

TRAINING PROJECT PLAN

FOR

AW LEVEL 1-3 DIFFERENCES SERVICE TRAINING: AW VOLUME SHARE 7 (AW 4.7)

00B00B CHANGE 0

PREPARED FOR

GE HEALTHCARE INSTITUTE

PREPARED BY

GE HEALTHCARE INSTITUTE

08/27/2013

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TRAINING PROJECT PLAN

A. COURSE DATA

CIN: 00B00B Change 0

New

Revision

Cancellation

CDP (s)

Training Site (s)

*1. N/A

GE Healthcare Institute - HCI Instructional Design Folder
N16 W22419 Watertown Road Waukesha, WI 53186

(* = Course Curriculum Model Manager)

Training Type: Online

Work Center: HCI - AW Service Training

Course Status: This is an existing Global Service Qualification for the AW Modality, AW4.6 Work Station Service Training, which is being updated to include the new tasks collected as part of the Job Duty Task Analysis (JDTA) to support AW4.7 Work Station. AW4.6 training will not be updated, AW4.7 will focus on the differences from the previous release and be the new course offering with AW4.6 as a prerequisite.

Service Engineering and appropriate regional training managers/contacts will be notified when the course is released. Communication to the field will be the responsibility of the Service Training Team accomplished through the Regional Training Leaders.

Sustainability: Course owner will be recorded as the Instructional Designer. Changes to any released program will need to be brought forward by Service Engineering or as a result of a filed Trackwise. Technical Training will use the complaint information to complete a change request log. Non-safety/minor corrections will be reviewed/implemented during the course's annual review. Safety/high-risk corrections will be implemented as soon as resources warrant. Technical Training will communicate errors & corrections to those impacted via the Continuous Training Update (CTU) process if required.

Distribution of Training: Master version of course will be maintained in Libraries under the ownership of the Instructional Designer for revision control. Online course will be accessed through GE Learning (LMS) for GE Field Engineers and through the HLS for Channel Partners (Distributor) and Customer Engineers. Channel Partners with SSO's will be able to access via GEL or the HLS. Enrollment may be managed for initial course offerings to meet specific service requirements driving product rollout after which instances should be scheduled and the course listed as open enrollment. This course development project will impact the global regions.

This course will focus on differences of modified or new tasks based on JDTA data. The course will be focused on VS7 workstation M3C and M3D releases. The M3C release will contain the initial training required to install and support the M3C release of the AW VS7 workstation. Subsequent training will follow the program timeline and training will be updated to include information related to the AW VS7 M3D workstation release.

Training materials will be designed using the following technologies where appropriate: Interaction, Video, Animation, etc.....

Course Mission Statement: AW Volume Share 7 (AW 4.7) workstation is a new product course addressing the following competencies:

Product Introduction

1. Differentiate

- * Supported computer hardware platforms
- * Supported computer software
- * Documentation structure changes
- * Unique Device Identification (M3D)

2. Equipment Installation / De-Install / Upgrade

- * Configure Advanced Site Parameters including Configuration Registration
- * Configure InSite
- * Remove Images
- * Remove and return old hardware

3. Equipment Operations

- * Utilize and operate new/modified features within the Common Service Desktop
- * Operate Browser

4. Connectivity

- * Utilize Common Service Desktop for configuration of system

5. Planned Maintenance

- * Identify new/modified Planned Maintenance

6. Corrective Maintenance

- * Identify Corrective Maintenance including:
- * Troubleshoot hardware focusing on new computer
- * Describe Field Replaceable Unit (FRU) strategy

Training will be offered in an online format accessible by link from the LMS for GE Engineers or the HLS for Channel Partners/Dealer Distributors. Training will be formatted as a 'Differences' course. The knowledge and Skills included in this training will support the work necessary to perform Level 1-3 service tasks by GE Field Service Professionals and Channel Partners/Dealer Distributors.

Occupational Classification/Prerequisites: The prerequisite for participating in this training is to be a previously qualified GEHCS FE AW 4.6 Work Station trained. Additionally, the AW Configuration Registration Technical Training (GEHC-GBL-SVCS-537498-Rev2_CURR and must be completed prior to this training.

Course Overview

The AW VolumeShare7 (AW4.7) course is planned to be an Online Training course building from prior knowledge (successful completion of) Workstation 4.6 and AW Configuration Registration Technical Training. To follow current AW course structure, the course should be delivered as a 'Differences' course.

This course will focus on the core AW Volume Share7 workstation product; it will include Configuration Registration as this pertains to AW Volume Share 7 workstation.

Program Overview:

The goal of the program is to deliver training to GEHC Field Service Professionals and Dealer Distributors/Channel Partners. The GE Healthcare Training and Education team will create the Training Project Plan (TPP) and Curriculum Outline of Instruction (COI).

Level 1-3 knowledge and skills will be covered for the following in this training:

- Equipment Operations
- Planned Maintenance
- Corrective Maintenance
- Equipment Installation/Uninstallation/Upgrade
- Equipment Connectivity

Throughout the course, assessments of student comprehension and application will include, but not be limited to:

- Check Your Understanding (for Concepts)
- Real-world scenarios (for Process and Procedure)
- Final examination

Regional AW unique requirements will be defined by the Regional Training Leaders (RTL's) and Modality Service Leaders. Translation of this course material will also be defined by the RTL's utilizing our Global Services Training technologies and processes. French translation will be started once the final course material is ready for Implementation.

Training Site(s) Summary:

1. GE Healthcare Institute - HCI Instructional Design Folder

	<u>Course Length</u>	<u>Class Capacity</u>	<u>Class Convenings</u>	<u>AVG OnBoard</u>	<u>Student Throughput</u>
Current:	0	0	0	0.00	0
Planned:	0	1	0	0.00	0

	<u>Current</u>	<u>Planned</u>
Class Hours:	0	2
Lab Hours:	0	0
Practical Application Hours:	0	0

Site Consideration:

No site required. Online delivery recommended. Estimated Online duration is 2-4 hours per segment. This timing is neither a limitation nor maximum. Actual course timing will be determined by the objectives presented & tested.

B. JUSTIFICATION:

1. Reference(s):

Approved AW VolumeShare 7 Workstation 4.7 JDTA collected Q4'13.

The approval to release below is based on Global Services Technical Training Development Work Instruction 10.117_Technical Training Development_DOC0682852. See the most current revision for current approval matrix.

Those listed below are to be notified by My Workshop:

Lead Developer (LD): Paul Burby 212005585 - Approver

Modality Program Manager: Rick Fritz 212027843 - Notify

Development Program Manager: Mary Birk 212043640 - Approver

Quality Manager: John Chessario 207001587 - Approve

LSI or equivalent (Service Engineering): Gwenaelle Lemaire 100000337 - Approver

Director of Training: Rodney Chapman 212070627 - Approver

Those listed below are to be notified by e-mail, not My Workshop:

Training Delivery: Brian Adams 212005144 - Notify

Primary Instructor/Subject Matter Expert: TBD - Notify

Product Service Team Manager: Bruce Frankenberg 212001544 – Notify

Modality Service Manager: Riadh Tounsi 100003986 - Notify

USCAN Training Leader: Gary Haulotte 212008285 - notify

Latin America Training Leader: Luciana Castagna 212068097 - Notify

Europe Training Leader: Johannes Surmann 100009201 - Notify

EAGM Training Leader: Sertac Ozen 100042672 - Notify

India Training Leader: Rupesh Chakravarty 305002046 - Notify

APAC Training Leader: Tatsuyuki Hikiji 305005053 - Notify
China Training Leader: Ali Nie Ying 305010284 - Notify
Education Operations Manager: Aaron Hart 212058778 - Notify

Target Audience:

GE Service Engineers, Dealer Distributors/Channel Partners and Customers

2. Reason/Source of Information:

Source data is pulled from eNPI #21670

Reference BKS17668

DHF Index DOC1145961

AW 4.7 specific data:

BKS18940 DHF Index DOC1156571

The Level 1-3 Differences course is structured to support the new Global Services One Service Delivery Model with nested levels of training supported by Continuous Training Updates (CTU's).

3. Summary of Differences:

AW VolumeShare7 (AW4.7) has similarities with the previous AW 4.6 products. It is recommended that the service training course be delivered as a differences course to the existing training.

4. Impact If Not Approved:

AW VolumeShare7 (AW4.7) is a NPI program. While overtly similar in process & structure to previous versions of AW Workstation 4.6, this product has many new features, applications and user interfaces that are significantly different. A dedicated service training course is required for AW4.7 to ensure installation & configuration occur during allotted time and customer satisfaction is maintained.

This project is needed to support the Global Service Standards Level Strategy. It will connect the skills to the JDTA and present them using updated training methods.

C. SAFETY RISKS AND HAZARDOUS MATERIALS:

No additional safety concerns outside of the standard EHS requirements and safety topics addressed in the AW family of products.

D. CURRICULUM DEVELOPMENT METHOD:

1. The following documents will be developed in support of this course in accordance with NAVEDTRA 136.
2. The documents that will be produced for this course will be as follows:
 - ☒ a. Training Project Plan
 - ☒ b. Course Training Task List
 - c. Personnel Performance Profile
 - d. Training Path System
 - ☒ e. Training Course Control Document
 - f. Lesson Plan
 - g. Trainee Guide
 - ☒ h. Knowledge/Performance Tests and Administrator's Guides
 - i. Instructional Media Materials
 - ☒ j. Testing Plan
 - ☒ k. Support Materials
3. Learning Objects:
 - a. None
 - b. Instructor-Led
 - ☒ c. Web-Based
 - d. Blended
4. The primary mode of instruction:
Online

E. RESOURCE REQUIREMENTS:

SITE: GE Healthcare Institute - HCI Instructional Design Folder

Manpower

	<u>FY2013</u>	<u>FY2014</u>	<u>FY2015</u>	<u>FY2016</u>	<u>FY2017</u>
Instructional Designer(s) Required	0	0	1	0	0
Instructional Designer(s) Qualified	0	0	1	0	0
Multi-Media Required	0	0	1	0	0
Multi-Media Qualified	0	0	1	0	0
Instructor Required	0	0	1	0	0
Instructor Qualified	0	0	0	0	0
Other Required	0	0	0	0	0
Other Qualified	0	0	0	0	0

Notes: ISD required for development. Multi--media resources to be requested by ISD as required.

Funding

<u>Approp</u>	<u>AG/SAG</u>	<u>Expense</u>	<u>FY2013</u>	<u>FY2014</u>	<u>FY2015</u>	<u>FY2016</u>	<u>FY2017</u>
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Notes: Internally Funded - NPI project Development to be liquidated through tuition

SITE: GE Healthcare Institute - HCI Instructional Design Folder

Facilities/Equipment

Equipment will be provided by the Modality if required for training development work. There are no additional equipment requirements as this is an online course.

SITE: GE Healthcare Institute - HCI Instructional Design Folder

F. COMPENSATION

<u>Manpower</u>	<u>Number/Type Billets</u>	<u>Source of Compensation</u>	<u>Shortfall</u>
GE Healthcare Institute - HCI Instructional Design Folder	1	Training Development Team - HCI	
<u>Funding</u>	<u>Dollar Amount</u>	<u>Source of Compensation</u>	<u>Shortfall</u>
GE Healthcare Institute - HCI Instructional Design Folder	\$0.00	Intentionally Blank	\$0.00

G. MILESTONES

<u>Milestone</u>	<u>Date Start</u>	<u>Date Complete</u>
1. JDTA Workout	01/01/2014	01/01/2014
2. M3C Training Project Plan	04/06/2015	04/24/2015
3. M3C Training Course Control Document	04/13/2015	05/01/2015
4. M3C Project timeline and resource requirements review	04/17/2015	04/24/2015
5. M3C GM Training Footprint review	04/20/2015	05/01/2015
6. M3C Lesson Plan/COI	04/27/2015	05/01/2015
7. M3C Test	04/27/2015	05/08/2015
8. M3C Alpha Review	05/11/2015	05/22/2015
9. M3C Pilot Course	05/25/2015	06/05/2015
10. M3C Pilot Course Monitoring	05/26/2015	06/05/2015
11. M3C Pilot Course Updates	06/01/2015	06/12/2015
12. MV for M3C	06/15/2015	06/19/2015
13. M3C Letter of Promulgation	06/29/2015	07/03/2015
14. M3C Implement Training	07/06/2015	07/10/2015
15. M3C	07/06/2015	07/10/2015

Program Risks/Mitigation Plan

Risk 1: Timing of the content development is under pressure due to past program milestone pushes and the pull in of M3C due to equipment

shortages for the current AW 4.6 configurations.

Risk 1 Mitigation: CBT content work will be assisted by an outside contractor. M3C date in FW28'15 should allow for ISD to complete all tasks, assuming no unforeseen training delivery issues, such as lack of hardware, software, multi-media and GEL resources.

Risk 2: Hardware required for development may not be readily available. There is no provision in the 2015 S2 plan at this time to buy AW systems.

Risk 2 Mitigation: Borrow, consign or upgrade existing HCI workstations to enable development of training material. Team will be taking the needed pictures/videos FW17'15.

Risk 3: M3D is competing with resources/timelines with other AW/GSTD programs.

Risk 3 Mitigation: Will continue to prioritize our work to meet all of the program expectations, while communicating any challenges that come with the Program Team.