

CASE STUDY



FAA

Guide to using FAA's employee web portal (NexGen) impacting 40,000 users

The Organization

The FAA's primary responsibility is for the safety of civil aviation. The agency has been around since 1958. They became part of the Department of Transportation in 1967 when their name officially became the Federal Aviation Administration.

The major roles of the FAA include:

- Regulating civil aviation to promote safety
- Encouraging and developing civil aeronautics, including new aviation technology
- Developing and operating a system of air traffic control and navigation for both civil and military aircraft
- Researching and developing the National Airspace System and civil aeronautics
- Developing and carrying out programs to control aircraft noise and other environmental effects of civil aviation
- Regulating U.S. commercial space transportation

Challenge:

The FAA developed a web portal, NexGen eCenter, which is the gateway for FAA's 40,000 employees to gain access to various FAA tools for collaboration and for retrieval of FAA-specific information on topics like available training, internal procedures and access to common FAA forms. From the portal FAA staff can check their email and schedules, chat with others at FAA using SameTime, attend and/or schedule online meetings and register for training classes and learn how to access local support. FAA needed to not only show users how to use NexGen eCenter but also provide information on how to use Domino Web Access.

Nevada's Solution:

Nevada Learning Series worked on several Notes migrations with the FAA. Because of the success of the past projects, the FAA was familiar with the quality of Nevada guides and our focus on customer service and they contacted us to assist with this project.

The Nevada Production Team worked closely with the NexGen Project Manager to design a guide that would provide directions for accessing the NexGen portal and also provide FAA users with information on using DWA. The 8-page guide was provided in both print and PDF format which would provide each FAA user with an actual guide and perpetual access via the NexGen portal.

The NexGen eCenter and Domino Web Access® 6.5
Quick Reference Guide

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Getting Started
To access NexGen eCenter, type "https://nexus.faa.gov" in your browser's URL Address box. The Welcome to NexGen eCenter page opens.

Getting Started
To log into the NexGen eCenter, click **Login to eCenter**. Once you click **Login to eCenter**, you will be prompted for your Username and Password. After logging in, you have access to all areas of the NexGen eCenter.

Getting Started
Click **Home** to open the DWA version of this guide. To request help, click the **Contact FAA** link.

From here you have limited access to the NexGen eCenter. The Navigator displays five choices: **NexGen eCenter** (the Welcome page shown above), **Login to eCenter**, **NexGen User Help**, **NexGen Newsletter** and **NexGen Services**. To access all of the NexGen eCenter including your NexGen accounts, click **Login to eCenter**.

The Logged In NexGen eCenter Welcome Page
After you login to the NexGen eCenter, a different **Welcome to NexGen eCenter** page and Navigator display:

Use the **My Mail Profile** to update your personal information in the **NexGen eCenter** Service Center. When you click **Email Calendar**, the **System Web Access** pane will open your personal calendar browser window. For more information on using **System Web Access**, click **System Web Access**.

CSOP Mail is available only to the 1,000 employees designated as "Essential Emergency Personnel." If registered email is shown, they will see the link to access their mail via different email.

Access the **NexGen eCenter** information, updates, and FAQs. Use the **Contact Us** link to email a question, comment, or suggestion.

See page 7 for a complete list of these links. Welcome page links. Click here to open the PDF version of this guide.

The new **Welcome to NexGen eCenter** page and Navigator have multiple links that you click in order to access the different areas of the NexGen eCenter. When you click on a link in the Welcome page or a link on the Navigator the results are the same: the selected link will open (See **The NexGen eCenter Links**, page 2).

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