Document Numbering System
SP	Service Provider
VPO	Virtual Procurement Office