



## CAN Error Management Process



In order to control the numbers of CAN errors in the LMS the following steps will be taken:

- Identify the AAOs that are not LMS Local Learning Administrators (LLAs) and notify them that they need to take LLA training in order to perform the tasks they need to be doing in the LMS. The notification will include a list with the dates of future LLA Training.
- If LLA Training is not completed in 60 days, they will be removed as AAO's and the IC POC and the AAO will be notified. The default AAO for applicable org codes will be entered as the AAO instead.
- Once the AAO is removed the IC POC can do the following:
  - Submit the name of another AAO with LLA privileges
  - Have an LLA approve the order and enter the CAN Number.
- Once LLA Training is completed by the AAO the IC POC will submit a request to [LMSSupport@mail.nih.gov](mailto:LMSSupport@mail.nih.gov) to restore access.
- Going forward it will be a requirement that before being assigned as an AAO they first need to have LLA privileges, so they need to take the training first prior to being assigned as an AAO.
- The IC's will be responsible for verifying that the AAO's in the file they are going to send the help desk have LLA Privileges. If not, they will **not be loaded** into the LMS.
- Role change notifications coming into the LMS Support Inbox will also be monitored for any manual 'Second Approver' changes to ensure those people are LLAs. (Follow same process above if they are not.)
- The LMS Team will run a report monthly to ensure all Second Approvers in the system at that time are LLAs. (Follow process above if they are not.)

### Updating the Additional Approver for Orders (AAOs) in the LMS

A data feed that allows an entire list of AAOs to be entered into the LMS all at once is available.

NOTE: The AAOs provided on this list must also already be LMS Local Learning Administrators. If it is determined that they are not LMS Local Learning Administrators, they **will not be entered** into the LMS.

Here are the details:

1. Please provide the AAO updates to us in an Excel spreadsheet
2. The Excel file format is:

1st Column: **LEARNER HHSID**

2nd column: **APPROVER HHSID (the HHSID is the same as the NED ID without the dashes)**



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3rd column : **Organization Code**

Example Excel Spreadsheet:

LEARNER HHSID	APPROVER HHSID	ORG Code
010020020	001343453	HNAM41
003122222	001343453	HNAM4

3. Please use the filename: AAO manager\_approver\_<IC abbrev name>\_mm-dd-yyyy
4. Please send your AAO update file to lmssupport@mail.nih.gov
5. Please send changes made to AAOs only – no need to send the entire list for the entire IC.

The HHSID is the also called the NED ID (the badge ID). The NED ID contains dashes – these dashes need to be removed for this data file. The dashes can be removed by using find and replace in Excel. If there are no leading 0s (i.e. the leading 0s are removed) in your file,that is ok. You can send us the file with HHSIDs without the leading 0's.

6. Your list will be verified that all of the AAOs provided are LMS Local Learning Administrators. An email will be sent to you informing you if any are not.
7. An email will be sent to you after the data feed has been completed.

Please use the “HHS All Approvers by Org report” to verify the update was made properly.

### CAN error warning/permission revocation process.

#### Data tracking:

- The LMS Technical staff will maintain a list of errors and AAO’s tied to them.
- This list will also contain the amount of **new** errors created by the same AAO and in what timeframe. This will illustrate an AAO approving training orders without adding the CAN number correctly, even after they have been contacted.
- The LMS technical team will also track how many CAN errors are corrected by the team and ensure these people also receive notice of the error. The intent is to differentiate between completely missing CANs and CANs that were entered in the wrong place, had the FY digit included, etc. The LMS Team/HRSS will fix the later errors when possible, but the AAO will still be notified so he/she can do it right the next time.



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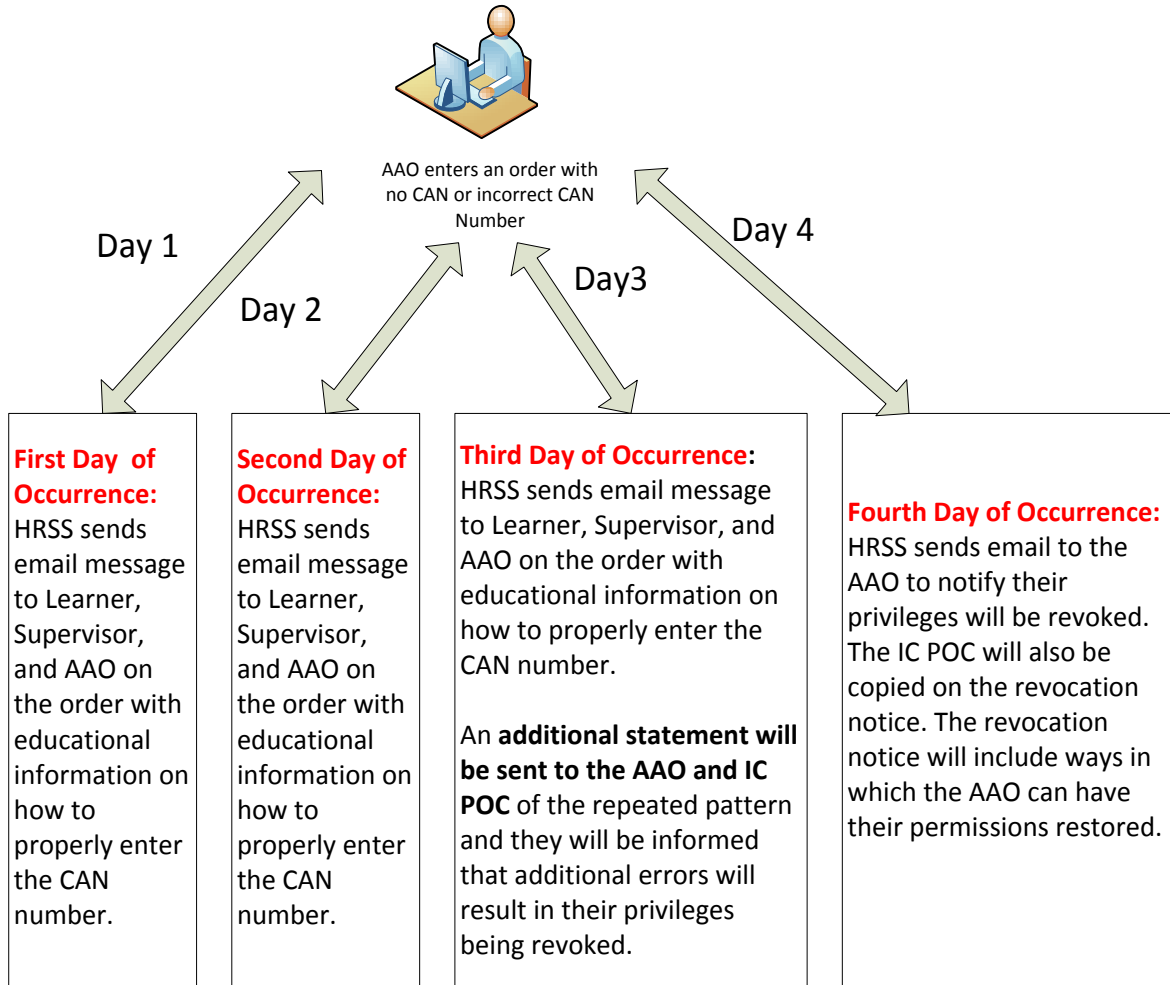
### Customer outreach and Revocation of privileges:

- For every **new** Missing/Incorrect CAN error: HRSS sends a message to Learner, Supervisor, and AAO on the order with educational information on how to properly enter the CAN number.
- If a specific AAO has been contacted on 3 different dates for creating multiple instances of errors (i.e. continuing to approve more training orders without adding the CAN number correctly), an additional statement of the repeated pattern will be sent to the AAO and IC POC only, and they will be informed that additional errors will result in their privileges being revoked. If there are more instances of orders being approved without a valid CAN, the AAO's privileges will be revoked and they will be notified via e-mail. The IC POC will also be copied on the revocation notice. The revocation notice will include ways in which the AAO can have their permissions restored. The default AAO for applicable org codes will be entered as the AAO instead.

### Restoration of privileges:

- Privileges can be restored in two ways:
  1. The AAO can take training again through NIHTC.
  2. The IC POC can also assume responsibility (via documented email) for retraining the individual. Permissions may be restored by the LMS Team upon receipt of written confirmation (send confirmation to: [LMSSupport@mail.nih.gov](mailto:LMSSupport@mail.nih.gov)) from the IC POC that retraining has taken place. This can only be done if the person did complete actual LLA training in the past.

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**Figure 1. CAN Error Management Process Summary**

- IC POCs will be sent the error stats for their IC on a monthly basis.