



## SATERN Core Messages: SkillSoft Integration

*Center communications should incorporate and build upon these critical concepts. Messages will need to be customized to each Center's specific culture.*

### Strategic Core Messages

- ***NASA improves the standard Agency-wide process for accessing vendor COTS courses.*** SkillSoft courses and Books 24x7 resources will be available through a single sign-on to NASA's learning management system (LMS), SATERN. By simply accessing SATERN, all NASA employees will have access to hundreds of commercial online courses and thousands of references for their use. SATERN offers employees one-stop access to a robust training environment to support employee learning and development.
- ***SkillSoft and Books 24x7 is a valuable resource; integration is expected to improve Agency services and save dollars.*** SkillSoft is a leading provider of enterprise multi-modal learning solutions that include a course library of over 2000 courses. Books 24x7 offers unobstructed access to the complete unabridged contents of over 10,000 of the latest and best business, technology, and engineering books. These resources will be available to continuously educate and develop highly skilled professionals needed for a flexible and high-performing government workforce.

### Tactical Core Messages

- ***SkillPort resources will be found in the NASA Catalog located in SATERN which is accessible to all employees, civil servants and contractors.*** SkillSoft courses and Books 24x7 resources are open to any NASA employees with a SATERN account.
- ***Integrating SkillSoft courses into SATERN allows employees to access, browse, search, launch, and complete SkillSoft resources through normal SATERN functionality.*** SkillSoft courses will appear as learning items within SATERN enabling all accessibility and functionality that is available for all to see.
- ***Integration of SkillSoft into SATERN replaces the SkillPort site.*** The SkillPort site (<https://nasa.skillport.com>) will not be accessible after integration occurs. Attempts to access the SkillPort site afterwards will automatically redirect learners to SATERN (<https://satern.nasa.gov>).
- ***Course data within SkillPort will not migrate over to SATERN.*** SkillPort learning plan and completion history will not migrate over to SATERN. Learner completions in SkillPort will need to be entered in SATERN manually by a SATERN Administrator before the integration has completed. Courses "in progress" will not be migrated; bookmarks, scores and other work "in progress" will be lost. SkillPort users are encouraged to finish courses before integration with SATERN.



- **Books 24x7 resources will be available through SATERN as part of the integration of SkillSoft.** An item in SATERN will be created with a link to all Books 24x7 resources to include a collection of IT professional, Office Essentials, and more; and functionality to include bookshelf management, recommend book to a friend and others.

### Personal Core Messages

- **Employees that are familiar with taking online courses will find an easy transition to SkillSoft courses in SATERN.** Job aids, training materials and other information about SkillSoft will be found on the SATERN Informational Web site at <https://saterninfo.nasa.gov>.
- **Easy access to the SkillSoft resources will support the development of NASA employees.** These additional SkillSoft resources are available around the clock at the convenience for the Learners – accessible from work or home.
- **Customer service and assistance is available.** Each center has a SkillSoft Point of Contact (POC) that can assist you with accessing SkillSoft resources. A list of the Center SkillSoft POC can be found at <https://saterninfo.nasa.gov/ss-poc.html>.

The SATERN Help Desk is also available for any customer support or questions at: 1-877-NSSC-123 (1-877-677-3123) or [nasa-satern.support@nasa.gov](mailto:nasa-satern.support@nasa.gov). SATERN Help Desk support hours are Monday through Friday, 8 am – 8 pm ET.