**EMC InfoArchive 3.0**

301 SE Training Plan

Version 0.1

200140212

**VERSION HISTORY**

[Provide information on how the development and distribution of the will be controlled and tracked. Use the table below to provide the version number, the author implementing the version, the date of the version, the name of the person approving the version, the date that particular version was approved, and a brief description of the reason for creating the revised version.]

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Version Number** | **Implemented**  **By** | **Revision**  **Date** | **Approved**  **By** | **Approval**  **Date** | **Description of Change** |
| 0.1 | Goran Stepic | 20140212 | XXX | <yyyymmdd> | Draft Initial Setup |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

***Notes to the Author***

[This document is a template of a document for a project. The template includes instructions to the author, boilerplate text, and fields that should be replaced with the values specific to the project.

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* Text and tables in black are provided as boilerplate examples of wording and formats that may be used or modified as appropriate to a specific project. These are offered only as suggestions to assist in developing project documents; they are not mandatory formats.

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3. To update the Table of Contents, right-click on it and select “Update field” and choose the option - “Update entire table”.
4. Before submission of the first draft of this document, delete this instruction section “Notes to the Author” and all instructions to the author throughout the entire document.

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# 1.0 Introduction

The EMC InfoArchive 3.0 301 level training program is designed to provide the EMC IIG PreSales organization with knowledge and tools required to effectively support the IIG command of sales and in particular:

* support IIG sales in opportunities discovery
* scope and qualify the opportunities
* create solution overview
* validate the solution with focus on delivering fully enabled on-site Proof Of Concept
* deliver solution proposal

## 1.1 Background and Scope

*[This subsection of the Training Plan provides a brief description of the project from a management perspective. It identifies the system, its purpose, and its intended users. This subsection also provides a high-level summary of the Training Plan and its scope.]*

EMC InfoArchive is a unified archiving platform capable of storing very large volumes of related structured data and unstructured content in a single consolidated repository. This product enables corporations to preserve the value of enterprise information – to comply with long-term retention requirements – in an easily accessible unified archive.

EMC InfoArchive will be the productized version of formerly EMC IIG PS framework EAS (Enterprise Archive System). EMC InfoArchive is aimed to be released on March 14th 2014 in version 3.0. Despite the version number, this release is being considered as the initial product release. This and the fact that EMC InfoArchive is being considered as one of the top global EMC product aimed to significantly contribute to overall EMC sales in year 2014 and above, implicates the need to provide deep-dive, 301 level training to EMC IIG SE organization.

The 301 level training is planned to be delivered on March 26th and 27th 2014 with following preliminary agenda:

* Day 1 and Day 2
  + 01 Logistics (VM image distribution etc…)
  + 02 Introduction to EMC InfoArchive 3.0
  + 03 Creating a SIP and Lab
  + 04 Ingestion Configuration and Lab
  + 05 Holding Configuration and Lab
  + 06 Archiving Process and Lab
  + 07 Query Configuration and Lab
  + 08 User Interface Configuration and Lab
  + 09 Unstructured Data Archiving and Lab
  + 10 Orders and Lab
  + 11 Confirmation and Lab
  + 12 Ingestion modes
  + 13 Cache Management
  + 14 Administration
  + 15 Installation
  + 16 Architecture and Performance
  + 17 Advanced Options
  + 18 Query Web Services
  + 19 Order Web Services
  + 20 Other Web Services
  + 21 Ad-Hoc Ingestion and Package Aggregation
  + 22 EMC InfoArchive Sizing
  + 22 EMC InfoArchive ROI calculation
  + 24 Q&A
  + Accreditation packages assignment (VM image, documentation, templates, accreditation opportunity description)
* 30 days after the training
  + 301 trained SEs create proposal, presentation and demo based on assigned accreditation package
  + Webex based accreditation – SE present remotely the proposal, presentation and demo and getting evaluated by accreditation team

## ****1.2 Points of Contact****

|  |  |  |
| --- | --- | --- |
| Role | **Name** | **Contact** |
| Business Sponsor | Erin Bellomo | [erin.bellomo@emc.com](mailto:erin.bellomo@emc.com) |
| Program Manager | John Penny | [john.penny@emc.com](mailto:john.penny@emc.com) |
| Project Manager | Goran Stepic | [goran.stepic@emc.com](mailto:goran.stepic@emc.com) |
| QA Manager | Goran Stepic | [goran.stepic@emc.com](mailto:goran.stepic@emc.com) |
| QA Representatives | Harsh Hatekar? Howard Boblett? | [harsh.hatekar@emc.com](mailto:harsh.hatekar@emc.com)  [howard.boblett@emc.com](mailto:howard.boblett@emc.com) |
| Training Manager/Coordinator | Goran Stepic | [goran.stepic@emc.com](mailto:goran.stepic@emc.com) |
| Training Representatives | Goran Stepic Stephane Canipel | [goran.stepic@emc.com](mailto:goran.stepic@emc.com)  [stephane.canipel@emc.com](mailto:stephane.canipel@emc.com) |
| Accreditation team | TBA |  |

## ****1.3 Document Organization****

*[This subsection of the Training Plan describes the document’s organization.]*

## ****1.4 Security and the Privacy Act****

*[This subsection of the Training Plan, if applicable, provides a brief discussion of the system's security controls and the need for security and protection of sensitive data. If the system handles sensitive or Privacy Act information, information should be included about labeling system outputs as sensitive or Privacy Act-related. In addition, if the Privacy Act protects the system, include a notification of the Privacy Act's civil and criminal penalties for unauthorized use and disclosure of system data.]*

## ****1.5 Glossary****

*[This subsection of the Training Plan contains a glossary of all terms and abbreviations used in the plan. If it is several pages in length, it may be placed as an appendix. A reference can be made to the OPDIV specific glossaries.]*

# ****2.0 Instructional Analysis****

## ****2.1 Needs and Skills Analysis****

The EMC InfoArchive 3.0 301 level training intended audience are maximum of 10 EMC IIG SE professionals selected by regions and their respective managers. This is a preliminary candidate list:

* EMEA
  + Garen Yacoubian UKI
  + Mostafa Mansour TEAM
  + Dmitry Sergeev, Russia
  + Kirill Kochubey, Russia
  + Jan Vala, EMEA East
  + Steven Etberg, SA
  + Gianluca d’Amora, Italy
  + Dietmar Enghauser, Germany
  + Dominique Gallet, France
  + Alex Fritel, France
  + Margo Vrolix, Benelux
* USA
  + Joe Furtado
  + Howard Boblett
  + Rohit Sangal
  + Shahid Rauf
  + Max Bell
  + John Brideweser
  + Andy Tran
* APJ
  + Jason Ng?
  + ???

The targeted SE professionals have to bring a certain level of prerequisite skills in order to successfully attend the 301 level training and pass the accreditation. These skills with proposed actions are listed here:

|  |  |  |  |
| --- | --- | --- | --- |
| **SKILL** | **ACTION** | **SOURCE** | **DATE** |
| EMC InfoArchive 101 | Attend TFE 101 Tech Alert Webex Session | EMC IIG TFE Tech Alert | 20140220 |
| EMC InfoArchive 201 | Attend TFE 201 Tech Alert Webex Session | EMC IIG TFE Tech Alert | 20140221 |
| EMC Documentum 301 | Self-Study / refreshment prior to attend the EMC InfoArchive 301 training | [EMC Documentum Technical Fundamentals](http://mylearn.emc.com/IRMcourseware/Technical%20Fundamentals/6.7/)  [EMC Documentum System Administration Fundamentals](http://mylearn.emc.com/IRMcourseware/System%20Administration%20Fundamentals/7.0/)  [EMC Documentum System Administration Advanced](http://mylearn.emc.com/IRMcourseware/System%20Administration%20Advanced/6.5/)  [EMC Documentum Security](http://mylearn.emc.com/IRMcourseware/Documentum%20Security/6.5_6.6/)  [EMC Documentum High Volume Server](http://mylearn.emc.com/IRMcourseware/High%20Volume%20Server/6.5/)  [EMC Documentum Performance Tuning](http://mylearn.emc.com/IRMcourseware/Performance%20Tuning/6.7/) | 20140325 |
| EMC xDB 301 | Self-Study / refreshment prior to attend the 301 training | [EMC xDB Administration](http://mylearn.emc.com/IRMcourseware/xDB%20Administration/9.0.3/)  Recommended [EMC XML Store Administration](http://mylearn.emc.com/IRMcourseware/XML%20Store%20Administration/6.0%20SP1/)  [Recommended EMC xDB Developing xDB Applications](http://mylearn.emc.com/IRMcourseware/xDB_Developing%20xDB%20Applications/9.0.4/)  [Recommended](http://mylearn.emc.com/IRMcourseware/xDB_Developing%20xDB%20Applications/9.0.4/)  [Recommended DDS Developing DDS Template Applications](http://mylearn.emc.com/IRMcourseware/DDS_Developing%20DDS%20Template%20Applications/6.5/) | 20140325 |
| XML 201 | Self-Study / refreshment prior to attend the EMC InfoArchive 301 training | Free tutorials 0n internet like  [XML Basic](http://www.w3schools.com/xml/default.asp)  [xSLT Tutorial](http://www.w3schools.com/xsl/default.asp)  [xPATH Tutorial](http://www.w3schools.com/xpath/default.asp)  [xLINK Tutorial](http://www.w3schools.com/xml/xml_xlink.asp)  [xPATH Tutorial](http://www.w3schools.com/xml/xml_xpath.asp) | 20140325 |
| xQUERY 301 | **Most important XML technology for EMC InfoArchive**  Self-Study / refreshment prior to attend the EMC InfoArchive 301 training | Free tutorials on internet like  [xQUERY Tutorial](http://www.w3schools.com/xquery/default.asp) | 20140325 |
| xFORMS 201 | Self-Study / refreshment prior to attend the EMC InfoArchive 301 training | Free tutorials on internet like  [Introduction to xFORMS](http://www.ibm.com/developerworks/library/x-xformsintro1/) | 20140325 |

The targeted audience will be informed with the invitation to attend the EMC InfoArchive 301 training to refresh / update their skills listed as prerequisite above.

## ****2.2 Development Approach****

*[This subsection of the Training Plan discusses the approach used to develop the course curriculum and to ensure quality-training products. This description includes the methodology used to analyze training requirements in terms of performance objectives and to develop course objectives that ensure appropriate instruction for each target group. The topics or subjects on which the training must be conducted should be listed or identified.]*

## ****2.3 Risks, Dependencies and Recommendations****

*[This subsection of the Training Plan includes any current and foreseeable issues surrounding training. Recommendations for resolving each issue and constraints and limitations should also be listed. Review and update the Risk Management Plan with any new risk information uncovered during the development of this plan.]*

EMC InfoArchive 3.0 is an about to be released product evolved from the EMC IIG PS framework. Only limited SE circle had been involved with the opportunities in previous couple of years with maximum of 201 knowledge level. Following risks, dependencies and solution recommendation are identified:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **RISK** | **LEVEL** | **DEPENDENCIES** | **SOLUTON RECOMMENDATION** | **RESPONSIBLE** | **STATUS** |
| Training Material | MEDIUM | EMC Training Department should be releasing the customer oriented beta documentation on 20140228 | Share the documentation work in progress with TFE team | **Training**: Christopher Lupone  **TFE**: Goran Stepic | STARTED |
| EMC InfoArchive Pre-GA Knowledge Level | HIGH | Currently Stephane Canipel is the only one 301 skilled person but is due to his involvement as solution architect not available for any knowledge transfer prior to planned GA on 2010314 | Self study existing PS EAS 2.2 training material  Involving leason learned and self-learning experience from resources from parallel project EMCWorld 2014 EMC InfoArchive Labs Harsh Hatekar and Howard Boblett | Goran Stepic | STARTED |
| GA Code Freeze | LOW | GA code freeze is planned for 20140228 | In case of any unexpected delays, continue work with latest stable Pre-GA build | Goran Stepic | STARTED |
| 301 Training Delivery Lead | LOW | Stephane Canipel availability | Due to Stephane’s involvement in bringing the product to GA, agreed to postpone the 301 training after the planned GA date (20140314) to end of March, 20140326 and 20140327. Stephane has already tentatively confirmed his availability | Goran Stepic | RESOLVED |

# ****3.0 Instructional Methods****

## ****3.1 Training Methodology****

*[This subsection of the Training Plan describes the training methods to be used in the proposed courses; these methods should relate to the needs and skills identified in Section 2.3, Needs and Skills Analysis, and should take into account such factors as course objectives, the target audience for a particular course, media characteristics, training criteria, and costs. The materials for the chosen training approach, such as course outlines, audiovisual aids, instructor and student guides, student workbooks, examinations, and reference manuals should be listed or discussed in this subsection. Sample formats of materials can be included in an appendix, if desired.]*

## ****3.2 Training Database****

*[This subsection of the Training Plan, if applicable, identifies and discusses the training database and how it will be used during computer systems training. It discusses the simulated production data related to various training scenarios and cases developed for instructional purposes. This subsection also explains how the training database will be developed. If this subsection is not applicable to the system involved, indicate "Not applicable."]*

## ****3.3 Testing and Evaluation****

*[This subsection of the Training Plan describes methods used to establish and maintain quality assurance over the curriculum development process. This description should include methods used to test and evaluate training effectiveness, evaluate student progress and performance, and apply feedback to modify or enhance the course materials and structure.*

*One source of feedback could be a course- or module-specific course or instructor evaluation form. This form should gather trainee reactions on the following topics: scope and relevance of course or module, appropriateness of objectives, usefulness of assignments and materials, effectiveness of course training materials, stronger and weaker features of the course, adequacy of the facilities, timing or length of the course or module, effectiveness of the instructor(s), and participant suggestions and comments.]*

# ****4.0 Training Resources****

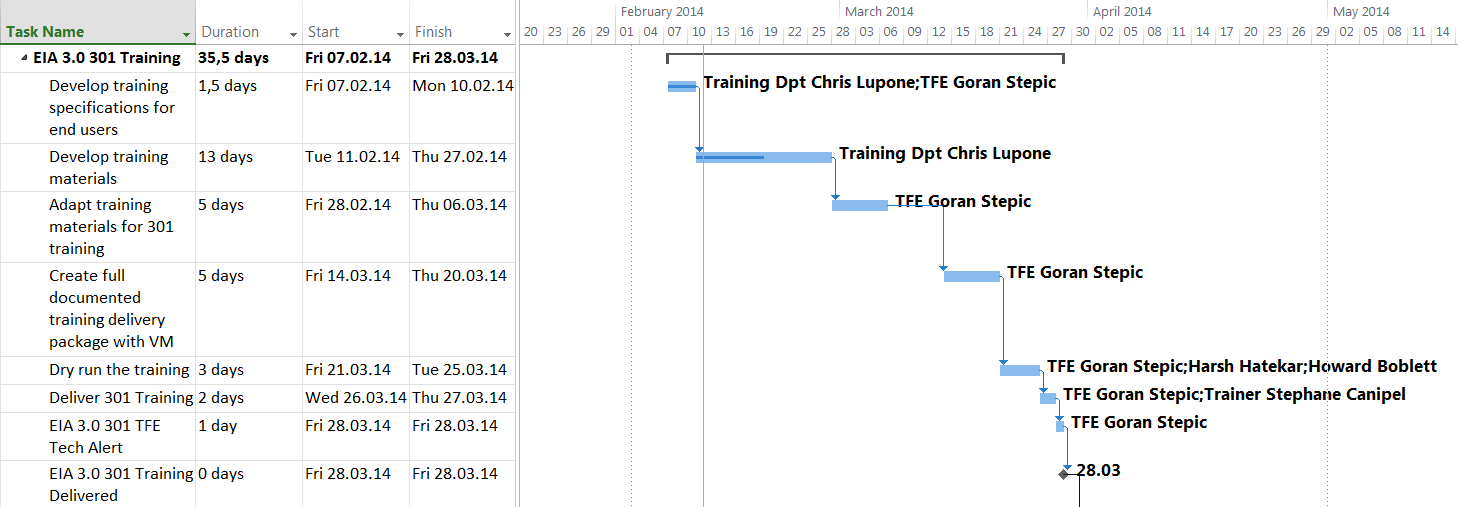
## ****4.1 Course Administration****

*[This subsection of the Training Plan describes the methods used to administer the training program, including procedures for class enrollment, student release, reporting of academic progress, course completion and certification, monitoring of the training program, training records management, and security, as required.]*

## ****4.2 Resources and Facilities****

*[This subsection of the Training Plan describes the resources required by both instructors and students for the training, including classroom, training, and laboratory facilities; equipment such as an overhead projector, projection screen, flipchart or visual aids panel with markers, and computer and printer workstations; and materials such as memo pads and pencils, diskettes, viewgraphs, and slides. Information contained in this subsection can be generic in nature and can apply to all courses. Specific course information and special needs may be itemized here as well or, if many different courses are involved, in Section 5, Training Curriculum.]*

## ****4.3 Schedules****



## ****4.4 Future Training****

*[This subsection of the Software Training Plan discusses scheduled training modifications and improvements. This information can include periodic updating of course contents, planned modifications to training environments, retraining of employees, and other predicted changes. Indicate procedures for requesting and developing additional training.]*

# ****5.0 Training Materials List****

## 5.1 Purpose and Scope

The purpose of this document is to assist the project manager and project team in managing the training materials produced by the project as part of the <Project Release Name>. Training materials can include: seminars, presentations, workbooks, self-study tutorials, etc., associated with a software version release.

The Training Plan Template, located in the <OPDIV Document Repository>, provides the framework for determining how the training materials will be identified, developed, and delivered. This should be a “living” document that is updated frequently to reflect new or changing training material information.

Although both the Training Plan and Training Material templates can be used by projects of any size, they are intended to be used mainly by the larger, more complex, and more critical projects.

## 5.2 Training Materials List

*[Populate the table below with the applicable information when the training material is being developed or delivered. Add or remove any columns as necessary.]*

Explanation of the table fields:

* Document Name: Provide the name of the document
* Version Number: Provide the version of the document being distributed (this information may already be in the Document Name)
* Document Format: Provide the format the document is saved or delivered as. This could be a:
  + Word Document
  + PowerPoint Presentation
  + Computer Based Training (CBT) Application
  + Etc.
* Date Delivered: Provide the date the training was provided or the documents were distributed.
* Intended Audience: Identify the target group that the document was created for. This could include:
  + Executive management
  + General Users
  + Power or Super Users
  + Technical Support Staff
* Storage Location: Identify the location the master documents are stored. For electronic documents, provide the network location. For printed documents, provide a physical location.

**Software Training Materials List for <Project or Release Name>**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Document Name** | **Version Number** | **Document Format** | **Date Delivered** | **Intended Audience** | **Storage Location** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

# ****6.0 Training Curriculum****

*[This section of the Training Plan provides descriptions of the components that make up each course. If a large number of courses or modules are described, place these descriptions in an appendix. Subsections of this section, if any, should be created for each course.*

*Each course may comprise one or more modules. A course description should be developed for each module. At a minimum, each course description should include the course/module name; the length of time the course/module will take; the expected class size (minimum, maximum, optimal); the target audience; course objectives; module content/syllabus; specific training resources required, such as devices, aids, equipment, materials, and media to be used; and any special student prerequisites. The course description could also include information on instructor-to-student ratio, total number of students to be trained, estimated number of classes, location of classes, and testing methods.*

*Include an explanation to the following questions:*

* *After the training is completed, what will happen to the training course materials, student information and other materials?*
* *Who will own, manage and maintain the training materials in the future?*
* *How will training materials be used in the future to train new staff?*
* *How will training materials be used in the future for refresher training?]*

# 7.0 ****APPENDIX****

## ****Appendix A: Training Plan Approval****

The undersigned acknowledge that they have reviewed the **EMC InfoArchive 3.0 301** **Training Plan** and agree with the information presented within this document. Changes to this **Training Plan** will be coordinated with, and approved by, the undersigned, or their designated representatives.

|  |  |  |  |
| --- | --- | --- | --- |
| Role | Name | Approval YES/NO | Date |
| P |  |  |  |
|  |  |  |  |

## APPENDIX B: REFERENCES

[Insert the name, version number, description, and physical location of any documents referenced in this document. Add rows to the table as necessary.]

The following table summarizes the documents referenced in this document.

|  |  |  |
| --- | --- | --- |
| **Document Name** | **Description** | **Location** |
| *<Document Name and Version Number>* | *<Document description>* | *<URL to eRoom where document is located>* |
|  |  |  |
|  |  |  |

## APPENDIX C: KEY TERMS

The following table provides definitions and explanations for terms and acronyms relevant to the content presented within this document.

|  |  |
| --- | --- |
| **Term** | **Definition** |
| *[Insert Term]* | *<Provide definition of term and acronyms used in this document.>* |
|  |  |
|  |  |