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NASA Shared Services Center Service Delivery Guide

NSSDG-5100-0006

Effective Date:	May 17, 2021
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NASA Procurement FAC-C/1102 and FAC-COR Training Programs

Responsible Office: Procurement

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Approved by

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1.0 Introduction

The Federal Acquisition Certification in Contracting (FAC-C) Program is for contracting professionals in the Federal Government performing contracting and procurement activities and functions. The purpose of this program is to establish general education, training, and experience requirements for those contracting professionals.

The Federal Acquisition Certification for Contracting Officer's Representatives (FAC-COR) program is for acquisition professionals in the Federal Government performing contract management activities and functions. Contracting Officer's Representatives (CORs) play a critical role in ensuring that contractors meet the commitment of their contracts. They facilitate proper development of requirements and assist Contracting Officers in developing and managing their contracts. The purpose of this program is to establish training and experience requirements for those acquisition professionals.

The NASA Headquarters Office of Procurement (OP) is responsible for the management of the Agency's FAC-C and FAC-COR programs with support from the NASA Shared Services Center (NSSC). Information on both programs can be found on the OP Procurement SharePoint:

<https://nasa.sharepoint.com/sites/procurement/SitePages/CDT.aspx>

2.0 Purpose

The purpose of this document is to delineate the responsibilities of the NSSC in assisting OP, specifically the Acquisition Career Manager (ACM) and COR Program Manager, in accomplishing the operational activities associated with managing the Agency's FAC-C and FAC-COR Programs.

3.0 Applicable Documents

Federal Acquisition Regulations (FAR)
 NASA FAR Supplement (NFS)
 NSSC Procurement Service Catalog
 NASA Procurement Career Development and Training Program Policy Handbook

4.0 NASA Procurement FAC-C/1102 and FAC-COR Training Programs

The following services and processes are covered by this Service Delivery Guide (SDG), with specific role / responsibility delineation as provided below:

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NSSC Service Provider (SP):

- Set-up placeholder and formal courses for Agency sponsored procurement courses in the System for Administration, Training and Educational Resources for NASA (SATERN) and provide updates as needed;
- Provide the SATERN Course Schedule to the ACM and FAC-COR Program Manager to post on the NASA Career Development and Training website;
- Provide weekly SATERN Registration reports to the ACM, FAC-COR Program Manager and TCs reflecting upcoming courses with the names of the enrolled, pending and waitlisted;
- Provide course Rosters from SATERN to training vendor and/or facilities coordinator and/or TC prior to Learning event; receive attendees sign-in sheets and apply Continuous Learning Points (CLPs) in SATERN after course completion;
- Track and run periodic reports out of SATERN concerning CLPs earned by certified NASA FAC-CORs and distribute to ACM and/or FAC-COR Program Manager respectively and Center TCs. Learners are responsible to self-record all NASA sponsored and Non-NASA course hours in FAITAS.
- Provide review for all FAC-COR continuous learning/achievement requests in FAITAS, update SATERN record applying the COR certification button and adding the certified COR to the NASA COR Master list and Center specific list; upload to the FAC-COR SharePoint for Center TCs use;
- Assist and resolve call tickets to the NSSC Customer Contact Center when Learners and Center TCs call for assistance;
- Assist and resolve assistance tickets created in the NSSC Customer Service Portal by Learners and Center TCs;
- Maintain the Agencywide FAC-C Training Coordinators and FAC-COR Training Coordinator's list and provide any updates to the FAC-C ACM / FAC-COR Program Manager;
- Attend 1102 - FAC-C and FAC-COR Training Coordinator's meetings; set-up training sessions with the TCs as applicable;
- Maintain NSSC FAC-C / FAC-COR webpage updating FAC-C / FAC-COR points of contact and other information as applicable;
- Works closely with the ACM and FAC-COR Program Manager to implement policy or program changes;
- Provide additional support services as needed, and as identified by the ACM, such as: support and assistance of newly identified Office of Management and Budget (OMB)/Office of Federal Procurement Policy (OFPP)/Federal Acquisition Institute (FAI) acquisition workforce initiatives and any initiatives requested by Office of Procurement's Associate Administrator and Deputy Associate

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Administrator. The scope and service level expectations of any additional support services will be aligned to the labor constraints associated with NSSC's support of this activity.

5.0 Privacy Information

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

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System Components

IT System Title	IT System Description	Access Requirements
SATERN - Administration and Coordination FAC-C or FAC-COR Programs	1) Set-up SATERN NASA sponsored courses and execute registration enrollment reports as requested for NASA Courses (does not include FAITAS courses) 2) Provide approval for Enrollment as needed 3) Provide Course Schedules 4) Provide Course Rosters 5) Provide Course Registration Reports 6) Input training course hours or CLPs 7) Provide reports to ACM and/or FAC-COR Administrator and TCs as applicable	NSSC SP
NSSC Customer Service Portal and Assistance Tickets	1) Customer service website containing FAC-C & 1102 Training or FAC-COR Training FAQ's, FY training schedule and links to FAITAS 2) Customer Portal for Center Training requests for assistance 3) Assistance ticket creation to document requests 4) Create and maintain Knowledge Articles (KA) pertaining to the FAC-C & 1102 Training or FAC-COR Program for the Customer Contact Center to assist customers at L1 or if required elevate to Level 2 (L2) or Level 3 (L3) NSSC FAC-C or FAC-COR subject matter experts	NSSC SP, CS and/or NASA employees
FAITAS (System change TBD to Corner Stone on Demand)	<p>Online registration system for federal civilian acquisition workforce training and the system of record for all federal civilian acquisition certification programs.</p> <p>FAITAS is used to maintain certification information and register for courses with the FAI. Users are required to maintain and self-record learning in FAITAS.</p> <p>NSSC Civil Servant shall be responsible for monitoring, maintaining and approving applications all NSSC Procurement staff in FAITAS. Provide reports and support as needed to HQ ACM and/or to FAC-COR Administrator</p> <p>NSSC shall refer personnel to contact the FAITAS Help Desk for assistance with questions or issues concerning FAITAS.</p>	All GS-1102 / FAC-C or FAC-COR personnel

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Acronym List

ACM	Acquisition Career Manager
CLP	Continuous Learning Point
FAC-C	Federal Acquisition Certification in Contracting
FAC-COR	Federal Acquisition Certification in Contracting Officer's Representative
FAI	Federal Acquisition Institute
FAITAS	Federal Acquisition Institute Training Application System
FAQ	Frequently Asked Questions
FY	Fiscal Year
GS-1102	Job Classification Series for Contracting and Acquisition Personnel
HQs	Headquarters
KA	Knowledge Article
NASA	National Aeronautics and Space Administration
NSSC	NASA Shared Services Center
OP	Office of Procurement
SATERN	System for Administration, Training and Educational Resources for NASA
SDG	Service Delivery Guide
SP	Service Provider
TC	Training Coordinator