




SYSTEM TRAINING INITIATIVE  
DRAFT C

BUSINESS REQUIREMENTS

6/7/2002



## CHANGE HISTORY LOG

<b>Version</b>	<b>Date</b>	<b>Name</b>	<b>Change History</b>
Draft A	4/2/2002	Wallace	Initial draft based on meeting with Al Meyer and Bill Gallaher.
Draft B	5/22/02	Wallace	Updated document based on recent meeting with Bill Gallagher and Al Meyer.
Draft C	6/7/02	Wallace	Updated document based on most recent understanding of requirements.

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## **1. Executive Summary**

The Program Management Office (PMO) Deployment Team has identified an immediate need for a comprehensive training program that will allow them to train and test clerks as well as track student progress. This training initiative is comprised of two distinct parts: Online (or Web-based) Training and Train-the-Trainer Classroom instruction to be conducted at the Area level.

Through the Online and Train-the-Trainer training programs, deployment team members will be able to ensure that clerks already familiar with the “System” will continue to learn how to utilize new functionality as it is introduced, and that new clerks are properly trained before using the system. Training will be incorporated into the “System” Master Schedule for each release.

The district coordinators will be responsible for DMU training.

Sections 2 and 3, respectively, outline the requirements for the Online and Train-the-Trainer training programs.

## **2. Online Training Program**

### ***2.1 Overview***

The Online Training program must enable the PMO Deployment Team to track student progress over the course of the training cycle. The program must cover functionality that is available in “System” Version Releases 3.2.0 through 3.4.0. Furthermore, the program must be accessible to users who are connecting to the “System” using T-1, PPP, and/or DSL Internet connections. Section 2.2 below outlines the requirements that will guide Online Training program development.

### ***2.2 Program Requirements***

The following requirements must be met in developing the “System” Online Training program:

- Must be accessible to users via T-1, PPP, Dial-up, and/or DSL.
- Must be modular in nature. “System” functionality will be broken into “training courses ,” which will represent individual “System” sub-systems. Each course will consist of a set of lessons addressing functionality available in the sub-system.
- Lessons will not exceed 30 to 60 minutes in length.
- The program will include a module for individuals who are unfamiliar with the Internet.
- Training courses and lessons will be interactive. Users will read the training material, then complete a task using the information.
- Users must successfully complete a task before completing the course. Once complete, the user will be able to print a certificate of completion. This certificate will also be e-mailed to the user’s manager.

- Courses will be completed based on a Pass (not fail) basis. They may be scored electronically, but the user will never see a score. The user will be required to complete the lesson until he or she demonstrates the required knowledge.
- The PMO Deployment Team must be able to track users' progress.
- Users must be able to print reference material and/or a training handbook for use during training. Printable material will be accessible by clicking a link that will open a new window containing the printer-friendly material.
- New courses covering enhancements and/or changes will be created as needed.
- Users must be notified when new courses are added to the training program.
- Training content will be written to the novice level and cover functionality and the business processes behind the functionality.

### **3. Train-the-Trainer Program**

#### **3.1 Overview**

The Train-the-Trainer program will be presented in hard copy format and must cover functionality that is available in the "System" Version Releases 3.2.0 through 3.4.0. Selected certified trainers will receive "System" training, then train users throughout the system at the Area level. Section 3.2 below outlines the requirements that will guide Train-the-Trainer development.

#### **3.2 Train-the-Trainer Requirements**

The following requirements must be met in developing the "System" Train-the-Trainer program:

- Training content will be written to the novice level and cover functionality and the business processes behind the functionality.
- Certified trainers will be trained by "System" development staff, then train new clerks at the Area level.
- Only new clerks will be trained using the classroom instruction method.