## Training - Sample Training Plan

### Purpose

The purpose of the Training Plan is to identify the appropriate training strategies and activities required to achieve the desired learning outcome after the Go-Live launch of the < project > platform.

The Training Plan provides a clear understanding of what must happen to meet the training requirements that have been defined, thus, end-users receive training in the knowledge, skills, and/or abilities required to support the new roles, business processes, and/or technology.

### Scope

##### In Scope

The following bullets describe what is “in scope” for the project:

1. End Users, System Administrators, and Managers who will leverage the < project >

system are considered “in scope” for the purpose of training development.

1. Training will include functionality of the future state system.
2. Training will include a combination of documentation, lab-style training, and recorded webinar.

##### Out of Scope

The following bullets describe what is “out of scope” for the project:

1. The adaptation of any training-related documents to individual teams is considered to be

“out of scope” and will be the responsibility of the Agency’s internal resources.

1. Vendor will be responsible for training materials prior to Go-Live and responsible for conducting training prior to Go-Live.

### Assumptions

The following assumptions apply to the Training Plan:

* 1. The Training Plan will be based upon the training requirements gathered through meetings, support inquiry analysis and workshops.
  2. Consideration will be given to the use of onsite and/or remote resources for the development of training materials.
  3. < sub-contractor > will complete Go-Live training and updates to supporting documents. Vendor will take over training responsibilities post Go-Live.

### Training Materials

#### Training Material Description

The following table lists the summary of key training materials provided by the incumbent and will continue to be maintained with version control and content updates in future modifications.

|  |  |  |  |
| --- | --- | --- | --- |
| **MATERIAL** | **DEVELOPER** | **REVIEWER** | **FINAL APPROVER** |
| User Manuals\* | < sub-contractor > | <agencies >  Vendor | < CLIENT > |
| Self-paced Training  Materials\* | < sub-contractor > | <agencies >  Vendor | < CLIENT > |

\*Training Materials will need to be updated prior to finalizing these deliverables. As of June 2018, the owner of these updates has yet to be determined.

#### Materials Repository

Training materials will be stored in Confluence and accessible by < CLIENT > end users and training staff.

#### Deliverables

The expected deliverables as it relates to the training of < project > post-implementation are as follows:

|  |  |  |
| --- | --- | --- |
| **DELIVERABLE** | **PURPOSE** | **OWNER** |
| User Manuals, Training Materials, and Process Documents (SCORM  Compliant) | Outlines the underlying functionality and associated processes and it relates to the < project > system | Vendor |
| New Release Content / Modifications / Enhancement Updates | Updates to the training materials listed in the live above as it relates to new features and functionality; the focus of this content will be  train-the-trainer | Vendor |
| Bi-annual Continuous Training | Provide refresher training for new and selected  incumbent staff at < external users > and < CLIENT > | Vendor |
| Training Videos | Create training videos that can be consumed by Super Users and End Users in a self-paced  manner | Vendor |
| Quarterly Analysis with Additional Support  Training documentation | Conduct a quarterly analysis of support tickets, and create additional training to address any  areas of frequent inquiries/issues | Vendor |

### Training Roles

#### Audience

Training materials are intended for use by:

* < CLIENT >
* Training Leadership
* Designated Super User and Super User Coaches
* < Redacted > Client End Users
* External Partners

***Training Roles and Responsibilities***

|  |  |  |  |
| --- | --- | --- | --- |
| **ROLE** | **#** | **RESPONSIBILITIES** | **STAFFED BY** |
| Training Lead | 1 | Lead the team in the creation, administration  and management of training | TBD |
| Content Developer | 2 | Develop and update training content to encompass change request, enhancements and new program initiatives that are part of  the < project > system. | TBD |
| Training Facilitators for Managers and Management  Supervisors | 4 | Conduct training sessions with Managers and C Management Supervisors (5 sessions total) | TBD |
| Super User Coaches for Managers and Management  Supervisors | 6 | Provide centralized point of contact and mentoring for Super Users supporting Care Managers and Care Management Supervisors  as it relates to < project > | <CLIENT>  Staff |
| Super Users for Managers and Management  Supervisors | 40 | Provide centralized point of contact and mentoring for End Users supporting Managers and Management Supervisors as it relates to <  project > | <external users> |
| End Users for Managers and Management  Supervisors | 775 | Consume training materials and communication regarding < project > for Managers and Management Supervisors | <external users> |
| Training Facilitators  for All Other Users and Roles | 1 | Conduct training sessions with All Other Users and Roles (5 sessions total) | TBD |
| Super User Coaches for All Other Users and Roles | 3 | Provide centralized point of contact and mentoring for Super Users supporting All Other Users and Roles as it relates to < project  > | <CLIENT>  Staff |
| Super Users for All  Other Users and Roles | 2 | Provide centralized point of contact and  mentoring for End Users supporting All Other Users and Roles as it relates to < project > | < CLIENT   * Staff |

|  |  |  |  |
| --- | --- | --- | --- |
| End Users for All  Other Users and Roles | 130 | Consume training materials and  communication regarding < project > for All Other Users and Roles | < CLIENT   * Staff |

### Training Infrastructure

#### Training Environment

The following section describes the distinct training environments:

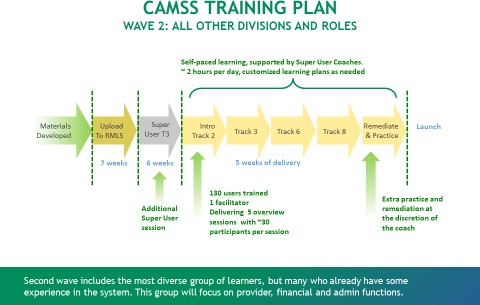
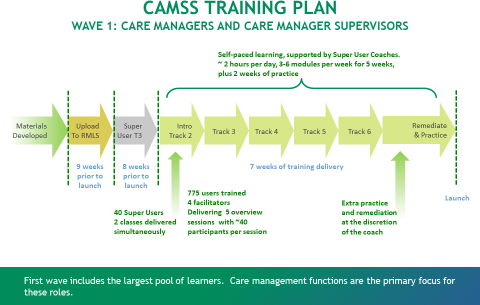
1. Training Environment https://< project training site URL >
   1. Will be used by end-users to practice in the new system; concurrently with the deployment of e-learning
   2. \*\*Details regarding state of Training environment found in Environment Setup Plan.

#### The Learning System

All training deliverables including user guides and self-paced training modules will be posted on the State’s existing Learning Management System. Ahead of participation in training, communication will be sent to all pertinent training roles in regard to accessing these materials and requirements for completion.

### Training Plan

The plan and subsequent flow for training is outlined in the diagrams below, including both Wave 1 and Wave 2 of training administration. Wave 1 of training involves the largest number of End Users and is focused on XX Managers and XX Manager Supervisors. Wave 2 of training involves a smaller number of End Users and is focused on All Other Divisions and Roles.



### Delivery Timeline

The training delivery timeline is displayed in the table below. These timelines are dependent upon the launch date of < project >. For a complete listing of training dependencies and tasks, refer to the ‘< project > Phase 1 Implementation.mpp’ file, which houses the project schedule.

## Training - Sample Training Materials

Some sample training materials from the project are provided below.

These are links to training videos that our training team created:

* Intro: [<youtube](https://www.youtube.com/watch?v=kNHY6c62rcw&feature=youtu.be) link>
* General Navigation: [<youtube](https://www.youtube.com/watch?v=kNHY6c62rcw&feature=youtu.be) link>
* <Screen shots>
* <additional information would be here>