## 22. Introduction

This Section covers training of MSDS project personnel. <u>Customer training is covered in the Deployment Section.</u> The courses are divided into two categories: (1) vendor-supplied courses, and, (2) courses to be developed. In the second case both development and presentation are discussed.

## 22.1 Training Requirements

This project is generally similar to others that we have developed over the years. The main exception is in the area of the GUI and its Help screens, as our previous work has used character string commands. We have people familiar with Visual Basic, but not the implementation of these screens. We have, therefore, scheduled an intensive course for our development and test staff.

Since this is a new client community, we have also arranged for the development and presentation of a special overview course on ATCO operations. All project personnel will attend this course. We believe that our future business posture with respect to ATCO will be substantially enhanced this way.

Although we have experience using ClearCase, the level is variable, so that we shall purchase a training session from the ClearCase sales organization. Everyone will attend this session.

## 22.2 Vendor-Supplied Training

The courses shown in the table below are available from vendors, i.e., no course development is required. The training time for each person is allowed for in that person's schedule. The contribution to the project budget is thus the vendor payment, a total of $22K for both courses.

| Course | Subject | Vendor | Schedule | Cost | Attendees |
|--------|---------|--------|----------|------|-----------|
| GT 1234 | GUIs for Fun and Profit | Graphic Technology | 11/01/15 | $15K | Development and test personnel |
| ClearCase | Using ClearCase | Atria | TBD | $5K | All CCPS personnel |

## 22.3 Courses to be Developed

### 22.3.1 Course Presentation

The courses shown below are to be developed. The cost figure for a single offering includes development and presentation. If there are subsequent offerings, the cost figure for those offerings includes any revision, as well as the presentation. For each of these courses a development plan, provided by the developer, is shown in Section 22.3.2.

| Course | Subject | Provider | Schedule | Cost | Attendees |
|--------|---------|----------|----------|------|-----------|
| ATCO Opns | General ATCO business operations | MSDS Technical Education | *01/10/16-01/10/17* | $30K | All CCPS personnel |

# CCPS Project Plan
# Training Plan

| Course | Subject | Provider | Schedule | Cost | Attendees |
|--------|---------|----------|----------|------|-----------|
| | | Department | | | |

## 22.3.2 Course Development Plans

The development plans for courses to be developed (see above) follow.

| Course | Task | Responsibility | Due | Comments |
|--------|------|----------------|-----|----------|
| ATCO Opns | Survey customer | J. Doe (QUEST) | 3/21/99 | |
| | Design course | J. Doe | 4/15/99 | |
| | Develop materials | J. Doe | 6/1/99 | |
| | Produce materials | Graphic Design, Inc. | 6/15/99 | |
| | Run pilot | R. Roe | 7/1-7/5 | |
| | Revise course | R. Roe | 8/1/99 | Includes design and materials revision |
| | Provide course session | R. Roe | 8/15-16 | All CCPS personnel |

The package cost for the development and one session is $30,000. Additional sessions can be provided at a price to be negotiated, should it be desirable, for example, for wider MSDS exposure.

## 22.4 Total Course Costs

The direct expense cost of courses, whether or not development is involved, is $50,000. The cost associated with staff time is included in the loaded salary figures we use.