E &T CONOPS

End-User Education and Training Process

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..... leveraging lessons learned and the use of tools, existing curriculums, and the Education Integration Toolkit

22 October 2003

Introduction

The purpose of an Education and Training Concept of Operations (E&T CONOPS) is to provide a streamlined education and training process, promote the reuse and sharing of training tools and assure leveraging of lessons learned by programs facing similar challenges.

The result is simple: Save time and money.

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E & T CONOPS

- *The E&T CONOPS is to be adopted by all modernization programs – sponsored by senior management and implemented by the Education and Training team*

- *The Enterprise Integration (EI) Toolkit provides a roadmap and a repository of tools and samples to support use of the E&T CONOPS.* *Users may access, view and/or download the EI Toolkit via* *http://deskbook.dau.mil/software/*

- *Checklist for assuring success :*
  - ✓Secure executive approval of E&T Strategy prior to execution
  - ✓Require use of E&T CONOPS in all System Integrator contracts
  - ✓Submit updates to the E&T repository in a timely manner
  - ✓Have a dedicated E&T Manager / Lead assigned
  - ✓Assure appropriate and active participation in E&T Subgroup
  - ✓Incorporate the full E&T CONOPS into each program

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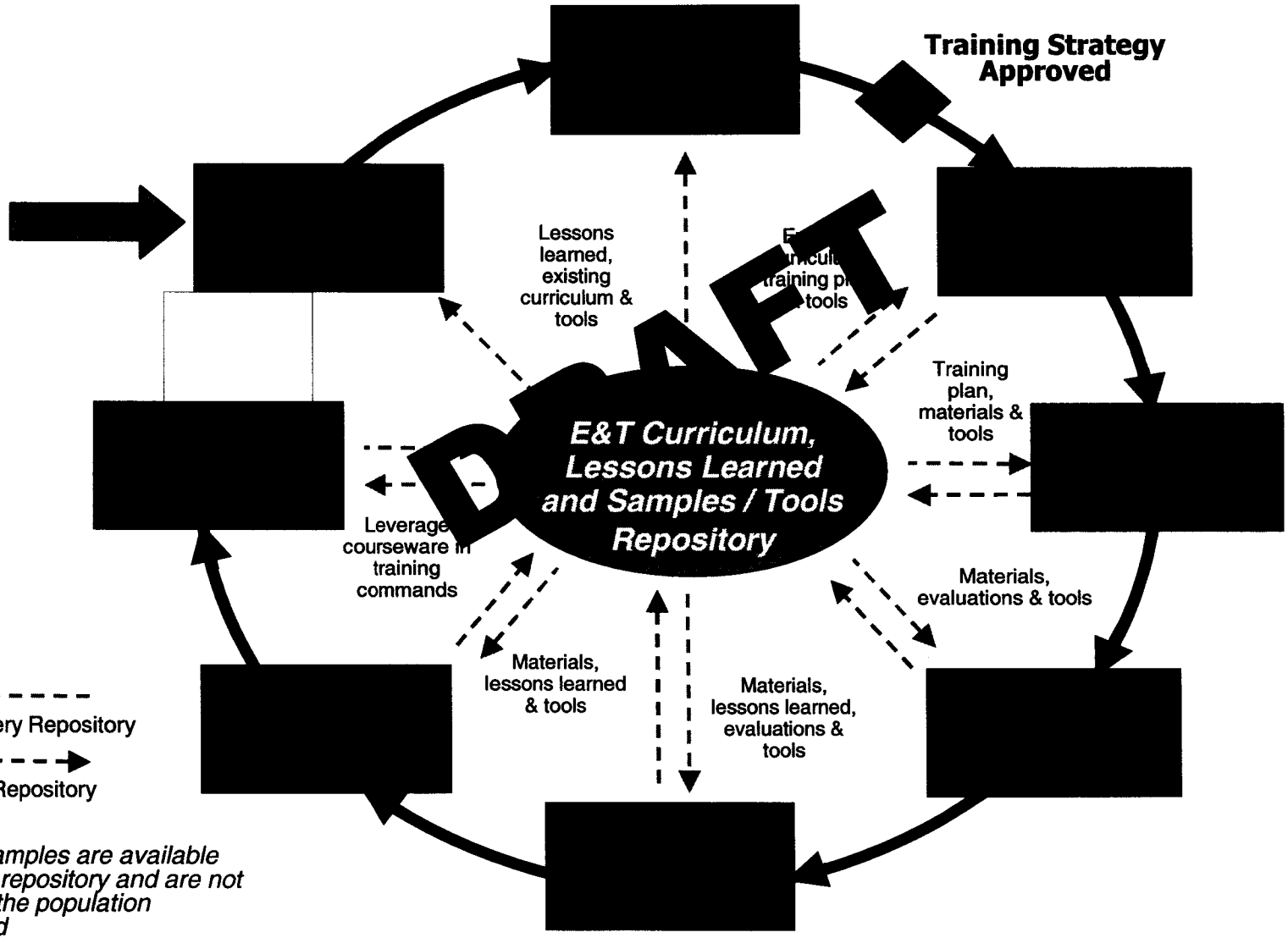
End-User Education & Training Process



Search/Query Repository

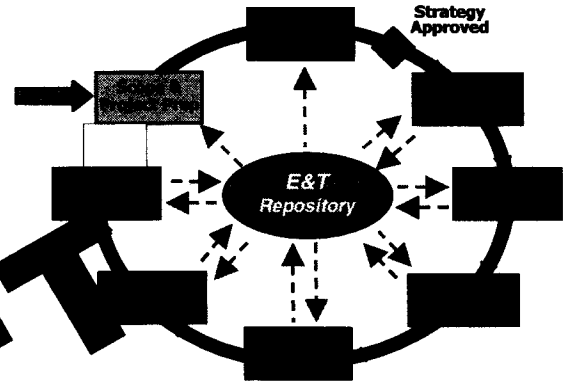
Submit to Repository

Note: Examples are available within the repository and are not limited to the population referenced

Definition & Preparation

E&T Repository

Lessons learned, samples and tools



Scope Definition

- Review lessons learned
- Assess situation
- Identify known gaps
- Draft work plan
- Review critical success factors
- Define team and roles
- Estimate cost & resources

Project Preparation

- Analyze audience
- Identify processes
- Assess infrastructure
- Assess training culture
- Evaluate delivery method options
- Assess content mix
- Determine training approach
- Identify training lead

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The government service/agency and the contractor will review the E&T Repository together to identify opportunities to leverage existing materials.

Business Blueprint

E&T Repository

Existing curriculum, lessons learned, samples and tools

- Define Processes
- Perform Role Mapping
- Assure Project Team Trained
- Establish Training Team
- Assess end-users
- Document Training Strategy
- Draft Training Plan & Standards

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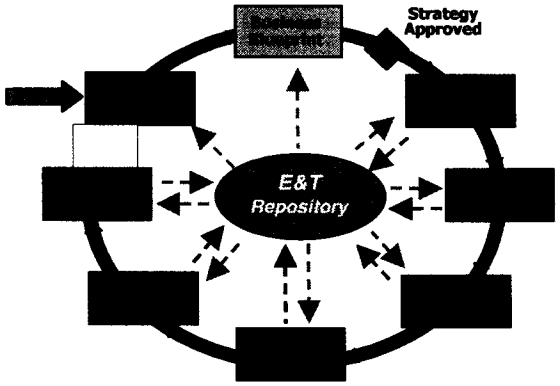

The government service/agency and the contractor will contact listed points of contact for identified existing materials and review in more detail for specific applicability to the program. The program will leverage the material into its development efforts when applicable and a high level of potential reuse.

Note: Secure sign-off of Training Strategy and draft Plan from Program Management and Program Executive before proceeding.

Training Requirements & Standards

E&T Repository

Existing curriculum, lessons learned, samples and tools

Design/Define Detailed Plan

- Curriculum requirements
- ID trainee numbers
- Course delivery methods
- Facilities & equipment
- Schedules and locations
- Developers / Trainers
- Transaction / processes
- Evaluation criteria

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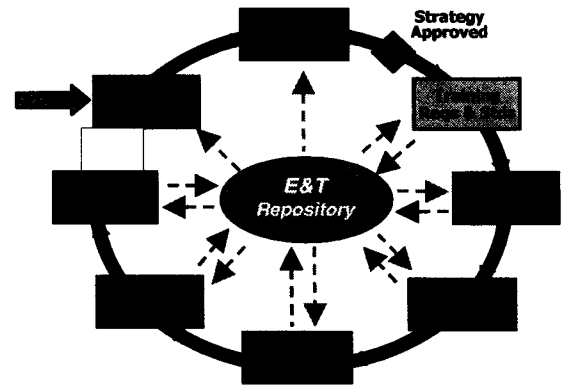


Develop Prototype & Course Standards

- Participant & instructor materials
- Review / finalize prototype
- Freeze course design
- Document management

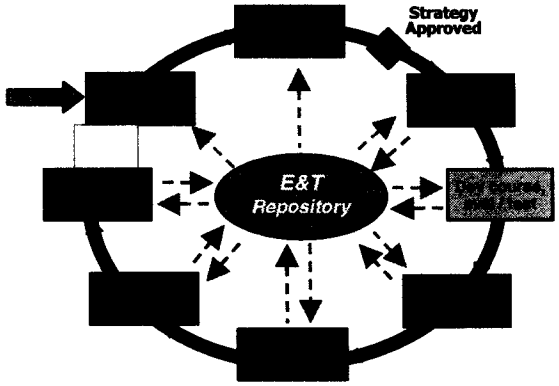
E&T Repository

Update repository with planned curriculum to be developed

Course Development & Evaluation/Test

E&T Repository

Existing curriculum, lessons learned, samples and tools



Course Development

- Collect source material & produce
- Conduct reviews & incorporate changes
- Establish training infrastructure
- Create training data & exercises
- Provide on-line access to reference materials
- Post-Implementation training support strategy

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Test, Evaluate, & Refine

- Courseware Content
- Facilities
- Software / System
- Trainers

E&T Repository

Update repository with developed curriculum, lessons learned, and tool recommendations

Implementation & Train

E&T Repository

Existing curriculum, lessons learned, samples and tools

- Conduct expert user training
- Initiate self-paced instruction
- Initiate classroom-based instruction
- Administer training database
- Conduct training sessions
- Provide web-based training
- Evaluate training and instructors
- Evaluate user readiness
- Identify power users and go-live support

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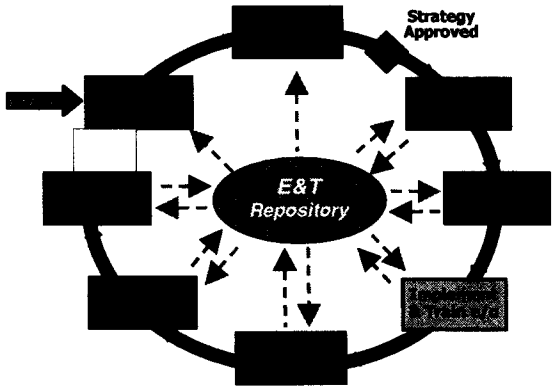


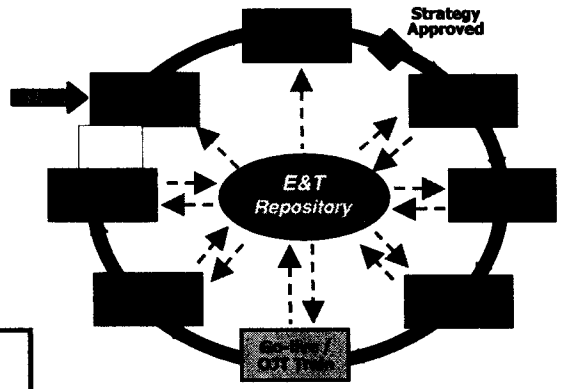
E&T Repository

Update repository with updated curriculum, lessons learned, and tool recommendations

Go-Live & On-the-Job Training (OJT)

E&T Repository

Existing curriculum, lessons learned, samples and tools



- Provide support at Go-Live through power users
- Perform planned OJT
- Identify additional training needs
- Plan post go-live and follow up training

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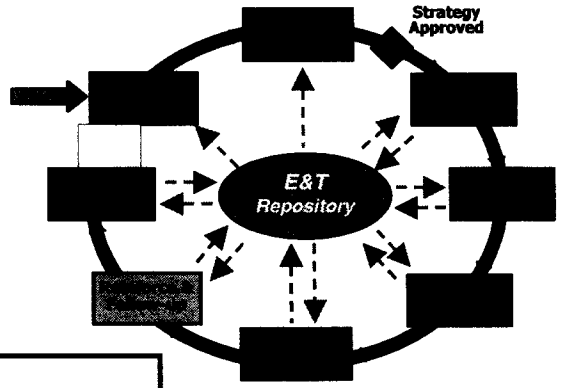
E&T Repository

Update repository with updated curriculum, lessons learned, and tool recommendations

Reinforcement & Follow-up

E&T Repository

Existing curriculum, lessons learned, samples and tools



- Obtain customer view
- Assess all evaluations and feedback
- Evaluate content
- Analyze training related statistics from help desk
- Plan and execute additional training
- Revise program

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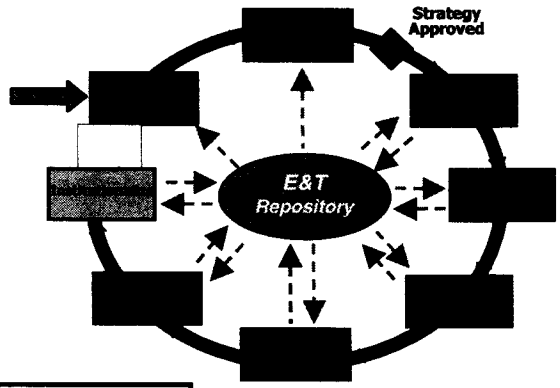
E&T Repository

Update repository with updated curriculum, lessons learned, and tool recommendations

Institutionalize Training



E&T Repository

Existing curriculum, lessons learned, samples and tools

- Provide on-going support
- Maintain training database
- Analyze & incorporate system release changes
- Update training materials
- Sustain communications and networks

E&T Repository

Update repository with updated curriculum, lessons learned, and tool recommendations

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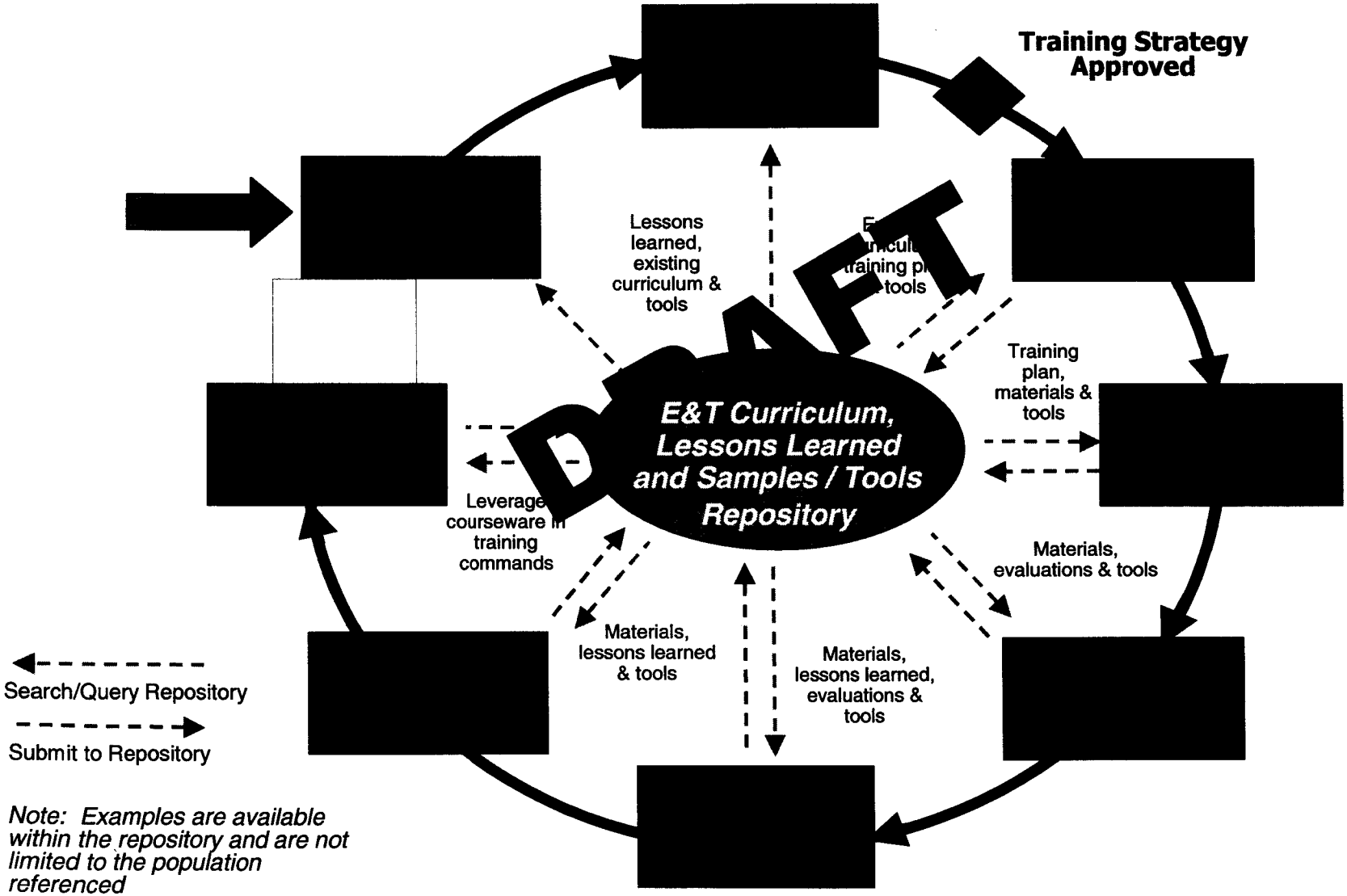
End-User Education & Training Process



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Glossary

- ***Education and Training Materials*** *(E&T Materials): Any / all education and training related documents and work products that support the planning and execution of end-user training. E&T materials include, but are not limited to: Training Strategy, Training Plan, Classroom requirements, Course requirements, Courseware (Course materials), Schedules, etc.*

- ***Education and Training Repository*** *(E&T Repository): The compilation of existing education and training materials placed in a central location. This repository includes input from modernization programs, templates, checklists, guides, and other E&T related tools. The repository also includes a consolidated list of lessons learned and an existing/planned courseware by the modernization programs. All E&T Repository content can be found in the Enterprise Integration (EI) Toolkit.*

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