

1 Deliverable Description

ID and Title: D-22 Training Materials

Description: The training materials will include items used to conduct the training sessions for the System which will help ensure that training objectives are met. These materials can include presentations, demonstrations, activities, handouts, and other required documentation. These materials must also include training plans, evaluation materials, and training maintenance and support plans. An electronic copy of all training materials must be provided.

Deliverable Owner: Gayle Goodwin

Proposal/Contract Reference: Amendment No. 1 to Master Services Agreement, Exhibit E, section 1.2.3 Transition and Support Deliverables

2 Content

Content Item	Description
1. Train the Trainer curriculum.	Train the trainer curriculum for the State of Vermont. The SOV will provide adequate and appropriately skilled staff to serve in the role as Trainers. The Train the Trainer curriculum will instruct the designated State of Vermont trainers on how to effectively deliver the HBE system training to their respective work groups.
2. Training materials as described in the training plan.	Training materials to be employed in the training which could include workbooks, handouts, evaluative materials, and a training System if employed.
3. Online help files.	Training Materials should be incorporated into the system as online help files accessible to users online.. Training materials will be designed to satisfy the learning requirements of the state of Vermont employees who will be assisting Vermont residents with the HBE.
4. Training material handouts.	Each individual trainee should receive a copy of the training materials. Training materials will be designed to satisfy the learning requirements of the State of Vermont employees.

3 Approver, Reviewers, and Work Plan

Approver: Justin Tease

Reviewer(s): Justin Tease, Dana Houlihan, Les Birnbaum, Tena Perrelli, Greg Paradiso, Margot Thistle, Sean Sheehan, Michael Moery, Nicole Weidman, Gartner

Work plan tasks:

Task Name	Start	Finish
Training Development	Thu 4/18/13	Mon 10/21/13
Design Training	Thu 4/18/13	Thu 6/13/13
Develop Training - Preliminary	Fri 6/14/13	Thu 6/27/13
Develop Training - Final	Fri 6/28/13	Fri 7/26/13

Implement Training - Train the Trainer	Mon 7/29/13	Mon 9/23/13
Provide User Manuals	Thu 4/18/13	Thu 6/13/13
Evaluate Training	Tue 9/24/13	Mon 10/21/13

4 Acceptance Criteria

- The deliverable must include the following:
 - ▶ Documentation on the overall solution to enable end users to effectively utilize the system.. Currently, the State of Vermont has identified key functional learning groups (Customer Assistance, Navigators, Brokers, etc.). Functional representatives will be designated and will be interviewed by CGI trainers to identify the scope of their required learning content. Each function will receive their own customized Train the Trainer curriculum and Instructor's and Learner's manuals.
 - ▶ Documentation associated with the deployment and use of the Business Product, including the following:
 - Instructor and student guides
 - Audio-visual aids
 - Computer-based or other media
 - ▶ Items used to conduct the training sessions for the System which will ensure that training objectives are met
- The deliverable must leverage other CGI HIX engagements to bring together the Training Materials, Manuals and lessons learned. Currently, other state's (Colorado and Hawaii) training plans and documentation have been reviewed by CGI State of Vermont training staff to capitalize on existing training documentation by reducing duplicate work effort.
- Meet evaluation criteria established in the training plan

Revision History

Version	Date	Modified By	Description
1.0	03/05/2013	Corina Gasner	Delivered to SOV for review
2.0	04/17/2013	Mike Blake	Revisions per IV&V review