

## Module 1 Part A Assignment

Stephanie Neil

CIDM 6325 Web App Development

# Memo

**To:** App Dev Co. Leadership, Dr. Jeffry Babb

**From:** Stephanie Neil, Aspiring DoD Cybersecurity Employee

**cc:** CIDM 6325 Students

**Date:** 9/4/25

**Re:** Proposal for Staff Training Tracker Application

---

## Purpose

This memorandum proposes the development of a centralized Staff Training Tracker Application to address recurring challenges in monitoring and reporting employee training requirements across the Department of Defense (DoD).

## Problem

The DoD employs over 2.1 million military personnel and approximately 800,000 civilian employees (Couch). Within the civilian workforce alone, there are 16 mandatory training requirements, most of which must be renewed annually (DCPAS). Current tracking methods are fragmented across multiple systems, leading to inefficiencies, duplication of effort, and inconsistent reporting (Tribal Habits). Also, inconsistent staffing due to hiring freezes, delayed hiring, budget uncertainties, and overworked staff all support providing an app for tracking training compliance to reduce man hours involved in tracking compliance among departments (Couch).

These deficiencies are frequently cited as discrepancies during certification audits. While volunteering with the Internal Control department of Marine Corps Community Services this summer, each of the three audits that were conducted during my time there resulted in

at least one employee being deficient on their training. In one department 60% of employees were deficient and in another 100% of the volunteers were deficient in their requirements. This creates both compliance risks and administrative burdens. Without a unified solution, the DoD remains vulnerable to audit failures, readiness shortfalls, and decreased workforce efficiency (Tribal Habits).

One of the fragmented processes involves a combination of online and in-person training. In-person training does not have a clear tracking system where employees are able to verify their attendance later. It is unclear where this verification is saved. One goal of this tracking app is to consolidate verification of all training completion in one place whether it is completed online or in-person.

Administrative time is wasted each year due to fragmented systems. Consequences of non-compliance put departments at risk of losing their certification status, which would cause them to shut down for a period until amends are made. Another consequence is that employees are not at full readiness to perform their duties appropriately and are therefore making other mistakes in their day-to-day work.

## **Stakeholders**

The primary stakeholders include civilian and military employees responsible for completing training requirements. These are the primary end users. Also, supervisors and managers who oversee compliance. Other stakeholders are training coordinators, auditors, and DoD administrators who rely on accurate data for certification and oversight.

Supervisors would use the app to monitor the training compliance of the employees they oversee. This will provide another means of ensuring employees stay up to date on what is needed for the department to meet compliance. The app would provide auditors with a quick and organized way of seeing each department and employee and what training they have done.

## **Scope**

This project will include the development of a single centralized, web-based and mobile-accessible application for all DoD employees. It will offer role-based dashboards for employees, supervisors, and administrators to track completion status in real time. Automated reminders will be generated for upcoming or overdue training. Audit-ready reporting will be enabled to reduce findings, improve compliance, and improve efficiency.

The initial implementation will focus on the 16 civilian training requirements, with scalability for additional requirement needs in various departments. The implementation will roll out in phases starting in small departments and working up to larger ones based on

the number of employees in the department. Various access levels will be available for employees, supervisors, training administrators, and auditors.

Strong passwords of 12 to 15 characters, including letters, numbers, and symbols will be required for login. Mobile accessibility will be included for times when in-person training is required so that all training can be easily logged online within the tracker app and verified in-person.

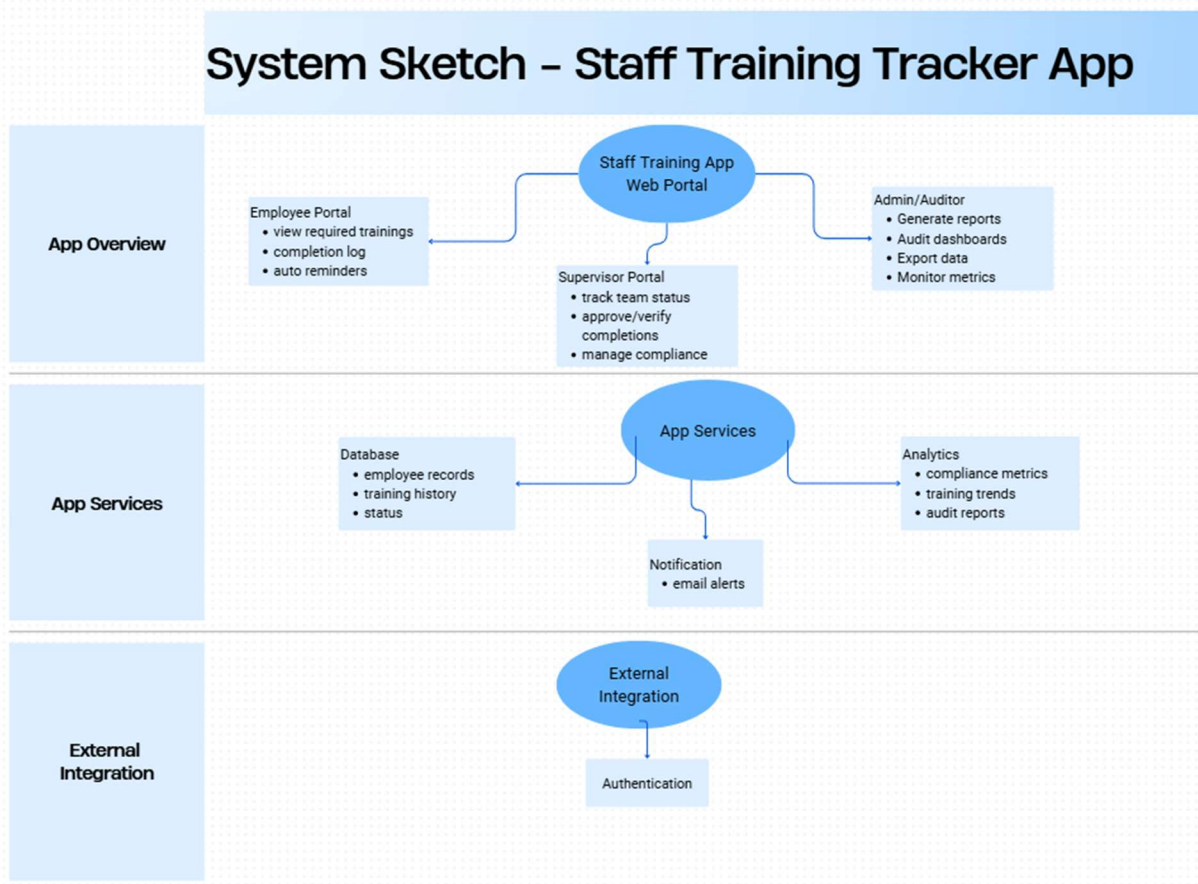
The development of new training content will be out of scope. The existing learning management system will not be altered, as this application will only serve as a tracker.

### Success Metrics

The effectiveness of the Staff Training Tracker Application will be measured by audit discrepancy reduction, completion rates, and user adoption. There will be 50% fewer audit findings related to incomplete training within the first year of deployment. Within the first year of rollout, 90% of on-time completion of annual training requirements will be achieved. At least 80% of civilian and military personnel will be actively using the tracker within the first year.

### System Sketch

Diagram 1. Block diagram showing app structure



## Risk Register

| Risk   | Mitigation   |
|--|--|
| Security – unauthorized access   | Strong passwords required to be 12-15 characters long with letters, numbers, and symbols included                            |
| Adoption – users ignore the tool   | When attending in-person trainings, must use app to log attendance and completion verification                               |
| Feature creep – DoD is a huge organization with many departments and the app could become over complicated | Enforce that keeping it as simple and user friendly as possible while accurately doing what it is intended to do is the goal |

Table 1. Risk register for proposed app

## Evidence Base and References

“6 Government Training Challenges - & How to Fix Them!” *Tribal Habits*, 28 July 2025, [tribalhabits.com/government-training-challenges/](https://tribalhabits.com/government-training-challenges/).

“AI Risk Management Framework.” *NIST Information Technology Laboratory*, 5 May 2025, [www.nist.gov/itl/ai-risk-management-framework](https://www.nist.gov/itl/ai-risk-management-framework).

Couch, Kevin. “Understaffing, Lack of Training Found Common across Agencies.” *FEDweek*, 25 Apr. 2018, [www.fedweek.com/issue-briefs/understaffing-lack-of-training-found-common-across-agencies/](https://www.fedweek.com/issue-briefs/understaffing-lack-of-training-found-common-across-agencies/).

“DOD Civilian Mandatory Training Requirements List.” *DCPAS*, [www.dcpas.osd.mil/policy/learningdevelopment/civilianmandatorytrainingrequirementlist](https://www.dcpas.osd.mil/policy/learningdevelopment/civilianmandatorytrainingrequirementlist). Accessed 28 Aug. 2025.

“Free Design and Presentation Tool for Students | CANVA.” *CANVA*, [www.canva.com/education/students/](https://www.canva.com/education/students/). Accessed 4 Sept. 2025.

Jones, Yvonne, et al. “GAO-12-878, Federal Training Investments: OPM and Agencies Can Do More to Ensure Cost-Effective Decisions.” *GAO*, Sept. 2012, [www.gao.gov/assets/b-416786.2.pdf](https://www.gao.gov/assets/b-416786/b-416786.2.pdf).

“Web Content Accessibility Guidelines (WCAG) 2.2.” *W3C*, 12 Dec. 2024, [www.w3.org/TR/WCAG22/](https://www.w3.org/TR/WCAG22/).