



SATERN CORE MESSAGES: NSSC – NASA SHARED SERVICES CENTER

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 is undertaking many efforts to streamline Agency-wide processes and reduce costs.*** These efforts include the creation of the NASA Shared Services Center (NSSC) and the deployment of SATERN, the new agency-wide Learning Management System (LMS). As the Agency-wide LMS, NSSC will use SATERN to provide centralized and timely training support to all NASA Centers.
- ***The SATERN and NSSC initiatives are coordinating efforts to make the transition seamless for NASA employees.*** As the NSSC plans to take over the training support functionality of NASA, the eTraining Project Team is assisting them in planning, training and reviewing processes. Also, representatives from NSSC have been involved in making SATERN configuration and process decisions. The goal of both efforts is to minimize the impact to employees and first line supervisors.

Tactical Core Messages

- ***Implementation of SATERN and NSSC will involve changes to current learning processes.*** Making learning process consistent through SATERN has been an important first step toward preparing Centers for the move to the NSSC. The creation of NF 1735, which standardizes and streamlines access to, and approval of, training outside of NASA, is one example of how they have successfully worked together.
- ***The SATERN LMS is aligned with other HR transformation efforts.*** The SATERN team is aligned and working with the NSSC and other departments to achieve the goal of a smooth transition of NASA training processes over the next year (in the future).

Personal Core Messages

- ***Implementation of SATERN and NSSC will help NASA employees take advantage of expanded training options.*** Through SATERN, NASA employees will be able to view training catalogs, get training notices and updates from across NASA while maintaining a centralized repository of their own training history. The learning processes will be easily tracked and documented using SATERN.
- ***Once the transitions to SATERN and NSSC have been made, employees, supervisors and managers can expect high levels of training information access to support their individual and organizational training goals while minimizing the expenditure of NASA resources.***