CredEntry

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APPENDIX E.2
TRAINING PLAN

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1. Purpose and Scope

The Training Plan provides a structured methodology to ensure that all stakeholders — Department staff, administrators, issuers, and relying parties — can effectively use, manage, and support the Digital Wallet and Verifiable Credentials Solution.

It aligns with:

- **Schedule 2, Section 1.8 – Training** (Statement of Requirements)
- **Implementation Plan (Appendix F)** for Pilot readiness
- **Knowledge Management Database obligations**

Training plan will be delivered at least four weeks prior to the **Pilot** commencement and updated throughout the contract lifecycle.

2. Training Objectives

- Ensure all relevant staff are confident in using and managing the Digital Wallet solution.
- Provide administrators and technical staff with the skills to configure, monitor, and support the platform.
- Establish ongoing knowledge transfer to maintain operational resilience.
- Embed content into a Knowledge Management Database for long-term accessibility.

3. Training Content

Training modules will be tailored for each stakeholder group:

a) Administrators and Department Staff

- Credential lifecycle management (issuance, revocation, suspension, update).
- Access control and reporting dashboards.
- Incident management and escalation processes.

b) Technical Teams (Developers & Integrators)

- SDK integration procedures.
- API usage, configuration, and troubleshooting.
- Security and privacy considerations (OIDC4VCI/VP, ISO/IEC 18013-5 compliance).

c) Support Teams

- Helpdesk workflows and case management.
- Standard operating procedures (SOPs).
- Escalation triggers and use of emergency contact lists.

d) Relying Parties & Verifiers

- Credential validation and proof workflows.
- Developer portal onboarding.
- Handling expired or revoked credentials.

e) Citizens (via ServiceWA)

- In-app tutorials, FAQs, and support resources.
- Guidance on credential recovery and consent management.

4. Delivery Approach

Training will be delivered using a blended model:

- **Instructor-led workshops** (virtual and in-person).
- **E-learning modules** embedded in the Knowledge Management Database.
- **Role-based quick reference guides** and checklists.
- **Train-the-Trainer model** for agency leads to cascade knowledge.
- **Scenario-based simulations** during Pilot testing (restricted and preview phases).

5. Schedule and Timing

- Training Plan finalised and delivered: **≥4 weeks prior to Pilot commencement**.
- Initial training sessions: aligned with **Stage 1 and Stage 2 of the Pilot**.
- Ongoing refreshers: annual or as required by solution updates.
- Additional ad-hoc training delivered in response to changes in standards, integration needs, or Department request.

6. Roles and Responsibilities

- **CredEntry (Customer Success & Implementation Lead):** Development and delivery of all training content; integration into Knowledge Management Database.
- **DGov / ServiceWA:** Validation of training content and UX alignment.
- **Agencies (Credential Issuers):** Participation in issuer forums; support for attribute-specific training.
- **Department Contract Manager:** Oversight of training schedule and approval of materials.

7. Evaluation and Success Measures

Training success will be measured by:

- Attendance and participation logs.
- Pre- and post-training assessments.
- Feedback surveys from participants.
- Operational metrics during Pilot (e.g., reduced support tickets, improved first-call resolution).
- Quarterly review of training effectiveness as part of Governance Forum.

8. Knowledge Management Database

- All training materials, SOPs, and policies will be integrated into a **central Knowledge Management Database**, ensuring version control and continuous accessibility.
- Updates will be aligned to software releases and roadmap updates (Appendix D – Product Development Roadmap).