**Training Plan**

In regards to maintenance and upkeep of the website a team of our developers will be assigned to teach the staff to use the website as well as how to maintain it. Training will commence after the official release of the system. Selection of staff members will be dependent upon the members experience as well as qualifications. Separate training teams will be established; teams will be divided based on tasks workers must perform. Below is a representation of the various teams:

**MSTEM Staff**

This team will involve the training of regular MSTEM Staff members. Members will be taught how to effectively use the website to perform specific tasks. Staff members within this team are not required to have any technical background in web development, however members will be selected and trained based on how well they use the computer.

**Website Administrators**

Training within this team will involve teaching administrators about the various functionalities of the website. Members will be taught about the programming structure of the website, entry points within the website, where to look for errors etc. Team members are required to have some technical background/knowledge in web development.

**Database Administrators**

Staff members within this team will be taught how to maintain the database of the website. Members will be exposed to the structure and actual data of the database. In addition staff members will also be taught ways to prevent database penetration and how to handle corrupt data.

**Customer Care Representatives**

Staff members within this team will be taught about common issues users may face and how to respond to such issues. These members are not required to have any technical background but are required to have strong computing skills as well as some form of customer service experience.

Training of each team is independent of the other, therefore training will be simultaneous. The schedule for training will not exceed two (2) weeks. As stated earlier training will begin immediately after the official launch of the website. The following is an illustration of what the training schedule may look like:

**Training** **Schedule**

|  |
| --- |
| Week 1(December 9, 2014) |
| MStem Staff 20 Hrs |
| Web Administrators 30 Hrs |
| Database Administrators 30 Hrs |
| Customer Care Reps 20 Hrs |
| Week 2(December 15, 2014) |
| MStem Staff 20 Hrs |
| Web Administrators 30 Hrs |
| Database Administrators 30 Hrs |
| Customer Care Reps 20 Hrs |