**Case study**

## Training sessions (23 - 26 Jun)

### Background:

Field Army units were coming in for VBS training, comms and obstacle training. Computers were working fine on Saturday but come Monday we found a number of them were crashing for different reasons. I was in Mon, Tue, Thur. My mentor was in Mon, Wed, Thu. The training was supposed to be 4 days but lasted 3 days. First they go through the tutorial to learn to use VBS. Then they do a warm up “game” to get them used to the controls. Then they do the actual training which includes 3 parts: driving/bridges/obstacles.

### Goals:

Have Field Army units successfully complete their training

- Complete VBS moving/shooting/driving tutorial
- Complete “game”
- Complete 3 parts of training: driving practice / bridge laying practice / minefield obstacle training

### Problem:

1. Computers were checked on Saturday but come Monday started having problems, random computers crashing and the same computers crashing more than once for different reasons. X course had a week in here scheduled in, re-arranging the schedule would mean other courses would also need some rearranging where shared resources are concerned.
2. Another unit wanted to use the facilities for a day of training, this was asked on the tuesday so mid training of the field army units. This other unit has priority and so the field Army units training was cut short by a day.

### Actions:

**Identifying issue and finding a solution**

- We had to identify the issue with PCs, find a temporary work around or let them know training was going to have to be cancelled. They did the VBS tutorial, the game and basic driving on the first day but finished early as we couldn't figure out the issue. This also gave us some time before the end of work to find a solution so the next day's training went smoother.

**Maintain clear communication**

- Sharing information and updates with my mentor about how things were going and next steps for the next day, So the other person, if alone, does not

have to figure out where the computers are at in terms of which are running or what's been tried. On Monday my mentor left work later than me, so he left a sticky note of what PCs need looking at as well as the hard drives with updates on them on my desk. We also had a catch up call as soon as I got in the office. This prevented me wasting time on things he had already done and allowed me to pick up where he left off. This was particularly important as the unit would be in for training in around 30 minutes.

**Sharing of ideas and information**

- The communication also allows for ideas to be shared. For example, on the day I was in office alone, when asked the trainees would say they crashed when looking at the maps. This is useful information for my mentor as he can pass this on to the simulation software company. Or when i was assisting the trainees with questions or problems he would let me know which computer needed fixing and any pattern she noticed from his end eg the radios going down.

**Coordinating between remote and in office**

- While I was alone in the office on Tuesday, my mentor was WFH and could remotely access the pcs. Maintaining communication, eg, when the computers started crashing, transferring the AAR (recorded training) from the admin PC to my mentor's PC so he can check for any patterns in crashes.

**Fault finding**

- My mentor and I both fault finding by questioning what's different between the PCs that crashed and the PCs that didn't. Searching for differences. Taking notes of which computers were crashing and at what stages to identify any patterns or recurring problems.

**Questioning the current in place process**

- Asking why we don't preemptively boot up and load in the trainees computers. As it'll save time and can help us identify initial errors and reduce human errors.

## Skills developed:

Problem Solving / collaboration / observation / adaptability / working under time pressure

## Outcomes

- Field Army Units successfully completed training.
- By day 3 we had 2 crashes for the whole training session as opposed to about 10 crashing multiple times on the first day.
- Narrowing the computer issues down to fewer options - over the training days cancelled out a number of possible problems and noted patterns to pass on to the sim software devs - realised its more than likely a network issue.

## Reflection

Future training: not only preemptively opening VBS but giving it a test run the morning of or even better the day before if possible(as training usually begins on a Monday). As well as maybe every 6 weeks or so, even if the facility isn't being used, doing a test run to identify these problems before they can affect a course.

Honesty with the trainer about how it's looking: if we needed time letting them know so they can rearrange their day if needed(e.g. we needed an hour, so the trainer did the lesson part before the training instead of after like scheduled). I think this was crucial in building trust, I think if we had not been honest they probably would have cut the training short.

Possible streamlining training: The 4 day training was completed within 3 days successfully, everything the trainer wanted to achieve was done. You could have argued it was just the group getting through things quickly IF the computers had not crashed a number of times, which took up a good chunk of their time. Suggesting actually it is possible to comfortably complete this specific training within 3 days.

Importance of notes and sharing information: writing down what PCs crashed, what screen they crashed on, what the person was doing at the time are all small things that can help problem solving. While it may not give the exact solution it can help cancel out problems (eg the mouse was moving therefore it cant be a physical equipment issue) helping us narrow it down.

Witness statement: Mentor

During this training session we encountered numerous issues with the hardware and the software. On day 1 of training these issues potentially could have caused a total stop to the training.  Angel was proactive in finding the issues. It was her idea to start logging what the user was doing prior to the issue.  On day one she asked questions and provided good feedback to myself as we worked on the problems.
On day 2 she took the lead on the training and again worked hard to fix issues as they arose.  She liaised with both the users and myself to ensure training was achieved.

By the end of the training due to her interactions and her ability to question what and why things happened we were able to deliver a successful training package.