

Purpose and Scope: New Mexico State University's training management system – Training Central (aka SABA) - is deployed to maintain employee training records and provide a centralized repository for employee training.

Training Central is a role based application. Users of the system are assigned roles based on their individual job responsibilities. Users may be assigned multiple roles. Additionally, Training Central utilizes role based privileges enabling individuals' roles to be further configured to their responsibilities.

This document defines the standard roles assigned to NMSU training unit employees. Individuals should be granted the minimum roles and privileges needed for their job responsibilities. Roles and privileges may be added and/or removed as necessary as job duties change. Although the SABA system allows all users to assign a proxy, employees with administrative roles in Training Central may not delegate these roles or any associated tasks to a proxy. Proxy access should only be used to delegate access to direct reports as part of the Manager's Desk role. Individuals given proxy access by a Training Central Administrator must comply with the training requirements required by this policy regardless of the tasks to be delegated.

The Center for Learning & Professional Development Director is the Data Custodian for all Training Central data, including training reporting data in Cognos.

System Administration: System administration is shared between Information & Communications Technology (ICT) and the Center for Learning & Professional Development (CLPD). ICT will maintain the hardware and software necessary to run the system and will be responsible for technical functionality including security administration (LDAP). CLPD will be responsible for functional system administration and the Graphical User Interface (GUI). Business rules and assignment of roles and privileges at the system level will be administered at CLPD. Domain level business rules and settings will be administered by assigned **domain administrators** within each training unit.

Domain System Administrators are assigned by the training unit and approved by CLPD Director. CLPD will provide procedural guidance and assistance with system settings for new training units utilizing Training Central.

CLPD will additionally maintain documentation related to system administration, policies, procedures, and business rules.

Roles & Responsibilities: The following roles may be utilized by training units.

NMSU Catalog Builder/Catalog Admin Fix (Catalog Administrator): Catalog administrators are responsible for performing the functions associated with building and managing a catalog of offerings. This role is typically assigned to the unit's instructional designer or equivalent and includes:

- Manage and schedule resources used in the delivery of training (rooms, facilities, instructors, etc.)
- Set up and maintain all courses and offerings
- Set up and maintain curricula
- Set up and maintain certifications
- Manage training requests

NMSU Content Administrators: Content Administrators are responsible for importing content, in a variety of formats, including SCORM, AICC, and IMS, into the content repository. The repository consists of two components: the production repository and the knowledge base. The production repository is where online course content resides. The knowledge base contains untracked job aids and user materials. Additionally, content administrators maintain the training unit's evaluations, tests, and surveys in accordance with established policies.

NMSU Learning Admin – Instructor (Instructor Desk): Trainers are assigned the Instructor Desk role and are considered a “resource” in the system. Trainers are responsible for recording the delivery of training. Trainers perform the following functions:

- Print/view training rosters
- View training schedule
- Record delivery of scheduled offerings
- Mark attendance and record grades (if applicable)

NMSU Learning Admin - Registrar: Registrars are responsible for assisting learners to register for training. Both internal and external learners may contact a registrar to find out about or register for training. Registrars may register (or cancel) learners for training within any sub-domain in the system (NMSU domain role) and may process payments for courses requiring a fee. Typically this role is assigned to a customer service representative or administrative assistant within the training unit.

Local Learning Registrar: Similar to the Registrar's role, the local learning registrar is assigned to individuals within non-training unit departments who have responsibility for registering people within their departments for training.

NMSU Human Capital Admin (People Administration): People Administrators perform the following functions. This role will be assigned to the System Administrators. It may also be assigned to select instructors who need to assign curriculum to learners.

- Create distribution lists for use by the training unit
- Administer requests by users or management for training records in accordance with established policy
- Create new accounts for learners not loaded by Banner load
- Assign curriculum to learners

For additional information regarding roles, refer to the SABA Learning Administrator Guide.

Security Access Procedures: All administrative security roles, including access to Cognos training reports, are approved and administered by CLPD. A training unit needing to add or remove a member's security access must submit a Training Central Security Access Form to CLPD. Upon an employee's termination from a department, the training unit will submit a Training Central Security Access Form to remove Training Central and Cognos training reports security access. Members granted security access to Training Central are also added to the saba@nmsu.edu email list.

Members requesting security access must complete the following requirements.

1. Approval by training unit Director (may be delegated to the training unit Domain System Administrator)
2. Completion of NMSU FERPA training
3. Completion of NMSU Computer & Data Security training
4. Completion of NMSU FSA-RMR Information Session training
5. Approval by CLPD Director (may not be delegated)

Training Requirements: All persons with administrative roles are required to complete FERPA, Computer & Data Security, and RMR training (or approved equivalents) prior to access being granted. Past training will be considered if within 12 months of the security access request.

Additionally, persons being granted administrative roles will be trained by the Domain System Administrator or designee in system use and departmental procedures. CLPD will provide assistance and procedural guidance as requested.

Sanctions: Use of information or unauthorized access to Training Central or related records in violation of University policy and the Training Central Security Guidelines may result in sanctions, which include, but not limited to, the sanctions listed below:

1. Written warning to offender and notification to department director.

2. Mandatory training refresher including, but not limited to, the training requirements outlined in this policy.
3. Temporary or permanent withdrawal of use privileges.