National Aeronautics and Space Administration

SATERN Job Aid

SATERN Admin Job Aid for Understanding and Using Alternate Manager and Delegate Designations
Version 3
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Audience: This job aid is for use by National Aeronautics and Space Administration (NASA) personnel with Administrator access to the System for Administration, Training, and Educational Resources for NASA (SATERN).

Purpose: This job aid provides instructions for you to determine when to use the Delegate versus Alternate Manager designation. Instructions for setting Delegates and Alternates can be found in the SATERN Manager Quick Reference Job Aid.

Overview: The manager/employee relationship is critical for you to define during the discovery and planning phase with the manager, and one that gets often overlooked. It is important to understand the current role managers take with their employee's learning and determine if they have a hands-on approach or leave learning management up to the employee or a learning and development team. Giving managers too much power or restricting permissions beyond what they currently have can have a large impact on an organization's learning culture.

- The Alternate Manager feature is best used when you have an individual who is temporarily joining another team or project that has learning activity involved. This way, the Alternate Manager of that team or project can handle the employee's learning assignments and approvals while keeping the original manager as the "primary Manager" on the user record.

- The Delegate feature is best utilized when the manager is unable to perform certain duties (e.g., due to leave of absence, etc.).

Tasks: Click the following links to access the needed information:

Task A – Alternate Manager Feature

The Alternate Manager feature is a great way to give learning manager responsibility to someone else in your organization on a subordinate-by-subordinate basis. It is best used when an employee is temporarily joining another team or project that has learning activity involved. By using the Alternate Manager feature, the manager of that team or project can handle the employee's learning assignments and approvals during the employee's time on that team while keeping the original manager as the "primary manager" on the employee's user record. Using this feature does not impact the account automation process or cause an update to the employee's official manager. All approvals submitted during the time when an alternate manager is assigned would be routed to the alternate manager.

The alternate manager should be assigned by the primary manager. For instructions, refer to the SATERN Manager Quick Reference Job Aid.

Task B – Delegate Feature

The Delegate feature is the "other side of the coin" in giving someone in your organization manager rights in SATERN. Instead of assigning an alternate manager on a subordinate-by-subordinate basis, the delegate is given access to all the employees assigned to the manager. This is best utilized when the manager is unable to perform certain duties (e.g., due to leave of absence, etc.). There are two different options in the system configuration: predefined permissions and selected permissions. Using predefined permissions, when managers assign a delegate, they are giving the delegate all the workflows (actions) that are assigned to the manager. Using selected permissions, managers select the actions that the delegates are able to perform on behalf of the managers.

For detailed instructions on setting and editing delegates, refer to the SATERN Manager Quick Reference Job Aid.