

1 Deliverable Description

ID and Title: Deliverable: D-32 Training Plan

Description: Description of training effort to use and support the system, including initial and subsequent remedial training for business users and system support personnel.

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. Training Approach	
1.1. Training Needs	Identify the personnel needing training, their current skill levels, and the competencies required for each to effectively use and/or support the system. Describe the training needed to close any skill gap and bring the resource to the appropriate competency level. Identify the training needs for the user's staff if the implementation of the system under development will change the procedures of the user's office in any way. Also identify the timeframe the required training is needed.
1.2. Prerequisites	Identify any prerequisites for individuals to receive training, and develop a strategy regarding prerequisite training as necessary.
1.3. Methods & Tools	Describe the training methods to be used and the curriculum for each training method. The methods may include COTS, GOTS, and/or custom-developed computer-based and/or web-based instruction, self-paced written manual, peer training, mentoring, consultation, hands-on practical sessions, classroom lectures, webinars, or any combination of the above. If multiple methods of training will be used, describe each of them in detail in appropriate sub-sections.
1.4. Roles and Responsibilities	Identify the personnel and their responsibilities for developing and implementing the training, development and distribution of instructional materials, etc. Also identify the person(s) and organization(s) that will conduct the training. Identify any other groups who may serve as consultants, such as members of the development team, experienced users, etc.
1.5. Training Development Schedule	Provides a schedule of training activities to be accomplished in accordance with this Training Plan, which may or may not include actual course information. Will show the required tasks in chronological order, with beginning and ending dates of each task, the key person(s) responsible for the task, dependencies, and milestones. If appropriate, tables and/or graphics may be used to present the schedule. Ensures that this information is appropriately integrated into the overall

Content Item	Description
	project schedule.
2. Training Administration	
2.1. Training Evaluation	Describes how training evaluation will be performed. Describe how feedback will be elicited from personnel to ensure that training objectives were met (e.g., evaluation tools, forms, etc.). Also describe how the feedback will be analyzed and what will be done with the results, as well as how changes to the training and training materials will be made as a result of the evaluation process.
2.2. Monitoring and Reporting	Describes how training registration and training completion will be monitored and tracked.

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 Morey, Nicole Weidman, Paul Hochanadel

Work plan tasks:

Task Name	Start	Finish
Create Deliverable	Mon 2/18/13	Mon 6/10/13
Analyze Training Needs	Mon 2/18/13	Fri 4/12/13
Draft Training Plan	Mon 4/15/13	Mon 6/10/13
Review and Approve Deliverable	Tue 6/11/13	Mon 6/17/13
Intl Rev & U/D - Training Plan	Tue 6/11/13	Tue 6/11/13
Rev, Rvs & Appr - Training Plan	Tue 6/11/13	Mon 6/17/13

4 Acceptance Criteria

Must contain a description of training effort to use and support the system, including initial and subsequent remedial training for business users and system support personnel.

The document must address the content identified in Section 2, Content.

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