



Human Capital Information Environment (HCIE) Highlights

Highlights

News and information on HCIE developments, associated systems, and recognition

Volume 5, Number 2 Summer 2011

Did You Know?

SATERN Summit Wrap-Up

The SATERN Summit was held May 10-12, 2011 at the Wallops Flight Facility in Wallops Island, Virginia. The Summit was attended by over 50 SATERN Administrators across the Agency, OHCM staff, and special guests. The three-day Summit featured six plenary sessions and over 20 breakout sessions covering a variety of topics related to SATERN.

MTM New Interface

In 2009, Metrics that Matter (MTM), a Web-based evaluation tool, was implemented Agency-wide. Until recently, MTM was primarily used to evaluate internal Instructor-Led Training (ILT). The technical processes and requirements are now in place so that MTM can be used to also assess external ILT.

In addition, coaching engagements will now be evaluated using MTM and the hours recorded to the employee's learning history in SATERN. For more information, please refer to the SATERN Rules and Process Guide or contact Debbie Markham at deborah.markham-1@nasa.gov.

Skillsoft Updates Offerings

The NSSC is currently cleansing SATERN of retired courses and courses that are no longer supported by Skillsoft from the SATERN catalog, and removing them from learning plans. Please get in touch with your Skillsoft Point of Contact (PoC) with any questions or concerns (https://saterninfo.nasa.gov/skillsoft_poc.html).



We're Listening...

HCIE is always looking for new article ideas, photos, suggestions, and feedback. You can reach us at hcie-feedback@lists.nasa.gov.

Portal Analytics Phase I Roll-out

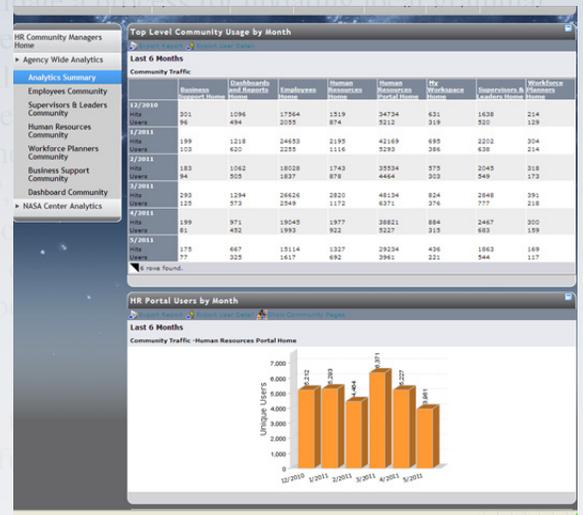
At the end of April, the HR Portal team deployed Analytics with numerical reports and graphical charts for tracking actual Portal usage. This feature gives HR Community Managers the ability to view the actual number of hits to specific Web pages, in addition to the number of unique users during a specified time period. This new Analytics feature will allow managers to navigate to various tabular charts and graphs for tracking and reporting purposes.

The Agency-wide Analytics section contains data for the Portal as a whole, with additional charts to represent specific NASA Center traffic.

Center Analytics breaks out data by each dashboard page that users at each Center viewed during the previous six months. These features will allow Centers to track page and dashboard usage to help HR Community managers decide if they need to increase the number of change management materials specific to that page or dashboard.

This was the first phase of the Analytics rollout for the Portal, with the long-term intent of providing more charts and statistical data to NASA HR Community Managers as the capabilities of the Analytics tool are better understood and developed.

Stay tuned, as there are many more changes coming to the HR Portal. In the meantime, if you have any questions, contact Gregg Phelps at gregg.phelps@nasa.gov.



NASA STARS

During NASA's Hiring Reform Initiative, feedback was received from supervisors and managers that it was difficult to fill positions in some new scientific fields because NASA's staffing tool, Resumix, was not current with the appropriate grammar and skills for these new fields. As a result, the NASA STARS Pilot Team was initiated.

The purpose of the NASA STARS Pilot Team is to develop and validate a process for updating local grammar and skills in Resumix. Skills are the heart of crediting plans used in the ranking of applicants for referral and employment at NASA, so it is critical the skills dictionary is updated and aligned with the Agency's work.

The team has developed a process and is currently validating that process with new skills contributed by GSFC, LaRC, and HQ. Once the process is validated, the team will develop a toolkit that provides Agency HR professionals a standard process and a variety of tools and information that will ensure efficient and effective grammar updates are included in the system on a regular basis.

For more information regarding the pilot team or grammar and skill development contact Dan Fusco at dan.fusco-1@nasa.gov.

Web Services

NASA is currently in the first implementation phase of its new Web Services interface onto the HR Portal. Web Services is an application tool that enables multiple applications to interface with each other. The Phase I implementation of Web Services includes a direct feed from SATERN to employees. Phase II includes a SATERN direct feed to supervisors and a WebTADS feed to employees.

Phase I

The direct SATERN feed for employees enables NASA employees to view their learning plan, as well as other available training. When an employee clicks on an online course on their learning plan, the employee will be directed to SATERN to launch the course. Similarly, if an employee desires to add another available course listed to their learning plan, clicking on that course will also send the employee to SATERN to easily and efficiently add that training event to their learning plan. This feature is currently available on the HR Portal.

Phase II

The supervisors' feed from SATERN is similar to that of the employee. The feed from SATERN will provide supervisors a list of their employees' upcoming training events, as well as notify the supervisor of any requests awaiting their approval. When a supervisor clicks on a training request seeking approval, the supervisor will be directed to SATERN to easily approve or reject the request.

Phase II will also enable employees to view leave balances and submit leave requests from WebTADS, and will enable supervisors to quickly approve leave requests. Currently, Phase II of Web Services is planned for implementation later this year.

Stay tuned for the exciting developments in NASA's new Web Services tool. In the meantime, if you have any questions, contact Gregg Phelps at gregg.phelps@nasa.gov.

ENS Updates

The Emergency Notification and Accountability System (ENS) has been implemented across the Agency and is fully operational. The ENS provides NASA the ability to notify employee and contractors before, during, and after emergencies. The ENS also provides the ability for employees and contractors to respond with their safety status, and participate in surveys regarding their safety and other information (e.g., when they are able to return to work). The ENS project team conducted an Agency-wide test of the system on June 2, 2011.

The project implementation of ENS is close to completion. Agency and Center ENS team members will continue to participate in working groups and testing activities past project completion, with a particular focus on Center Accountability processes and reporting.

ENS is a critical tool for helping to maintain and account for the safety and security of our people. If you have any questions, please contact Gregg Phelps at gregg.phelps@nasa.gov.

Comments from Candy

I hope you are all enjoying the sun (maybe a little too hot at times) and having a wonderful summer. Given the timing of this newsletter and all of the changes occurring at NASA, I wanted to let you all know where we are focused in the HRIT world.

There are three main HCM goals for 2011:

- Workforce Alignment
- Workforce Readiness
- Workforce Sustainability

Each of these goals is individually important, but together they are vital to our continued success as an organization and in support of the Agency.

Clearly, our systems capabilities and available information must align with these HCM goals, and enable the Agency to successfully navigate the enormous change we face. This means that we must deliver comprehensive, near real-time, valid information for our managers to make those decisions that need to be made to manage the changing workforce. These decisions include addressing skills changes and imbalances, transitioning some employees to other work (within and outside of NASA), bringing in the skills we need, retraining, mentoring, and motivating. That being said, our tools and information will only be used and useful if users can trust the data and if we provide the right data/information.

I know you all have been working hard and many have taken on the additional responsibilities of testing our systems and information, providing your visions for our future, and supporting our many sub-team and project initiatives. I cannot tell you how much I appreciate your involvement and your ideas. We have an amazing HC environment, a readiness to support our Agency, and an absolutely awesome team. (Let me give a special shout out to my remarkable JSC HRIT team, who is receiving an honor award for their excellence.) Thanks to all of you.

If you have any ideas, suggestions, or other feedback, please share your thoughts with me at hcie-feedback@lists.nasa.gov.



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