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**DAC Client Group Trial Process – Participant Status**

**Problem Statement**

Bringing service to life

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*Version 1.0*

## Background

Group trials are required for all distance learning (DL) courses that are to be hosted on the Army Learning Management System (ALMS). Group trials involve several people reviewing the course as learners to ensure the content makes sense and the course functions correctly within the hosted environment. Reviewers are provided with a form to document any issues or errors they may encounter. Reviewers are asked to complete the review within a specified time, typically two weeks, and return the form to courseware developing company.

## The Problem

Currently, the Defense Ammunition Center (DAC) provides Serco with names and contact information for the course reviewers. Serco’s Implementation Specialist sends the reviewers the group trial instructions and tracks completions and comments. The DAC Course Manager and Serco Project Manager do not have access, in a timely fashion, to group trial reviewer information and must email the Implementation Specialist when they need a progress update. DAC Course Managers and Serco Project Managers need access to real-time group trial information including the reviewers assigned to each course, the date reviewers were tasked, and the date reviewers provided evaluation responses.

Group trial data is currently recorded in an MS Excel spreadsheet and stored on Serco's SharePoint site. This file is inaccessible to client Course Managers. This hinders productivity and communication between DAC and Serco teams. Without a shared tracking tool, the team spends a minimum of 30 minutes per course logging, requesting, and responding to requests for information.

## Viable solutions

Viable solutions to increase shared knowledge are:

* DAC hosts the excel spreadsheet within their Sharepoint or government storage app.
  + PROS:
    - Allow DAC to know the status of any course currently in the Group Trial implementation stage as the necessity emerges.
    - Allow DAC leadership the ability to find and resolve bottlenecks in completing reviews easier.
  + CONS:
    - The need to administrate Serco PMs and Task Leads access to DAC’s chosen storage app would not be an effective use of time. Would require Serco personnel to maintain Common Access Cards.
    - Serco Implementation Specialists would also require access to the excel file to administrate the data held. Requires CAC card for these people.
    - Specific files within DACs storage would require special privileges for Serco personnel to add or change data. Type of access may be prohibitive with DAC/MCAAP Directorate of Information Management (DOIM).
* Change format of the data from MS Excel into MS Access.
  + PROS:
    - Administration of the data would be easier for DAC and Serco personnel with the new ability to search by course, maintenance year, productivity over time, reviewers, etc.
    - Smaller file size as we track increased maintenance year efforts and their group trial data.
  + CONS:
    - Hosting environment issues as one entity might be prevented from viewing, adding, or changing the data. Same conditions as stated with moving data to DAC’s hosting environment or keeping the file within Serco Sharepoint.
* Change the format of the data from MS Excel into a web application.
  + PROS:
    - Access for both entities is easier.
    - DAC and/or Serco personnel would have the ability to control access and who had data add/change ability.
    - Viewing data could be given to additional levels of leadership (DAC Functional groupings)
    - Access to data without the need to be within a specific web domain (DAC or Serco) to make leadership decisions.
  + CONS:
    - Hosting platform concerns – ongoing costs possible, upkeep of platform itself, and security of data itself.
    - Could require additional personnel to keep platform and web application/site up to date.
    - Would require profiles to be set up to limit access to and ability to change data.

## Chosen Solution

To be stated later**.**