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| Document ID  **ITSW112** | Title  **SOFTWARE TRAINING** | Print Date  **mm/dd/yyyy** |
| Revision  **0.0** | Prepared By  **Preparer’s Name / Title** | Date Prepared  **mm/dd/yyyy** |
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**Policy:** To offer training on all software products developed by the Company.

**Purpose:** To ensure that customers and employees can effectively operate Company-developed software; to promote customer satisfaction with Company products and services.

**Scope:** All software products and updates released by the Company.

**Responsibilities:**

The Software Trainer is responsible for developing training materials and training classes, scheduling classes and facilities, developing training plans, and providing instruction.

The Tech Support Manager is responsible for setting up computer equipment to be used in software training.

The Training Manager is responsible for reviewing course evaluations and recommending changes to software courses.

The Training Assistant is responsible for entering courses, trainers, and schedules into the training course log (or database).

Maintenance is responsible for setting up non-computing equipment (tables, chairs, etc.) for training.

**Procedure:**

### 1.0 SOFTWARE TRAINING - INTRODUCTION

* 1. Customers are typically more satisfied with their software when they thoroughly understand its features and functions. Training classes help customers learn the software faster and more thoroughly than they could on their own.
  2. Employees are more productive when they are fully trained in the Company’s products; therefore, the Company shall encourage employees to become trained in the full software product line. At a minimum, employees must attend training classes for the products with which they work. (See ITTS105 IT USER-STAFF TRAINING PLAN.)
  3. Internet and intranet web sites should be used to provide user training and tips (FAQ’s, etc.), to reduce basic questions that may arise from a variety of technical skill amongst company personnel.

### 2.0 SOFTWARE TRAINING - STANDARD TRAINING COURSES

2.1 Trainers shall have extensive experience using the products they teach. Less experienced trainers must team-teach with those who have more extensive product knowledge.

2.2 Trainers shall design training courses for all software products developed by the Company. For each course, a trainer shall:

* Define course content and develop a course plan;
* Specify facilities and resources required to teach the course;
* Work with technical writers to develop training materials, in accordance with ITSW106 SOFTWARE DOCUMENTATION;
* Create demonstration data to be used in the class; and
* Design a course evaluation form to be issued at each class, for the purpose of improving course content and methods. ITSW112-1 SOFTWARE TRAINING EVALUATION FORM may be used as a guide.

2.3 A training assistant shall enter courses, trainers, and schedules into a training course log or database (ITTS105-2 IT TRAINING LOG may be used as a guide). Trainers shall use this log or database to schedule classes and track enrollment.

### 3.0 SOFTWARE TRAINING - CUSTOMIZED TRAINING COURSES

3.1 For customers who have highly customized software or atypical needs, the Company may offer training courses customized to match the customers’ software and meet their specific needs. The company charges customers a specified hourly rate to develop a customized course.

3.2 For an additional fee, a trainer will teach a standard or customized course at the customer’s site.

### 4.0 SOFTWARE TRAINING - TEACHING TRAINING COURSES

4.1 Training facilities maintenance staff shall set up the training facility and class-related equipment (desks, chairs, etc.). The Tech Support Manager shall set up computer equipment used for training.

4.2 The trainer shall install the training software and set up any needed props.

4.3 The trainer shall conduct classes at the appointed times and places.

* The trainer should have a backup who has course experience, course information, and a course roster, in the event the trainer is unable to fulfill his/her duties.

4.4 At the end of the class, the trainer shall ask students to evaluate the course. ITSW112-1 may be on paper or it may be online. In either case, course evaluations should be saved to a software support database, for periodic review and course improvements.

If the evaluation form is online, the trainer shall secure the database so that students have access to only the course evaluation form for the class they have attended.

4.5 The Training Manager shall review the completed course evaluations and determine which, if any, of the students’ suggestions may be incorporated into the course material.

**Forms:**

* ITSW112-1 SOFTWARE TRAINING EVALUATION FORM

**References:**

* 1. **ISO/IEC 12207:2008 – SYSTEMS AND SOFTWARE ENGINEERING – SOFTWARE LIFE CYCLE PROCESSES**
  2. **IEEE 12207-2008 – SYSTEMS AND SOFTWARE ENGINEERING – SOFTWARE LIFE CYCLE PROCESSES**

This ISO standard describes the major component processes of a complete software life cycle and the high-level relations that govern their interaction. It establishes a software life cycle architecture based on two principles, modularity of processes and responsibility for processes. There are three process classes in the ISO software life cycle: primary (such as acquisition and operations); supporting (such as documentation and configuration management); and organizational (such as infrastructure and training). Each life cycle process is made up of activities, and each activity is further subdivided into tasks. The standard is based on ISO quality management principles.

The IEEE version of 12207 is more closely aligned with the ISO standard than it was in previous versions.

For more information, visit the ISO web site at <http://www.iso.org/iso/catalogue_detail.htm?csnumber=43447> or the IEEE web site at <http://standards.ieee.org/findstds/standard/12207-2008.html>.

**Additional Resources:**

1. ITTS105 IT USER-STAFF TRAINING PLAN.
2. Stackpole, Beth, “Five Mistakes IT Groups Make When Training End-Users”, *CIO Magazine*, 13 March 2008.
3. International Association of IT Trainers (ITRAIN) – <http://www.itrain.org/>.
4. American Society for Training and Development (ASTD) – <http://www.astd.org>.
5. Association for Development, Advancement, and Professional Training (ADAPT) – <http://adapttrain.org/>.

**Revision History:**

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| **Revision** | **Date** | **Description of Changes** | **Requested By** |
| 0 | mm/dd/yyyy | Initial Release |  |
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**ITSW112-1 SOFTWARE TRAINING EVALUATION FORM**

Session Name and ID:

Training Dates:

Instructor:

**Rate Your Training Experience**

(Rate the following from 1 to 5, one being “not at all useful” and five being “extremely useful”.)

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| --- | --- |
| Training session, overall: | □ 1 □ 2 □ 3 □ 4 □ 5 |
| Facility: | □ 1 □ 2 □ 3 □ 4 □ 5 |
| Course content: | □ 1 □ 2 □ 3 □ 4 □ 5 |
| Trainer’s knowledge: | □ 1 □ 2 □ 3 □ 4 □ 5 |
| Trainer’s interest in attendees: | □ 1 □ 2 □ 3 □ 4 □ 5 |
| Trainer’s instruction style: | □ 1 □ 2 □ 3 □ 4 □ 5 |
| Exercises: | □ 1 □ 2 □ 3 □ 4 □ 5 |
| Visual aids: | □ 1 □ 2 □ 3 □ 4 □ 5 |
| Pace of session: | □ 1 □ 2 □ 3 □ 4 □ 5 |

**Feedback**

What did you like most about the training, or what did you find most useful?

What could be improved?

Was this session appropriate for your incoming skill and experience levels?

What skills did you learn that you could apply to your job now or in the near future?

Do you have suggestions for future training topics?

Instructor-related comments:

Other comments:

**Optional**

Your name:

Your e-mail address: