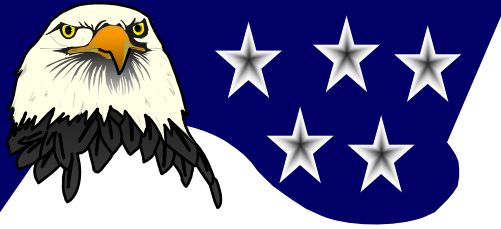


Attachment K

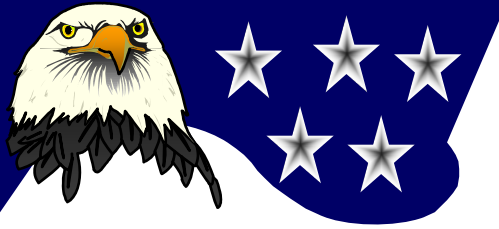


E & T CONOPS

End-User Education and Training Process

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

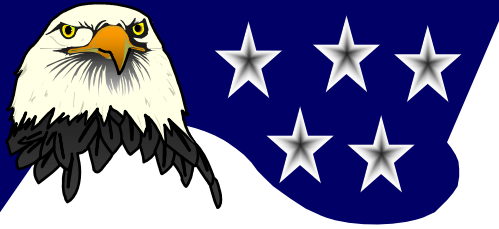
22 October 2003



Introduction

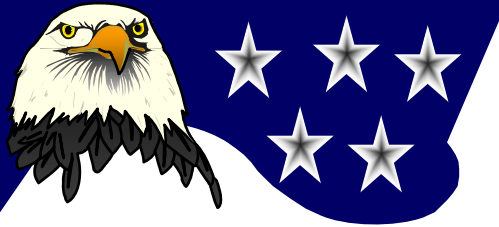
The purpose of an Education and Training Concept of Operations (E&T CONOPS) is to provide a streamlined education and training process, promote the reuse and sharing of training tools and assure leveraging of lessons learned by programs facing similar challenges.

The result is simple: Save time and money.

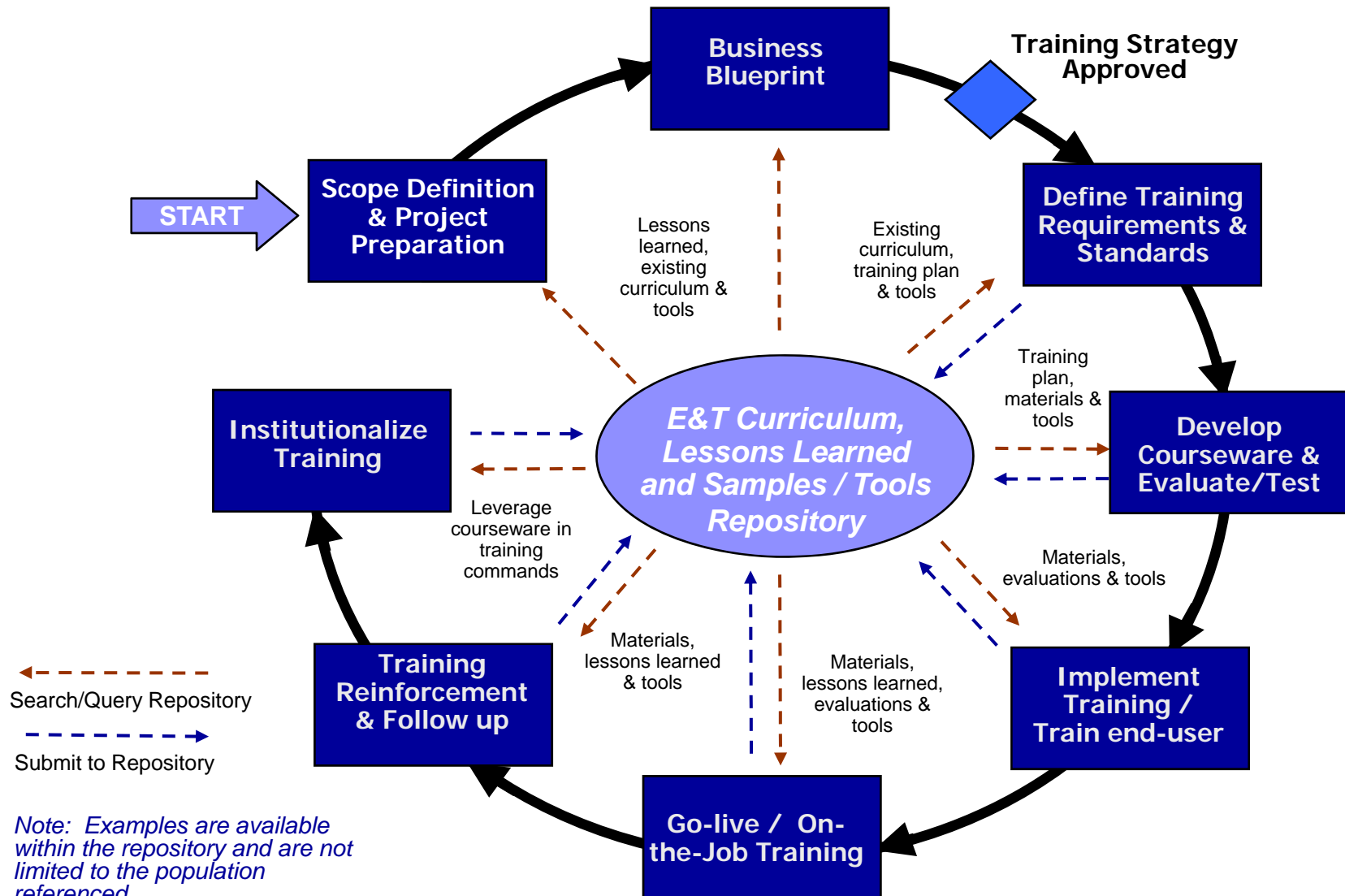


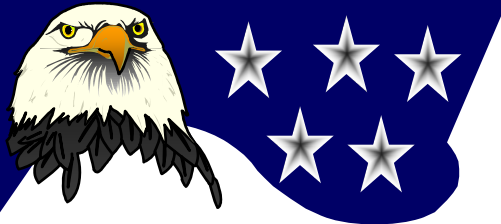
E & T CONOPS

- *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/60.jsp>*
- *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



End-User Education & Training Process





Definition & Preparation

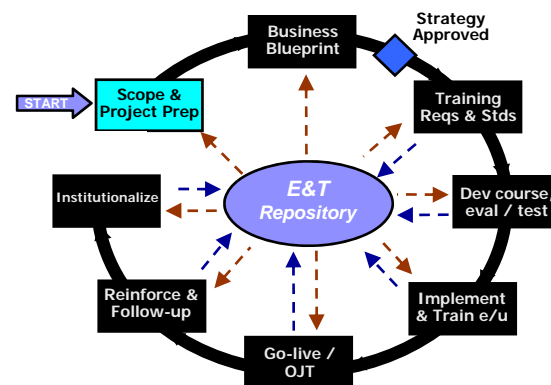
E&T Repository

Lessons learned,
samples and tools

Scope Definition

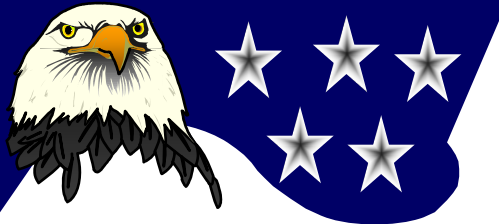
- Review lessons learned
- Assess situation
- Identify known gaps
- Draft work plan
- Review critical success factors
- Define team and roles
- Estimate cost & resources

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



Project Preparation

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

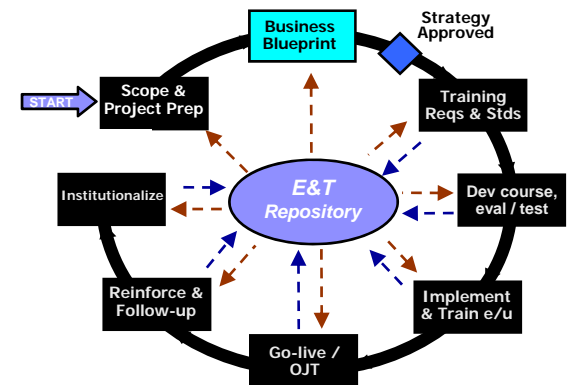


Business Blueprint

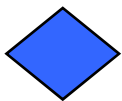


Existing curriculum, lessons learned, samples and tools

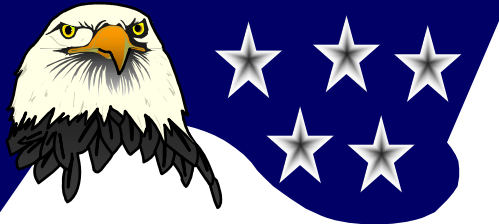
- Define Processes
- Perform Role Mapping
- Assure Project Team Trained
- Establish Training Team
- Assess end-users
- Document Training Strategy
- Draft Training Plan & Standards



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

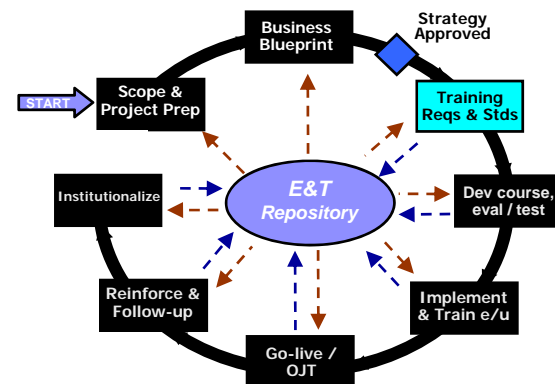
Existing curriculum,
lessons learned,
samples and tools

Design/Define Detailed Plan

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

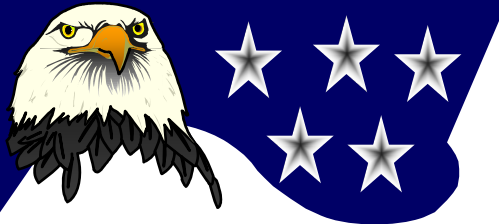
Develop Prototype & Course Standards

- 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

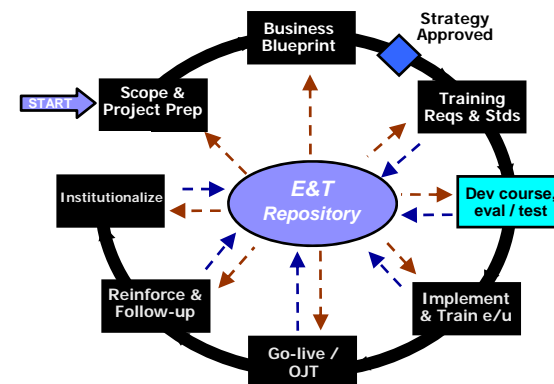
Existing curriculum, lessons learned, samples and tools

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

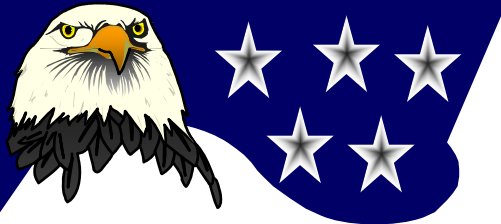
Test, Evaluate, & Refine

- Courseware Content
- Facilities
- Software / System
- Trainers



E&T Repository

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



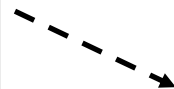
Implementation & Train



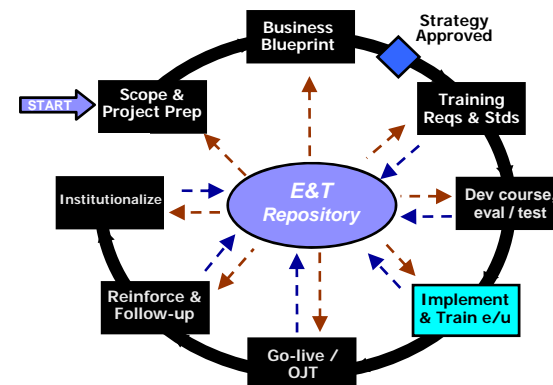
Existing curriculum, lessons learned, samples and tools

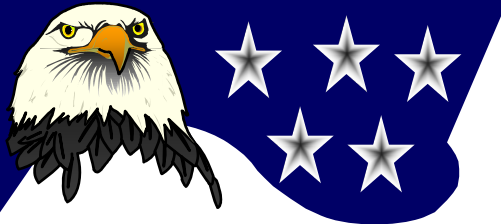


- Conduct expert user training
- Initiate self-paced instruction
- Initiate classroom-based instruction
- Administer training database
- Conduct training sessions
- Provide web-based training
- Evaluate training and instructors
- Evaluate user readiness
- Identify power users and go-live support



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





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

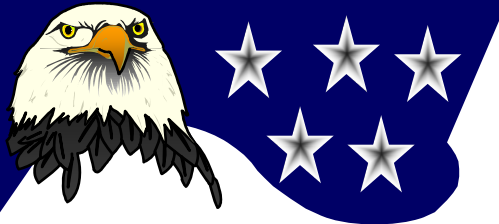


Existing curriculum, lessons learned, samples and tools

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



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

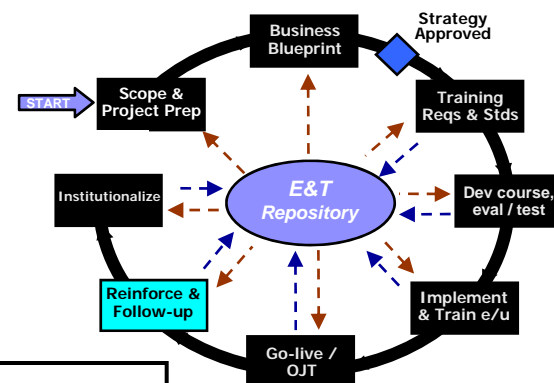


Reinforcement & Follow-up

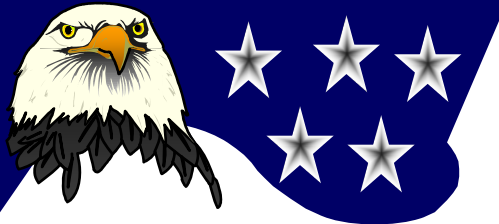


Existing curriculum, lessons learned, samples and tools

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



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



Institutionalize Training

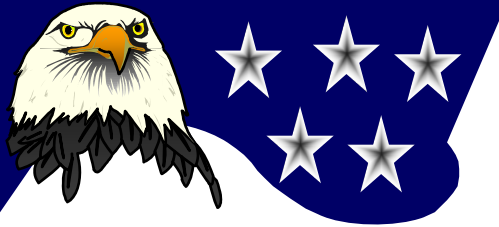


Existing curriculum, lessons learned, samples and tools

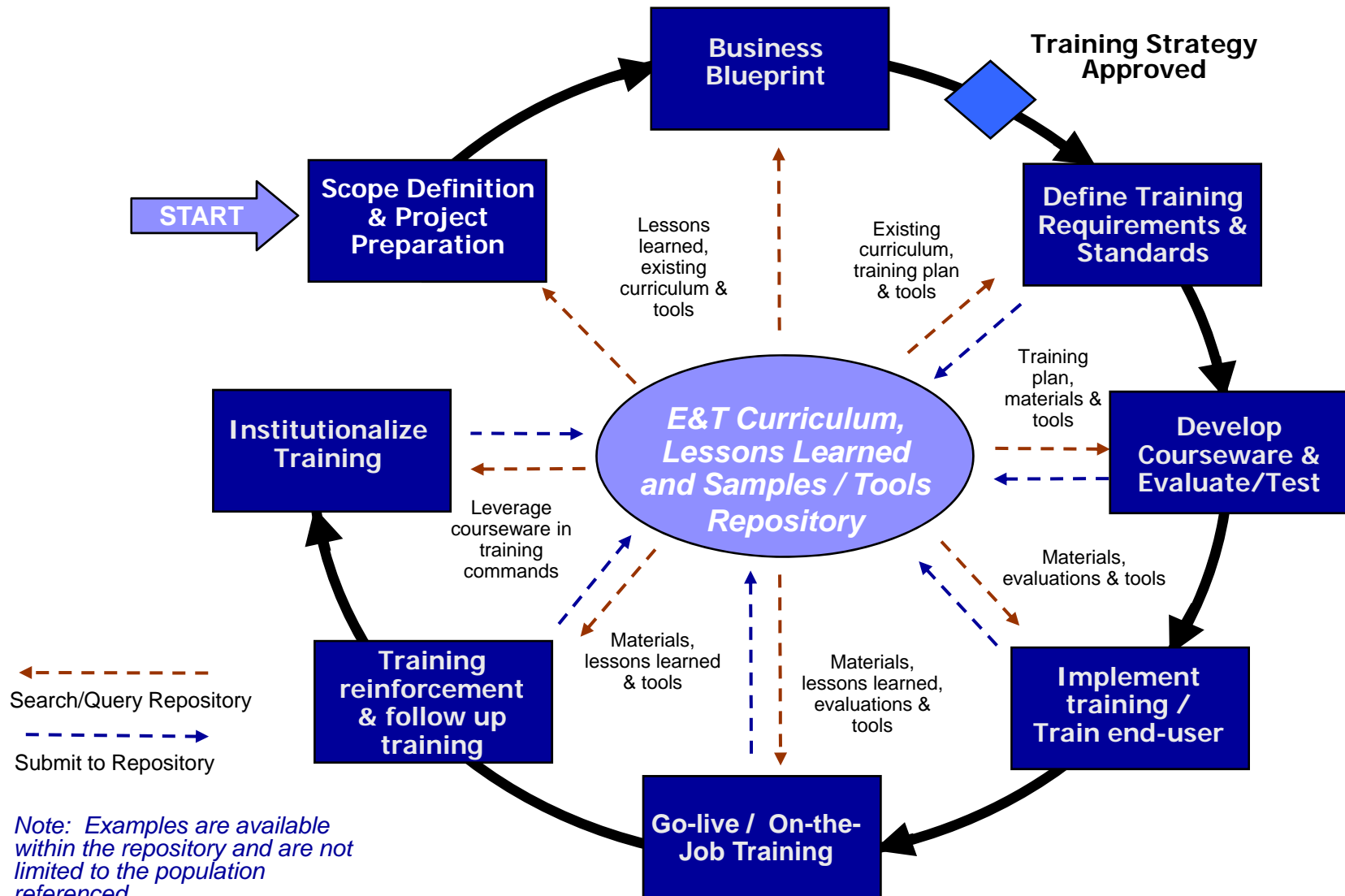
- Provide on-going support
- Maintain training databases
- Analyze & incorporate system release changes
- Update training materials
- Sustain communications and networks

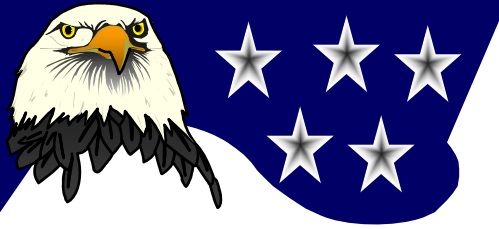


Update repository with updated curriculum, lessons learned, and tool recommendations



End-User Education & Training Process





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 related materials placed in a central location. This repository includes samples 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.