



## SATERN Article Template #4 – Online External Training Request Form in SATERN

12/07/2009

### About this Communication Tool:

The SATERN Upgrade Article Series is a tool that the Agency SATERN Change Management Team provides to Center and Discipline Change Management (CM) Representatives to help them communicate effectively about the SATERN Upgrade with their key audiences.

Each article is intended for use in existing Center and Discipline newsletters, Web sites, and/or e-mail communications. Using existing, accepted vehicles is one effective way to communicate about new initiatives within an organization. The objective of the article series is to raise awareness among key audiences about the SATERN Upgrade, so that audiences know what the SATERN Upgrade is, why NASA is implementing this updated version for learning management, and how NASA employees will be impacted.

The Agency SATERN Change Management Team will provide article content; however, Center and Discipline CM Representatives should edit and add additional content to tailor the article to best meet the communications needs and interests of their particular audiences. Center CM representatives should also engage their Training Office in finalizing article content prior to submitting it to the newsletter, posting it to the Web site, or sending the e-mail message.

Each article will include many of the core messages outlined in the SATERN Upgrade Communications Guide, while also including updates on the system upgrade and any other new information relevant to a wide range of SATERN stakeholders.

We recommend including an article about SATERN in existing Center or Discipline publications monthly, or more frequently as project updates occur, to provide ongoing communications to key audiences about what is happening and why, how they will benefit from the changes, and what is expected of them as related to the SATERN Upgrade.

### Content for SATERN Upgrade Article #4

#### *Suggested Title:* **NEW Online External Training Request Form in SATERN**

With the recent SATERN Learning Management System (LMS) software upgrade, the external training request form used by NASA civil service employees' has changed. In an effort to standardize with other federal agencies, the current NASA Form 1735 (NF-1735) external training request has been replaced by the Office of Personnel Management (OPM) Standard Form 182 (SF-182).

Some of the changes users will see are:

- New form
  - The information needed to request external training with the SF-182 will remain the same, but will be in a different place on the form.
- New verification process
  - A new external training verification process is included in the upgrade.
  - Users will receive email notifications directing them to SATERN to complete the training verification.

External training created or submitted using the NF-1735 form that was already approved, or in process, in SATERN before the software upgrade was automatically moved to the new SF-182 format.

To learn more about the SATERN Upgrade, visit the SATERN Informational Website at <https://saterninfo.nasa.gov> or contact <Center/Discipline> representative, <name> at <contact information>. For additional assistance, contact the NSSC Contact Center at 1-877-NSSC-123 (877-677-2123) or [NASA-satern.support@nasa.gov](mailto:NASA-satern.support@nasa.gov).