**TRAINING**

The personnel in the system must know in detail what their roles will be, how they can use the system, and what the system will or will not do.

The success or failure of well designed and technically elegant systems can depend on the way they are operated and used.

**Training Systems Operators**

Systems operators must be trained properly such that they can handle all possible operations, both routine and extraordinary. The operators should be trained in what common malfunctions may occur, how to recognize them, and what steps to take when they come.

Training involves creating troubleshooting lists to identify possible problems and remedies for them, as well as the names and telephone numbers of individuals to contact when unexpected or unusual problems arise.

Training also involves familiarization with run procedures, which involves working through the sequence of activities needed to use a new system.

**User Training**

* End-user training is an important part of the computer-based information system development, which must be provided to employees to enable them to do their own problem solving.
* User training involves how to operate the equipment, troubleshooting the system problem, determining whether a problem that arose is caused by the equipment or software.
* Most user training deals with the operation of the system itself. The training courses must be designed to help the user with fast mobilization for the organization.

**Training Guidelines**

* Establishing measurable objectives
* Using appropriate training methods
* Selecting suitable training sites
* Employing understandable training materials

**Training Methods**

*Instructor-led training*

It involves both trainers and trainees, who have to meet at the same time, but not necessarily at the same place. The training session could be one-on-one or collaborative.

It is of two types:

* Virtual Classroom - In this training, trainers must meet the trainees at the same time, but are not required to be at the same place. The primary tools used here are: video conferencing, text-based Internet relay chat tools, or virtual reality packages, etc.
* Normal Classroom - The trainers must meet the trainees at the same time and at the same place. They primary tools used here are blackboard, overhead projectors, LCD projector, etc.

*Self-Paced Training*

It involves both trainers and trainees, who do not need to meet at the same place or at the same time. The trainees learn the skills themselves by accessing the courses at their own convenience. It is of two types −

* Multimedia Training - In this training, courses are presented in multimedia format and stored on CD-ROM. It minimizes the cost in developing an in-house training course without assistance from external programmers.
* Web-based Training - In this training, courses are often presented in hyper media format and developed to support internet and intranet. It provides just–in-time training for end users and allow organization to tailor training requirements.