Justin Goulet

City of Carlsbad | ReC. Admin.

Risk Register

Activenet Trainer

Expectations of System:

# Can be accessible from any workstation

Basic requirements for this system must be that it can be run on any existing workstation. Assuming every workstation has existing capability to run IE (Internet Explorer) and has the appropriate add-ins.

# Can be used intermittently by staff

We don’t want an annoying, time consuming system that staff does not want to use. While the system should train staff, it should not consume all of their time. The best way to reach out to our staff is in sections, of which they can pause at any moment and return to if interrupted.

# Immersive for general to full understanding

There are many key modules we should incorporate into our system. The system should start with an overview of many topics, then dive deeper as staff progresses. We want our staff to have the core functionality down (from what they will be doing on a daily basis) to exceptions and special triggers that differ from the norm.

Our staff is expected to use the trainer as a tool for experimentation during the training courses. Hands-on experience is the best way to learn and we should incorporate that into our system. Staff may be required to save reports, screenshots, etc. and submit them into the corresponding module.

# Educational while intuitive

Our staff must be motivated and engaged in these modules. They must be willing and able to spend a few minutes on these videos and the trainer site. The questions and information provided will not be tricky and they will act as a “virtual” one-on-one experience.

Probable Risks:

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| Category: |  | | | | |
| Risk: | | | **Potential Impact:** | | |
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| Probability: | **Impact:** | **Risk Score/ Category** | | **Cost Impact  (Project Costs)** | **Schedule Impact** |
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| Action Plan: | | | | | |
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| Responsible: | | **Next Action Target Date:** | | **Date Scheduled:** | |
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