Notice: The Information contained in this analysis summary, and all of the associated appendices, have been impacted by changes since the accomplishment of this study and therefore it is no longer an accurate reflection of the actual tasks performed by contractor personnel in the EOTA organization. Additionally, some elements of the analysis were impacted by the participant interaction as well as organizational changes and are known to be inaccurate.

Graphic Designer

Code	Hierarchy	Tasks	Reference
1	Responsibility Area	Designs and develops graphics/artistic presentations, publications and documents. Works with analysts, training specialists, subject matter experts, and others, as needed, to design, develop, and assemble class material such as student books, job aids, or miscellaneous instructor or student material/hand outs.	Narrative Position Description
1.1	Function/Duty Area	Graphics/Artistic Presentations	Narrative Position Description
1.1.1	Task	Designs and develops graphics/artistic presentations for publications and documents.	Narrative Position Description
2.1	Function/Duty Area	Course Materials	Narrative Position Description
2.1.1	Task	Works with appropriate parties to design, develop, and assemble class material	Narrative Position Description
2.1.2	Task	Utilize commercial automated graphics and desktop publishing systems.	Narrative Position Description
3.1	Function/Duty Area	Graphic Design Support	ITTP-012 Graphic Design Support Process; ITTF-017
3.1.1	Task	Receive request for Graphic Support	ITTP-012 Graphic Design Support Process; ITTF-017
3.1.2	Task	Secure details from requester (using ITTF-017)	ITTP-012 Graphic Design Support Process; ITTF-017
3.1.3	Task	Develop rough draft	ITTP-012 Graphic Design Support Process; ITTF-017
3.1.4	Task	Obtain approval	ITTP-012 Graphic Design Support Process; ITTF-017
3.1.5	Task	Submit for production	ITTP-012 Graphic Design Support Process; ITTF-017
3.1.6	Task	Produce product	ITTP-012 Graphic Design Support Process; ITTF-017
3.1.7	Task	Notify requestor when final product is available	ITTP-012 Graphic Design Support Process; ITTF-017
3.1.8	Task	Annotate notification date on ITTF-017	ITTP-012 Graphic Design Support Process; ITTF-017
3.1.9	Task	Close ITTF-017 entry when requestor notified	ITTP-012 Graphic Design Support Process; ITTF-017

Management Contractor

Code	Hierarchy	Tasks	Reference	Comments
1	Responsibility Area	Contractor Program Management - Provides oversight of day-to-day operations for the Emergency Operations Training Academy including technical and administrative functions that satisfy policy and procedures.	Narrative Position Description	
1.1	Function/Duty Area	Provides oversight of overall operations.	Narrative Position Description	
1.1.1	Task	Develop/provide status reports.	Narrative Position Description	
1.1.2	Task	Validate invoicing	Narrative Position Description	
1.1.3	Task	Validate various financial reports	Narrative Position Description	
1.2	Function/Duty Area			
1.2.1	Task	Manage technical and administrative functions.		
1.2.2	Task	Satisfy policy and procedures requirements are met	Narrative Position Description	
1.2.3	Task	Establish customer relations	Narrative Position Description	
1.2.4	Task	Exercise sound independent decision-making	Narrative Position Description	
1.3	Function/Duty Area	Schedules and allocates work	Narrative Position Description	
2	Responsibility Area	Project Management - Responsible for project planning, execution and performance of program, including facility management activities.	Narrative Position Description	
2.1	Function/Duty Area	Executes project management	Narrative Position Description	
2.1.1	Task	Defines project scope	Narrative Position Description	
2.1.2	Task	Determines project cost estimates	Narrative Position Description	
2.1.3	Task	Determines project resource estimates	Narrative Position Description	
3	Responsibility Area	Personnel Actions - Responsible for personnel actions including providing advice and training for subordinates	Narrative Position Description	
3.1	Function/Duty Area	Supervise staff	Narrative Position Description	
3.1.1	Task	Provide advice/guidance to staff	Narrative Position Description	
3.1.2	Task	Ensure training is provided for staff	Narrative Position Description	
3.1.3	Task	Provide direction to staff	Narrative Position Description	
3.1.4	Task	Recommend personnel actions for sub-contractor staff	Narrative Position Description	
			Narrative Position Description	
4	Responsibility Area	Ensure timely delivery of training courses, monitor and measure the characteristics of the product, verify product requirements have been met, ensure acceptance criterion is maintained per ISDP-003	QAMP-002 BCourse Maintenance	

4.1	Function/Duty Ar	Ensure development meets requirements of initial request and training application	QAMP-002 BCourse Maintenance	
4.1.1	Task	Verify product requirements have been met	QAMP-002 BCourse Maintenance	
5	Responsibility Ar	Manage the Skill Set/Training Process	MGTP-002 Skill Set Training Process	
5.1	Function/Duty Ar	Update Skill Set Model	MGTP-002 Skill Set Training Process	
5.1.1	Task	Identify employees who perform work affecting product/service quality	MGTP-002 Skill Set Training Process	
5.1.2	Task	Ensure that actions related to the new employee checklist (MGTF-004) are completed	MGTP-002 Skill Set Training Process	
5.1.3	Task	[Utilize MGTF-006, combined position description, managerial input, and employee interview to] define skill set requirements that will enable the employee to execute job functions	MGTP-002 Skill Set Training Process	
5.1.4	Task	Confirm the addition of skills is advancing the employee in his/her desire area of growth	MGTP-002 Skill Set Training Process	
5.1.5	Task	Integrate the employee information in MGTF-002, Skill Set Model, which describes the relationship between the employee and the required skills and certification/re-certification	MGTP-002 Skill Set Training Process	
5.1.6	Task	Define the Training/Actions required to achieve the required skill, or augment the knowledge requirements necessary for the employee to execute the job function	MGTP-002 Skill Set Training Process	
5.1.7	Task	Schedule the training or actions necessary	MGTP-002 Skill Set Training Process	
5.1.8	Task	Evaluate/Record Effectiveness of Training/Actions	MGTP-002 Skill Set Training Process	
5.1.9	Task	Determine if the Training/Actions are adequate for the employee to perform the work affecting product/service quality	MGTP-002 Skill Set Training Process	
5.1.10	Task	Annotate completion of Training/Actions in MGTF-002, Skill Set Model form	MGTP-002 Skill Set Training Process	
5.1.11	Task	Determine if reasonable effort to train skills is deemed to be ineffective	MGTP-002 Skill Set Training Process	
5.1.12	Task	Implement administrative action as required based on organizational needs/contract requirements	MGTP-002 Skill Set Training Process	
5.1.13	Task	Update the Skill Set Model in conjunction with the performance evaluation (or at minimum annually), as applicable.	MGTP-002 Skill Set Training Process	

5.1.14	Task	Document the Skill Set Model review date in the employee's Skill Set Model record.	MGTP-002 Skill Set Training Process	
5.1.15	Task	Ensure that MGTF-005, Departing Employee Checklist, is used as part of the exit interview	MGTP-002 Skill Set Training Process	
6	Responsibility Ar	Oversees a record of lost, damaged beyond repair, destroyed or stolen equipment	MGTP-003 Control of Customer Property	
6.1	Function/Duty Ar	Report of Lost, Damaged, Destroyed or Stolen (RLDDS) Property	MGTP-003 Control of Customer Property	
6.1.1	Task	Review Report of Lost, Damaged, Destroyed or Stolen (RLDDS) Property	MGTP-003 Control of Customer Property	
6.1.2	Task	Approve Report of Lost, Damaged, Destroyed or Stolen (RLDDS) Property	MGTP-003 Control of Customer Property	
6.1.3	Task	Follow-up on any reports associated with lost or stolen Customer Supplied Property	MGTP-003 Control of Customer Property	
6.1.4	Task	Retain copies of any reports associated with lost or stolen Customer Supplied Property	MGTP-003 Control of Customer Property	
6.1.5	Task	Retain copies of Report of Lost, Damaged, Destroyed or Stolen (RLDDS) Property	MGTP-003 Control of Customer Property	
7	Responsibility Ar	Oversees EOTA Inventory Control Process	MGTP-005 EOTA Inventory Control Process	
7.1	Function/Duty Ar	EOTA property/assets inventory	MGTP-005 EOTA Inventory Control Process	
7.1.1	Task	Review EOTA property/assets inventory	MGTP-005 EOTA Inventory Control Process	
7.1.2	Task	Approve EOTA property/assets inventory	MGTP-005 EOTA Inventory Control Process	
8	Responsibility Ar	Manage EOTA Media Inventory and related activities	ITTP-018 Media Inventory Control	
8.1	Function/Duty Ar	EOTA Media Inventory	ITTP-018 Media Inventory Control	
8.1.1	Task	Provide direction to the Online Learning Support Specialist (OLSS)	ITTP-018 Media Inventory Control	
8.1.2	Task	Evaluate media condition	ITTP-018 Media Inventory Control	
8.1.3	Task	Recommend media active/inactive status to Federal Management	ITTP-018 Media Inventory Control	

Management Federal

Code	Hierarchy	Tasks	Reference	Comments
	Job Position	Project	Analysis Hierarchy	
1	Responsibility Area	Federal	Analysis Hierarchy	
		Serves as the Director/Deputy Director, Emergency Operations Training Academy (EOTA) with responsibility to provide leadership and manage: 1) Human capital, 2) Competitive sourcing, 3) EOTA's support service contracts, and 4) Financial performance to support NA-40's overall mission and efforts to counter nuclear terrorism.	Analysis Hierarchy	
1.1	Function/Duty Area	Provide leadership and direction to EOTA staff and direct contractor activities to assure utilization of quality business practices.	Analysis Hierarchy	
1.1.1	Task	Write statements of work	Analysis Hierarchy	
1.1.2	Task	Assist with contract solicitation	Analysis Hierarchy	
1.2	Function/Duty Area	Perform Contracting Officer Representatives duties	Analysis Hierarchy	
1.2.1	Task	Recommend and submit contract modifications as needed	Analysis Hierarchy	
1.2.2	Task	Prepare and submit funding requests as needed	Analysis Hierarchy	
1.2.3	Task	Assist with solicitation evaluation and selection	Analysis Hierarchy	
1.2.4	Task	Prepare and submit funding for contracts	Analysis Hierarchy	(not the same as 1.2.2)
1.2.5	Task	Review and recommend approval of invoices	Analysis Hierarchy	
1.2.6	Task	Research and submit security paperwork for CSCS forms and related clearances for support contractors	Analysis Hierarchy	
1.2.7	Task	Coordinate with contracting Specialists to close out completed contracts	Analysis Hierarchy	
1.3	Function/Duty Area	Manage program for security clearance of contractor personnel	Analysis Hierarchy	
1.3.1	Task	Sponsor support contract personnel into DOE info	Analysis Hierarchy	Change US Access to DOE Info
1.3.2	Task	Prepare required forms and documents and coordinate submission of clearance requests, terminations, or changes	Analysis Hierarchy	
1.4	Function/Duty Area	Routinely meet with the Deputy Associate Administrator and the Director of Training and Administration, usually weekly via teleconference call to discuss and provide sound and well-considered resolutions to any leadership, organizational, budgetary, personnel , contractual, operational and performance issues.	Analysis Hierarchy	

Management - Federal

1.5	Function/Duty Area	Manage organization logistical requirements and procurements	Analysis Hierarchy	
1.5.1	Task	Perform required market research	Analysis Hierarchy	
1.5.2	Task	Ensure resources are available and in place to effectively meet organizational requirements	Analysis Hierarchy	
1.5.3	Task	Manage and execute purchases through the Government purchase card program	Analysis Hierarchy	
1.5.4	Task	Manage and execute purchases through the Service Center PR system	Analysis Hierarchy	
1.5.5	Task	Coordinate with vendors prior to and after procurement, or continued service	Analysis Hierarchy	
1.5.6	Task	Manage the EOTA's budget by providing annual budget forecast, performance execution plans and other budgetary requirements	Analysis Hierarchy	
1.6	Function/Duty Area	Analyze organizational needs and direct required operational activities	Analysis Hierarchy	
1.6.1	Task	Research, develop and implement internal policy	Analysis Hierarchy	
1.6.2	Task	Manage continual improvement program	Analysis Hierarchy	
1.6.3	Task	analyze work procedures and improve process efficiency	Analysis Hierarchy	
1.6.3.1		Use available resources to improve processes	Analysis Hierarchy	
1.6.3.2		Procure new technologies if the cost benefit is value added	Analysis Hierarchy	
1.6.4	Task	Manage the EOTA ISO 2008:9001 registered business system	Analysis Hierarchy	
1.6.5	Task	Comply with federal orders, guides and regulations	Analysis Hierarchy	
1.7	Function/Duty Area	Oversee property management and inventory control programs	Analysis Hierarchy	
1.8	Function/Duty Area	participate in professional/career development	Analysis Hierarchy	
1.8.1	Task	Maintain membership in the EMI-SIG Training Working Group	Analysis Hierarchy	
1.8.2		Maintain membership in the ER-SIG Training Working Group		
1.8.3	Task	Attend a minimum of two of the following annually: EMI-SIG Annual Meeting, ER-SIG Annual Meeting, counterterrorism training workshops, or other applicable workshops or conferences	Analysis Hierarchy	
1.8.4	Task	Maintain professional development plan, identify and acquire career enhancing training and education	Analysis Hierarchy	
1.9	Function/Duty Area	Review/Oversee Safety, Security, and ancillary organizational programs	Analysis Hierarchy	
2.1	Function/Duty Area	Manage support contractor technical direction and oversee completion of associated tasks	Analysis Hierarchy	
2.1.1	Task	Direct course development activities	Analysis Hierarchy	

Management - Federal

2.1.2	Task	Coordinate with customers on proposed or active projects	Analysis Hierarchy	
2.1.3		Follow-up with customer after delivery		
2.1.4	Task	follow-up on inactive projects	Analysis Hierarchy	
2.1.5	Task	Assist and clarify (as required) assignment of Customer POCs	Analysis Hierarchy	
2.1.6		Clarify assignment of Customer POCs, if needed		
2.1.7	Task	Provide technical direction	Analysis Hierarchy	
2.1.8	Task	Approve specific project milestones	Analysis Hierarchy	
2.1.9	Task	Review final product to ensure compliance with requestor criteria and EOTA training development standards	Analysis Hierarchy	
2.2	Function/Duty Area	Analyze and coordinate organization external requirements (bilateral and unilateral)	Analysis Hierarchy	
2.2.1	Task	Liaison with other Federal and non-Federal organizations, HQ (DOE and NNSA), Service Center, Field Organizations, etc	Analysis Hierarchy	
2.2.2.	Task	Establish MOUs/MOAs, clarify and implement DOE/NNSA policy, etc	Analysis Hierarchy	
2.2.3	Task	Acquire required open market/non-governmental support/resources	Analysis Hierarchy	
2.2.4	Task	Identify procurement needs, and coordinate with procurement office to establish contractual agreements as needed	Analysis Hierarchy	
3.1	Function/Duty Area	Assess and act on opportunities for inter-organizational and resource collaboration	Analysis Hierarchy	
3.2	Function/Duty Area	Coordinate with other federal agencies for projects or courses as needed	Analysis Hierarchy	
3.2.1	Task	Define operational and administrative requirements	Analysis Hierarchy	
3.2.2	Task	Coordinate with Customer POC	Analysis Hierarchy	
3.2.3	Task	Coordinate access to expert POCs (include Procurement as necessary)	Analysis Hierarchy	
3.2.4	Task	Coordinate budgeting and contract vehicles related to any required funding of interagency projects, i.e. Work for Others, Cash Work Approval, etc.	Analysis Hierarchy	

Multi-Media Specialist I				
Code	**Hierarchy**	**Tasks**	**Reference**	**Comments**
	Job Position	Multimedia Specialist I - Plans and performs systems engineering research, design development, and other assignments in conformance with audio/video system design, engineering, and customer specifications.	Narrative Position Description	
1.1	Function/Duty Area	Audio/Video System Design	Narrative Position Description	Audio
1.1.1	Task	Coordinates the activities of Video/Network Engineers and Technicians assigned to specific multimedia-based projects	Narrative Position Description	
1.1.2	Task	Assists other Multimedia Specialists with projects as needed	Narrative Position Description	
2.1	Function/Duty Area	Integrated Multimedia Systems	Narrative Position Description	
2.1.1	Task	Performs a variety of audio/video/graphics and other multimedia-based tasks which are concerned with the design and implementation of integrated multimedia systems	Narrative Position Description	
2.1.2	Task	Ensure web training courses to properly function, works with Software Engineer	ITTP-016 WBT Programming Process	
2.1.3	Task	Work with Training Specialist reviewing the script for courses, continuing to work through the process from creation, design, revision, approval, and alpha and beta testing	ITTP-016 WBT Programming Process; ITTP-017	
2.1.4	Task	Coordinate release activities of courses as appropriate	ITTP-017 App. Programmer Progress	
2.1.5	Task	Responds to Media Request (ITTF-013) from Requestor to coordinate with technical staff	ITTF-013 and ITTP-018	

Network / Server Administrator

Code	Hierarchy	Tasks	Reference
	Job Position	Network/Server Administrator - Maintain, manage, and operate servers and associated network systems for approximately five Servers (e.g. MS exchange email server with interface to smart phones, database server with SQL, file/domain server, video server, web development server using MS Server 2003 with IIS, a back-up storage unit, back-up power supply system, etc.) Maintain, manage, and operate Voice over Internet Protocol system (Cisco equipment). Serve as the initial point of contact for troubleshooting hardware/software, desktop and laptop computers, and printer problems.	Narrative Position Description
1.1	Function/Duty Area	Server and Network Management	Narrative Position Description
1.1.1	Task	Maintain servers and associated network systems	Narrative Position Description; ITTP-014
1.1.2	Task	Operate servers and associated network systems	Narrative Position Description
1.1.3	Task	Maintain Voice over Internet Protocol system (Cisco equipment).	Narrative Position Description
1.1.4	Task	Operate Voice over Internet Protocol system (Cisco equipment)	Narrative Position Description
1.1.5	Task	Provide recommendations for applying up-to-date information technology and sound business practices for application	Narrative Position Description
1.1.6	Task	Foster development of emergency operations center with network and communication capabilities to support reliable operations	Strategic Plan NA-46
1.1.7	Task	Provide technical assistance in emergency systems development	Strategic Plan NA-46
1.1.8	Task	Promote development of regional networks for more effective, efficient response	Strategic Plan NA-46
2.1	Function/Duty Area	Hardware and Software Support	Narrative Position Description
2.1.1	Task	Provide support to users in the areas of e-mail, directories, standard Windows desktop applications, and some specialized training software applications	Narrative Position Description
2.1.2	Task	Provide assistance in loading software, re-imaging computers as needed	Narrative Position Description
2.1.3	Task	Fix and repair all computers as needed	Narrative Position Description
2.1.4	Task	Perform routine maintenance/cleaning for networked office machines and office equipment	Narrative Position Description
2.1.5	Task	Support tasks associated with internal and external data links and computer desktop and laptop computers to keep website current	SOW #26
2.1.6	Task	Respond to Student Support Process Log to fix, support, help customer, e.g. forgotten password, technical problem, issues	ITTF-015; ITTF-018; ITTP-011; ITTP-013
2.1.7	Task	Backup all work and products performed, on-site servers, etc. and duplicate and/or store in designated locations	ITTP-014

Online Learning Support Specialist

Code	Hierarchy	Tasks	Reference	Comments
1	Responsibility Area	Provides web-site support to students and course managers	Narrative Position Description	
1.1	Function/Duty Area	Web-site support	Narrative Position Description	
1.1.1	Task	Provide website support to students	Narrative Position Description	
1.1.2	Task	Assist with login/password problems	Narrative Position Description	
1.1.3	Task	Mail out training course materials as needed	Narrative Position Description	
1.1.4	Task	Monitor on-line discussion board	Narrative Position Description	
1.2	Function/Duty Area	Provide website content	Narrative Position Description	
1.2.1	Task	Update course homepage	Narrative Position Description	
1.2.3	Task	Update news, events, area of study and calendar	Narrative Position Description	
1.3	Function/Duty Area	Maintain organizations general delivery mailbox	Narrative Position Description	
1.3.1	Task	Maintain student's status	Narrative Position Description	
1.3.2	Task	Maintain course completion dates	Narrative Position Description	
2	Responsibility Area	Responsible for managing course availability and accessibility	Narrative Position Description	
2.1	Function/Duty Area	Course Records/Material Management	Narrative Position Description	
2.1.1	Task	Provides inventory management of course materials	Narrative Position Description	
2.1.2	Task	Order course materials	Narrative Position Description	
2.1.3	Task	Manage delivery and pickup of course materials from vendor	Narrative Position Description	
2.2	Function/Duty Area	Conducts course reviews	Narrative Position Description	
2.2.1	Task	Reviews courses for technical, visual and text errors	Narrative Position Description	Alpha-beta testing
2.2.2	Task	Recommends changes as necessary to technical team	Narrative Position Description	
3	Responsibility Area	Serves as customer interface and point of contact for all student-related issues	Narrative Position Description	
3.1	Function/Duty Area	Customer Interface	Narrative Position Description	
3.1.1	Task	Act as the customer relation point of contact concerning on-line courses for all students issues and concerns	Narrative Position Description	

Code	Hierarchy	Tasks	Reference	Comments
3.2	Function/Duty Area	Handle website functionality	Narrative Position Description	
3.2.1	Task	Manage technical and other non-technical issues	Narrative Position Description	
3.3	Function/Duty Area	Assist course managers	Narrative Position Description	
3.3.1	Task	Provide student records to course managers	Narrative Position Description	
3.3.2	Task	Complete other tasks as directed	Narrative Position Description	
4	Responsibility Area	Input to QAM Report	QAMP-001 Periodic Reports	
4.1	Function/Duty Area	QAM Report	QAMP-001 Periodic Reports	
4.1.1	Task	Provide monthly online data to QAM	QAMP-001 Periodic Reports	
4.1.2	Task	Provide monthly online data to QAM Report upon request from the QAM	QAMP-001 Periodic Reports Process	
5	Responsibility Area	Provide current Student Survey data	QAMI-003 Student Survey Report	
5.1	Function/Duty Area	Student Survey Data Report	QAMI-003 Student Survey Report Instructions	
5.1.1	Task	Tally Student Survey data	QAMI-003 Student Survey Report Instructions	
5.1.2	Task	Report totals (SUM each column and divide by number of students listed)	QAMI-003 Student Survey Report Instructions	
5.1.3	Task	Transcribe student comments	QAMI-003 Student Survey Report Instructions	
5.1.4	Task	Provide Course Manager unsatisfactory/unsuitable student feedback	QAMI-003 Student Survey Report Instructions	
5.1.5	Task	Complete Student Survey Data Report	QAMI-003 Student Survey Report Instructions	
5.1.6	Task	Notify (email) Program Manager that current Student Survey data is available for viewing	QAMI-003 Student Survey Report Instructions	
5.1.7	Task	Notify (email) appropriate Project Managers that current Student Survey data is available for viewing	QAMI-003 Student Survey Report Instructions	
6	Responsibility Area	Provide monthly online course data	QAMI-002 Monthly-Quarterly Status Report Instructions	
6.1	Function/Duty Area	Monthly-Quarterly Status Report	QAMI-002 Monthly-Quarterly	
6.1.1	Task	Provide monthly online course data to QAM if requested	QAMI-002 Monthly-Quarterly Status Report Instructions	

Code	Hierarchy	Tasks	Reference	Comments
7	Responsibility Area	Maintain EOTA Media Inventory and related activities	ITTP-018 Media Inventory Control	
7.1	Function/Duty Area	EOTA Media Inventory	ITTP-018 Media Inventory Control	
7.1.1	Task	Utilize ADMP-001, Procurement Process to purchase the required media	ITTP-018 Media Inventory Control	
7.1.2	Task	Receive the media using ADMP-003, Receiving/Inspection Process	ITTP-018 Media Inventory Control	
7.1.3	Task	Label the media, if necessary, with the applicable Course Number/Title	ITTP-018 Media Inventory Control	
7.1.4	Task	Stock the media in the Active Media Stock Area	ITTP-018 Media Inventory Control	
7.1.5	Task	Issue/ship the media to the requestor	ITTP-018 Media Inventory Control	
7.1.6	Task	Update ITTF-013, Media Requests with the requestor's shipping information	ITTP-018 Media Inventory Control	
7.1.7	Task	Review the media stock area to determine the media re-order requirements	ITTP-018 Media Inventory Control	
7.1.8	Task	Evaluate the physical condition of the media	ITTP-018 Media Inventory Control	
7.1.9	Task	Make recommendations to the PM1 when necessary	ITTP-018 Media Inventory Control	
7.1.10	Task	Receive direction from the PM1 or Designee as to whether the media is to remain active	ITTP-018 Media Inventory Control	
7.1.11	Task	Move the media to the Inactive Media Storage Area for archival	ITTP-018 Media Inventory Control	

Quality Assurance Manager

Code	Hierarchy	Tasks	Reference
1	Responsibility Area	Provide technical and administrative direction to personnel performing systems development to assure Government standards and requirements are followed	
1.1	Function/Duty Area	Provide technical and administrative direction to personnel performing systems development tasks	Narrative Position Description
1.1.1	Task	Review work products for correctness	Narrative Position Description
1.1.2	Task	Adhere to design concepts and to user standards	Narrative Position Description
1.1.3	Task	Correct editing and grammar usage	Narrative Position Description
1.1.4	Task	Review program documentation	Narrative Position Description
1.2	Function/Duty Area	Statistical Analysis	Narrative Position Description
1.2.1	Task	Perform statistical analysis	Narrative Position Description
1.2.2	Task	Provide reports (test item analysis, student feedback, overall course effectiveness, etc.)	Narrative Position Description
1.2.3	Task	Provide recommendations for improvement (test item analysis, student feedback, overall course effectiveness, etc.)	Narrative Position Description
1.3	Function/Duty Area	ISO Program	Narrative Position Description
1.3.1	Task	Develop ISO program certification	Narrative Position Description
1.3.2	Task	Maintain ISO program certification	Narrative Position Description
1.3.3	Task	Develop ISO program plans	Narrative Position Description
1.3.4	Task	Maintain ISO program plans	Narrative Position Description
1.3.5	Task	Develop ISO program training	Narrative Position Description
1.3.6	Task	Maintain ISO program training	Narrative Position Description
1.3.7	Task	Develop ISO program documentation	Narrative Position Description
1.3.8	Task	Maintain ISO program documentation	Narrative Position Description
1.4	Function/Duty Area	Historical Documentation	Narrative Position Description
1.4.1	Task	Conducts reviews of historical documentation	Narrative Position Description
1.4.2	Task	Make corrections to historical documentation when necessary	Narrative Position Description
2	Responsibility Area	To ensure continual improvement of the product in accordance with the quality management system. To ensure customer perception indicates customer requirements have been met.	QAMP-001 Periodic Reports Process
2.1	Function/Duty Area	Quality Management System Information	QAMP-001 Periodic Reports Process

Code	Hierarchy	Tasks	Reference
2.1.1	Task	Compile relevant stats per appropriate QAMI	QAMP-001 Periodic Reports Process
2.1.2	Task	Determine stats for a QAM report, if required	QAMP-001 Periodic Reports Process
2.1.3	Task	Organize stats	QAMP-001 Periodic Reports Process
2.1.4	Task	Provide ISD with stats for specific courses	QAMP-001 Periodic Reports Process
	Task	Provide assistance to ISD as necessary	QAMP-001 Periodic Reports Process
2.2	Function/Duty Area	QAM Report	
2.2.1	Task	Prepare QAM report for Management approval	QAMP-001 Periodic Reports Process
2.2.2	Task	Revise QAM report for Management approval	QAMP-001 Periodic Reports Process
2.2.3	Task	Submit QAM report for Management approval	QAMP-001 Periodic Reports Process
2.2.4	Task	File report when approved	QAMP-001 Periodic Reports Process
3	Responsibility Area	Ensure development maintains consistency with defined objectives. Ensure course information is consistent with customer requirements.	QAMP-002 BCourse Maintenance
3.1	Function/Duty Area	Ongoing Course Maintenance	QAMP-002 BCourse Maintenance
3.1.1	Task	Identify courses requiring review per QAMF-001 & QAMF-002	QAMP-002 BCourse Maintenance
3.1.2	Task	Implement findings per ISDP-0004	QAMP-002 BCourse Maintenance
3.1.3	Task	Update QAMF-001 & QAMF-0002 Course Registry	QAMP-002 BCourse Maintenance
3.1.4	Task	Schedule next review	QAMP-002 BCourse Maintenance
4	Responsibility Area	Management commitment to quality management system	Q-001 Quality Manual (Section 5)
4.1	Function/Duty Area	Quality management system	Q-001 Quality Manual (Section 5)

Code	Hierarchy	Tasks	Reference
4.1.1	Task	Communicate to the organization the importance of meeting customer as well as statutory and regulatory requirements	Q-001 Quality Manual (Section 5)
4.1.2	Task	Establish quality policy	Q-001 Quality Manual (Section 5)
4.1.3	Task	Ensure quality objectives are established	Q-001 Quality Manual (Section 5)
4.1.4	Task	Conduct management reviews	Q-001 Quality Manual (Section 5)
4.1.5	Task	Ensure that customer requirements are determined and are met with the aim of enhancing customer satisfaction	Q-001 Quality Manual (Section 5)
4.2	Function/Duty Area	Quality Policy	Q-001 Quality Manual (Section 5)
4.2.1	Task	Ensure the quality policy is appropriate to the purpose of the Organization	Q-001 Quality Manual (Section 5)
4.2.2	Task	Ensure the quality policy includes a commitment to comply with requirements of the quality management system	Q-001 Quality Manual (Section 5)
4.2.3	Task	Ensure the quality policy continually improves the effectiveness of the quality management system	Q-001 Quality Manual (Section 5)
4.2.4	Task	Ensure the quality policy provides a framework for establishing and reviewing quality objectives	Q-001 Quality Manual (Section 5)
4.2.5	Task	Ensure the quality policy is communicated and understood within the Organization	Q-001 Quality Manual (Section 5)
4.2.6	Task	Ensure the quality policy is reviewed for continuing suitability	Q-001 Quality Manual (Section 5)
4.3	Function/Duty Area	Planning	Q-001 Quality Manual (Section 5)
4.3.1	Task	Ensure that quality objectives are established at relevant functions and levels within the Organization.	Q-001 Quality Manual (Section 5)
4.3.2	Task	Ensure quality objectives shall be measurable and consistent with the quality policy.	Q-001 Quality Manual (Section 5)
4.3.3	Task	Ensure the quality management system is carried out in order to meet the requirements	Q-001 Quality Manual (Section 5)
4.3.4	Task	Ensure integrity of the quality management system is maintained when changes to the quality management system are planned and implemented	Q-001 Quality Manual (Section 5)
4.4	Function/Duty Area	Establish, implement, and maintain a quality management system processes, and promote awareness of customer requirements	Q-001 Quality Manual (Section 5)
4.4.1	Task	Define responsibilities and authorities for the quality management system	Q-001 Quality Manual (Section 5)

Code	Hierarchy	Tasks	Reference
4.5	Function/Duty Area	Communication	Q-001 Quality Manual (Section 5)
4.5.1	Task	Establish appropriate communication processes to within the organization	Q-001 Quality Manual (Section 5)
4.5.2	Task	Communicate the effectiveness of the quality management system	Q-001 Quality Manual (Section 5)
4.6	Function/Duty Area	Management Review	Q-001 Quality Manual (Section 5)
4.6.1	Task	Review the quality management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness.	Q-001 Quality Manual (Section 5)
4.6.2	Task	Assess opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives	Q-001 Quality Manual (Section 5)
4.6.3	Task	Provide information on results of audits	Q-001 Quality Manual (Section 5)
4.6.4	Task	Include customer feedback	Q-001 Quality Manual (Section 5)
4.6.5	Task	Describe process performance and product conformity	Q-001 Quality Manual (Section 5)
4.6.6	Task	Report status of preventive and corrective actions	Q-001 Quality Manual (Section 5)
4.6.7	Task	State follow-up actions from previous management reviews	Q-001 Quality Manual (Section 5)
4.6.8	Task	Explain changes that could affect the quality management system	Q-001 Quality Manual (Section 5)
4.6.9	Task	Make recommendations for improvement	Q-001 Quality Manual (Section 5)
4.6.10	Task	Maintain records from management reviews	Q-001 Quality Manual (Section 5)
5	Responsibility Area	Complete periodic review of Skill Set/Training to confirm currency	MGTP-002 Skill Set Training Process
5.1	Function/Duty Area	Update Skill Set Model	MGTP-002 Skill Set Training Process
5.1.1	Task	Move the employee’s Skill Set Model record to the Departed Employee tab	MGTP-002 Skill Set Training Process

Software Engineer

Code	Hierarchy	Tasks	Reference
	Job Position	Software Engineer - Develops and modifies new software applications, updates, and upgrades of computer software for processing and analyzing data. Performs computer program design and implementation. Utilizes 3rd and 4th generation programming languages and relational databases. Provides supervision and direction to staff.	Narrative Position Description
1.1	Function/Duty Area	Software Applications	Narrative Position Description
1.1.1	Task	Develop new software applications	Narrative Position Description
1.1.2	Task	Modify software applications	Narrative Position Description
1.1.3	Task	Upgrade computer software for processing and analyzing data	Narrative Position Description
2.1	Function/Duty Area	Computer Program Design and Implementation	Narrative Position Description
2.1.1	Task	Perform computer program design and implementation	Narrative Position Description
2.1.2	Task	Utilize 3rd and 4th generation programming languages and relational databases	Narrative Position Description
2.1.3	Task	Perform design/layout for web applications as well as implementation (programming) of software design for processing, analyzing data, and web applications	Narrative Position Description
2.1.4	Task	Establish for operation and maintenance a common operating picture landscape with real time geospatial data and predictive toolsets for emergency operations	Strategic Plan Objectives NA-44
2.1.5	Task	Establish mobile or virtual emergency operations center function capabilities linking Emergency Management Team personnel to provide real-time support	Strategic Plan Objectives NA-44
2.1.6	Task	Enable the emergency management/response capability of DOE/NNSA to operate in any environment, any location, at any time without restriction of physical location limitations	Strategic Plan EOTA Support - NA-44
3.1	Function/Duty Area	Software Tools	Narrative Position Description
3.1.1	Task	Utilize CASE tools, code generators, and other tools to assist in source code development	Narrative Position Description

Code	Hierarchy	Tasks	Reference
3.1.2	Task	Incorporate IT solutions with technical, operational, administrative support to facilitate PC-based tracking of operational and special activities	SOW 13.0 Technical Support
4.1	Function/Duty Area	Web Design and Applications	Narrative Position Description
4.1.1	Task	Design database (including structure and relationships) to relationships) to support EOTA website (including its multiple pages) and non-website software applications.	Narrative Position Description
4.1.2	Task	Implement database to support EOTA website and non-website software applications.	Narrative Position Description
4.1.3	Task	Perform design/layout for web applications as well as implementation (programming) of software design for processing, analyzing data, and web applications	Narrative Position Description
4.1.4	Task	Establish records system for maintenance, including document control system	SOW 13.0 Technical Support
4.1.5	Task	Establish an interactive storage system as repository of all training files	SOW 13.0 Technical Support
4.1.6	Task	Provide design and application for computer based on-line learning including registration, customer service survey, course catalog, and "student" records	SOW 6.3 - 6.3.15 Training/Job Aid
4.1.7	Task	Approve all website development	ITTP-015 Website Development
4.1.8	Task	Determine feasibility of web project in discussion with Requestor	ITTP-015 Website Development
4.1.9	Task	Perform validation testing with Requestor concurrence project is complete and closed	ITTP-015 Website Development
4.1.10	Task	Receive approval form (ITTF-014) to coordinate with publishing on the EOTA website and to DOE CAST or NNSACAST.	ITTF-014; ITTP-015; ITTI-001
4.1.11	Task	Document using Maintenance Log (ITTF-016) the incoming work, progress, details, and completion	ITTF-016; ITTP-015
4.1.12	Task	File detailed narrative providing detail of App. Programming Log using ITTF-20	ITTF-020; ITTP-017

Senior Analyst

Code	Hierarchy	Tasks	Reference	Comments
1.1	Duty	Training Evaluations	Narrative Position Description	
1.1.1	Task	Evaluate effectiveness of training courses and program	Narrative Position Description	
2.1	Duty	Course Development	Narrative Position Description	*NOTE** Primarily responsible for 2 programs which requires a lot of ISD focus* *90% of time spent on a RAPTER training program which occurs 3-4 times a year and is redesigned/redeveloped every 3 years.* *Includes Job/Task Analysis for participants of this class which is a type of CAPSTONE class with a curriculum of 14 prerequisites.* *A second responsibility is for a Senior Executive Course which is typically held 1-2 times a year and has yet to be determined to be what the federal staff want as procedures have ongoing changes and decisions;.* *A third responsibility is an implementation annually of course reviews - lowest on the priority listing*
2.1.1	Task	Assist staff with development of training courses	Narrative Position Description	
3.1	Duty	ISO 9001:2000 - Continuous Improvement	Narrative Position Description	
3.1.1	Task	Application of ISO 9001:2000	Narrative Position Description	
3.1.2	Task	Identify non-conformance, potential non-conformance, or improvement opportunity	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.3	Task	Generate a Corrective Action Request (CAR), Preventive Action Request (PAR), or Improvement Opportunity (IO) – CAR/PAR/IO	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.4	Task	Submit CAR/PAR/IO to Management Representative on the appropriate Planning Worksheet (F-017 Corrective Action Report Planning Worksheet, F-018 Preventive Action Report Planning Worksheet or F-019 Improvement Opportunity Planning Worksheet)	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.5	Task	Request Management Representative enter CAR/PAR/IO directly into Q-Pulse.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.6	Task	Use EOTA-Corrective Action, EOTA Preventive Action, or EOTA-Improvement Opportunity templates in Q-Pulse	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.7	Task	Take containment measures whenever possible to prevent further nonconformance and possible distribution of defective material to the customer.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	

Code	Hierarchy	Tasks	Reference	Comments
3.1.8	Task	Establish processes needed for the Quality Management System	F-009_Business System Management Review Template 09_0519	
3.1.9	Task	Implement processes needed for the Quality Management System	F-009_Business System Management Review Template 09_0519	
3.1.10	Task	Maintain processes needed for the Quality Management System	F-009_Business System Management Review Template 09_0519	
3.1.11	Task	Report to top management on the performance of the Quality Management System	F-009_Business System Management Review Template 09_0520	
3.1.12	Task	Report to top management on any need for improvement	F-009_Business System Management Review Template 09_0521	
3.1.13	Task	Ensure the promotion of awareness of customer requirements throughout the organization.	F-009_Business System Management Review Template 09_0522	
3.1.14	Task	Review the process(es) being audited	F-012_A Internal Audit Preparation Worksheet	
3.1.15	Task	Identify the areas of the ISO 9001:2008 Standard applicable to the process(es) being audited (use the Quality Manual).	F-012_A Internal Audit Preparation Worksheet	
3.1.16	Task	Identify the “Shalls” to ensure they have been addressed in the process(es)	F-012_A Internal Audit Preparation Worksheet	
3.1.17	Task	Identify the “required records”	F-012_A Internal Audit Preparation Worksheet	
3.1.18	Task	Determine if responsibilities are clearly defined.	F-012_A Internal Audit Preparation Worksheet	
4.1	Duty	Needs Assessments	Narrative Position Description	
	Task			
5.1	Duty	Job Analysis	Narrative Position Description	
	Task			
6.1	Duty	Training Systems Lead Support	Narrative Position Description	
6.1.1	Task	Provide assistance to Training Systems Lead	Narrative Position Description	
6.1.2	Task	Incorporates recommendations from assessments and/or statistical analysis	Narrative Position Description	
6.1.3	Task	Assists with reports on status of all training projects	Narrative Position Description	
6.1.4	Task	Assist in management and maintenance of course catalogs as well as scheduling for periodic course updates	Narrative Position Description	
7.1	Duty	Customer Interface	Narrative Position Description	
7.1.1	Task	Interfaces with EOTA customers for coordinating training requirements and/or analysis updates	Narrative Position Description	
7.1.2	Task	Implements solutions for EOTA customers	Narrative Position Description	

Training Specialist I

Code	Hierarchy	Tasks	Reference	Comments
1.0	Duty	Conduct Analysis		
1.1	Task	Assist with conducting analyses	ISDP-005 Functional/Job/Task Analysis Process	Does not specify that this role conducts analysis; am making the assumption that assistance is required for this role as part of OJT and to grow into the TrngSpecII role.
1.2	Task	Assist with compiling analysis content	ISDP-005 Functional/Job/Task Analysis Process	
1.3	Task	Assist with validating analysis content	ISDP-005 Functional/Job/Task Analysis Process	
1.4	Task	Assist with analyzing data	ISDP-005 Functional/Job/Task Analysis Process	
1.5	Task	Assist with developing knowledge and skills list	ISDP-005 Functional/Job/Task Analysis Process	
1.6	Task	Assist with developing the Task-to-Training Matrix	ISDP-005 Functional/Job/Task Analysis Process	
1.7	Task	Assist with performing needs identification	ISDP-005 Functional/Job/Task Analysis Process	
1.8	Task	Assist with developing analysis recommendations and report	ISDP-005 Functional/Job/Task Analysis Process	
2.0	Duty	Design Training		
2.1	Task	Revise Training Development Summary	ISDP-XXX ILT/EX/WBT Course Design Process	
2.2	Task	Submit Training Development Summary for approval	ISDP-XXX ILT/EX/WBT Course Design Process	
2.3	Task	Initiate ISD History File (ISD HF) using the ISD History File Checklist ISDF-XXX	ISDP-XXX ILT/EX/WBT Course Design Process	
2.4	Task	Use the Training Development Summary	ISDP-XXX ILT/EX/WBT Course Design Process	
2.5	Task	Use materials supplied by the Headquarter Point of Contact (HQ POC) and/or the Subject Matter Expert (SME)	ISDP-XXX ILT/EX/WBT Course Design Process	
2.6	Task	Determine best instructional methods for effective subject matter delivery	ISDP-XXX ILT/EX/WBT Course Design Process	
2.7	Task	Develop design document	ISDP-XXX ILT/EX/WBT Course Design Process	
2.8	Task	Inform Project Manager (PM2) of all aspects of the design document development process.	ISDP-XXX ILT/EX/WBT Course Design Process	
2.9	Task	Submit draft of the design document to SME for review and modification as needed.	ISDP-XXX ILT/EX/WBT Course Design Process	
2.10	Task	Submit draft of the design document to the PM2 and QAM for review.	ISDP-XXX ILT/EX/WBT Course Design Process	
2.11	Task	Make requested changes to the design document	ISDP-XXX ILT/EX/WBT Course Design Process	
2.12	Task	Submit draft design document to POC for review	ISDP-XXX ILT/EX/WBT Course Design Process	
2.13	Task	Coordinate changes to design document.	ISDP-XXX ILT/EX/WBT Course Design Process	
2.14	Task	Submit draft Design document for final review.	ISDP-XXX ILT/EX/WBT Course Design Process	
3.0	Duty	Develop Instructor-Led Training (ILT)		
3.1	Task	Draft Development Package	ISDP-001 ILT Course Development Process	
3.2	Task	Obtain approved Design Documents (ISDF-004).	ISDP-001 ILT Course Development Process	
3.3	Task	Draft lesson plans utilizing the Lesson Plan Template (SDF-007) and associated materials.	ISDP-001 ILT Course Development Process	
3.4	Task	Review draft lesson plan.	ISDP-001 ILT Course Development Process	
3.5	Task	Coordinate changes to draft lesson plan.	ISDP-001 ILT Course Development Process	
3.6	Task	Refer to ISDP-XXX, Exercise Development.	ISDP-001 ILT Course Development Process	
3.7	Task	Make any required modifications.	ISDP-001 ILT Course Development Process	

Code	Hierarchy	Tasks	Reference	Comments
3.8	Task	Resubmit the Lesson Plan until approval is obtained.	ISDP-001 ILT Course Development Process	
3.9	Task	Review the Lesson Plan.	ISDP-001 ILT Course Development Process	
3.10	Task	Review the Test Matrix.	ISDP-001 ILT Course Development Process	
3.11	Task	Review applicable exercise materials, (from ISDP-XXX, Exercise Development Process).	ISDP-001 ILT Course Development Process	
3.12	Task	Capture all identified changes.	ISDP-001 ILT Course Development Process	
3.13	Task	Implement all identified changes.	ISDP-001 ILT Course Development Process	
3.14	Task	Modify Lesson Plan until approval is obtained.	ISDP-001 ILT Course Development Process	
3.15	Task	Modify Test Matrix until approval is obtained.	ISDP-001 ILT Course Development Process	
3.16	Task	Modify applicable exercise materials until approval is obtained.	ISDP-001 ILT Course Development Process	
3.17	Task	Route draft Lesson Plan to the Headquarters Point of Contact (HQ POC) for approval.	ISDP-001 ILT Course Development Process	
3.18	Task	Enter course objectives into the Vision database.	ISDP-001 ILT Course Development Process ISDP-XXX WBT Course Development Process	Task for both ILT and WBT
3.19	Task	Prepare ISDF-XXX/Course Verification Submit for Approval	ISDP-001 ILT Course Development Process	
3.20	Task	Route the Course Verification (Signature Page) (ISDF-XXX).	ISDP-001 ILT Course Development Process	
3.21	Task	Develop ILT course materials as required based on scheduled delivery of course.	ISDP-001 ILT Course Development Process	
3.22	Task	Perform a quality review of the produced materials.	ISDP-001 ILT Course Development Process	
3.23	Task	Ensure all required corrections are accomplished prior to course delivery.	ISDP-001 ILT Course Development Process	
4.0	Duty	Develop Training Exercises		
4.1	Task	Submit draft exercise scenario for review and approval.	ISDP-XXX Exercise Development Process	
4.2	Task	Approve draft MSEL	ISDP-XXX Exercise Development Process	
4.3	Task	Consult with SMEs	ISDP-XXX Exercise Development Process ISDP-XXX ILT Course Development Process ISDP-XXX WBT Course Development Process	Task for all training development
4.4	Task	Gather information from subject matter experts for course development	Narrative Position Description	
4.5	Task	Draft an exercise plan and associated materials utilizing the Lesson Plan Template (ISDF-007)	ISDP-XXX Exercise Development Process	
4.6	Task	Review the draft exercise plan and associated materials	ISDP-XXX Exercise Development Process	
4.7	Task	Identify all objectives	ISDP-XXX Exercise Development Process	
4.8	Task	Determine objectives which will provide a framework of scenario development	ISDP-XXX Exercise Development Process	
4.9	Task	Determine objectives for validating participant capabilities	ISDP-XXX Exercise Development Process	
4.10	Task	Draft scenario	ISDP-XXX Exercise Development Process	
4.11	Task	Identify venue or site	ISDP-XXX Exercise Development Process	
4.12	Task	Evaluate venue or site for realistic simulation potential	ISDP-XXX Exercise Development Process	
4.13	Task	Review draft scenario	ISDP-XXX Exercise Development Process	
4.14	Task	Submit draft scenario for review	ISDP-XXX Exercise Development Process	
4.15	Task	Create Master Scenario Events List (MSEL)	ISDP-XXX Exercise Development Process	

Code	Hierarchy	Tasks	Reference	Comments
4.16	Task	Review draft MSEL plan	ISDP-XXX Exercise Development Process	
4.17	Task	Submit draft MSEL for review	ISDP-XXX Exercise Development Process	
4.18	Task	Draft a facilitator guide for the exercise	ISDP-XXX Exercise Development Process	
4.19	Task	Draft exercise synopsis	ISDP-XXX Exercise Development Process	
4.20	Task	Publish exercise synopsis	ISDP-XXX Exercise Development Process	
4.21	Task	Submit draft Facilitator Guide for review	ISDP-XXX Exercise Development Process	
4.22	Task	Develop a C/E Handbook	ISDP-XXX Exercise Development Process	
4.23	Task	Submit draft C/E Handbook for review	ISDP-XXX Exercise Development Process	
4.24	Task	Develop evaluation checklist	ISDP-XXX Exercise Development Process	
4.25	Task	Submit evaluation checklist for review	ISDP-XXX Exercise Development Process	
4.26	Task	Route standalone exercise development packages for verification	ISDP-XXX Exercise Development Process	
4.27	Task	Add course exercises to ILT course materials for verification	ISDP-XXX Exercise Development Process	
4.28	Task	Coordinate with ITT	ISDP-XXX Exercise Development Process ISDP-XXX ILT Course Development Process ISDP-XXX WBT Course Development Process	Task for all training development
4.29	Task	Develop materials for the exercise.	ISDP-XXX Exercise Development Process	
4.30	Task	Work with the ITT to develop materials for exercises	ISDP-XXX Exercise Development Process	
4.31	Task	Review exercise materials	ISDP-XXX Exercise Development Process	
4.32	Task	Facilitate correction of materials if necessary	ISDP-XXX Exercise Development Process	
5.0	Duty	Develop Web-Based Training (WBT)		
5.1	Task	Consult with QAM	ISDP-XXX WBT Course Development Process	
5.2	Task	Make corrections to draft content document	ISDP-XXX WBT Course Development Process	
5.3	Task	Submit draft content document to the original requestor (i.e. POC) for review and feedback.	ISDP-XXX WBT Course Development Process	
5.4	Task	Implement all identified changes.	ISDP-XXX WBT Course Development Process	
5.5	Task	Use approved design document (ISDF-004)	ISDP-XXX WBT Course Development Process	
5.6	Task	Use draft content document	ISDP-XXX WBT Course Development Process	
5.7	Task	Draft web-based training (WBT) script/storyboard (ISDF-006A)	ISDP-XXX WBT Course Development Process	
5.8	Task	Draft test matrix (ISDF-xxxx)	ISDP-XXX WBT Course Development Process	
5.9	Task	Review draft script/storyboard	ISDP-XXX WBT Course Development Process	
5.10	Task	Modify draft script/storyboard	ISDP-XXX WBT Course Development Process	
5.11	Task	Discuss WBT script/storyboard and test matrix with committee	ISDP-XXX WBT Course Development Process	
5.12	Task	Use Track Change form to identify required changes to script/storyboard and test matrix	ISDP-XXX WBT Course Development Process	
5.13	Task	Submit approved WBT script/storyboard to POC for approval.	ISDP-XXX WBT Course Development Process	
5.14	Task	Document approvals (HQ POC, SME)	ISDP-XXX WBT Course Development Process	
5.15	Task	Submit Course Verification (ISDF-XXX) for signature.	ISDP-XXX WBT Course Development Process	
5.16	Task	Submit development package to ITT group for programming [WBT Programming (ITTP-016)]	ISDP-XXX WBT Course Development Process	
5.17	Task	Review programmed WBT	ISDP-XXX WBT Course Development Process	
5.18	Task	Verify effective formatting and functionality of the WBT course.	ISDP-XXX WBT Course Development Process	

Code	Hierarchy	Tasks	Reference	Comments
5.19	Task	Document results of committee review (ISO required design review) using Course Committee Review (ISDF-XXX)	ISDP-XXX WBT Course Development Process	
5.20	Task	Document required changes using the Track Change form (ISDF-017)	ISDP-XXX WBT Course Development Process	
5.21	Task	Submit the course to the SME for review.	ISDP-XXX WBT Course Development Process	
5.22	Task	Coordinate track change documentation	ISDP-XXX WBT Course Development Process	
5.23	Task	Submit the course to the HQ POC for review.	ISDP-XXX WBT Course Development Process	
5.24	Task	Route Course Verification (ISDF-XXX) for signature	ISDP-XXX WBT Course Development Process	
6.0	Duty	Prepare for Training Implementation		
6.1	Task	Determine date for class/exercise	ISDP-XXX ILT Course Implementation Process ISDPL-XXX Exercise Course Implementation Process	
6.2	Task	Review all required course materials to ensure all components are available.	ISDP-XXX ILT Course Implementation Process	
6.3	Task	Prepare all instruction materials (course outlines, background material, and training aids)	Narrative Position Description	
6.4	Task	Prepare all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms)	Narrative Position Description	
6.5	Task	Review the After Action Report from previous course iterations	ISDP-XXX ILT Course Implementation Process	
6.6	Task	Verify currency of content.	ISDP-XXX ILT Course Implementation Process	
6.7	Task	Make required changes to the course based on guidance from the PM2.	ISDP-XXX ILT Course Implementation Process	
6.8	Task	Coordinate preparation of all necessary course materials.	ISDP-XXX ILT Course Implementation Process	
6.9	Task	Provide identified instructor(s) with a current copy the course lesson plan (ISDF-XXX, Lesson Plan Template, Part 1) and a blank copy of part 2 of the ISDF-XXX Lesson Plan Template (LP Part 2).	ISDP-XXX ILT Course Implementation Process	
6.10	Task	Verify all elements of the LP Part 1 have been addressed in the proposed delivery methodology	ISDP-XXX ILT Course Implementation Process	
6.11	Task	Revise course as necessary at appropriate production phase	ISDP-XXX ILT Course Implementation Process ISDP-XXX WBT Course Implementation Process	
6.12	Task	Complete all subsequent production phases.	ISDP-XXX ILT Course Implementation Process ISDP-XXX WBT Course Implementation Process	
6.13	Task	Compile a written overview of required actions	ISDP-XXX ILT Course Implementation Process ISDP-XXX WBT Course Implementation Process	
6.14	Task	Revise WBT Summary Report (ISDF-xxx)	ISDP-XXX WBT Course Implementation Process	
6.15	Task	Identify validation group	ISDP-XXX WBT Course Implementation Process	
6.16	Task	Upload WBT course to EOTA website.	ISDP-XXX WBT Course Implementation Process	
6.17	Task	Send instructions to validation group	ISDP-XXX WBT Course Implementation Process	
6.18	Task	Collect validation group feedback	ISDP-XXX WBT Course Implementation Process	
6.19	Task	Complete WBT Summary Report (ISDF-xxx)	ISDP-XXX WBT Course Implementation Process	
6.20	Task	Submit WBT Summary Report (ISDF-xxx)	ISDP-XXX WBT Course Implementation Process	
6.21	Task	Submit overview of actions for review and discussion	ISDP-XXX WBT Course Implementation Process	
6.22	Task	Sign the LP Part 2 verification line.	ISDP-XXX ILT Course Implementation Process	

Code	Hierarchy	Tasks	Reference	Comments
6.23	Task	Draft Course Announcement (ISDF-014)	ISDP-XXX Exercise Course Implementation Process	
6.24	Task	Complete the Course Announcement (ISDF-XXX) form.	ISDP-XXX ILT Course Implementation Process ISDP-XXX WBT Course Implementation Process	
6.25	Task	Route Course Announcement per the directions on the form.	ISDP-XXX ILT Course Implementation Process ISDP-XXX WBT Course Implementation Process ISDP-XXX Exercise Course Implementation Process	
6.26	Task	Revise Course Announcement as necessary to acquire approval.	ISDP-XXX ILT Course Implementation Process ISDP-XXX WBT Course Implementation Process ISDP-XXX Exercise Course Implementation Process	
6.27	Task	Determine if DOE Cast/NNSA Cast is required	ISDP-XXX ILT Course Implementation Process ISDP-XXX WBT Course Implementation Process	
6.28	Task	Implement applicable announcement action	ISDP-XXX ILT Course Implementation Process ISDP-XXX WBT Course Implementation Process	
6.29	Task	Coordinate posting of the course advertisement per ITTI-001 Publishing a New Course Instructions	ISDP-XXX ILT Course Implementation Process ISDP-XXX WBT Course Implementation Process	
6.30	Task	Verify release of Course Announcement to target community	ISDP-XXX Exercise Course Implementation Process	
6.31	Task	Distribute exercise synopsis to players and observers	ISDP-XXX Exercise Development Process	
6.32	Task	Organize Controller and Evaluator (C/E) briefings	ISDP-XXX Exercise Course Implementation Process	
6.33	Task	Set up exercise	ISDP-XXX Exercise Course Implementation Process	
6.34	Task	Prepare to setup the venue for the exercise	ISDP-XXX Exercise Course Implementation Process	
6.35	Task	Determine areas to be setup (Simulation Cells (SimCells), Incident Command post)	ISDP-XXX Exercise Course Implementation Process	
6.36	Task	Arrange event setup	ISDP-XXX Exercise Course Implementation Process	
6.37	Task	Develop a schedule for event setup	ISDP-XXX Exercise Course Implementation Process	
6.38	Task	Begin event setup	ISDP-XXX Exercise Course Implementation Process	
6.39	Task	Address logistical items on the day of the exercise	ISDP-XXX Exercise Course Implementation Process	
6.40	Task	Address administrative items on the day of the exercise	ISDP-XXX Exercise Course Implementation Process	
6.41	Task	Facilitate Controller and Evaluator (C/E) briefings	ISDP-XXX Exercise Course Implementation Process	
6.42	Task	Organize general briefings	ISDP-XXX Exercise Course Implementation Process	

Code	Hierarchy	Tasks	Reference	Comments
6.43	Task	Facilitate general briefings	ISDP-XXX Exercise Course Implementation Process	
7.0	Duty	Course Instruction	Narrative Position Description	
7.1	Task	Provide training using course materials to customers as specified in the task order	Narrative Position Description	
7.2	Task	Assist others in the conduct of formal classroom courses, workshops, and seminars, as needed	Narrative Position Description	
7.3	Task	Deliver the course	ISDP-XXX ILT Course Implementation Process	
8.0	Duty	Evaluate Training		
8.1	Task	Obtain list of names from HQ POC for test group review	ISDP-XXX WBT Course Development Process	
8.2	Task	Coordinate with working groups to obtain a test group	ISDP-XXX WBT Course Development Process	
8.3	Task	Facilitate test group for review of WBT	ISDP-XXX WBT Course Development Process	
8.4	Task	Obtain validation data	ISDP-XXX WBT Course Development Process	
8.5	Task	Analyze validation group feedback	ISDP-XXX WBT Course Implementation Process	

Training Specialist II

Code	Hierarchy	Tasks	Reference	Comments
1.0	Duty	Conduct Analysis		
1.1	Task	Develop an Analysis Project Plan (ISDF-XXX)	ISDP-005 Functional/Job/Task Analysis Process	
1.1.1	Subtask	Consult with SMEs	ISDP-005 Functional/Job/Task Analysis Process	
1.1.2	Subtask	Determine required resources	ISDP-005 Functional/Job/Task Analysis Process	
1.1.3	Subtask	Determine a timeline	ISDP-005 Functional/Job/Task Analysis Process	with negotiation with client
1.1.4	Subtask	Determine project sequence	ISDP-005 Functional/Job/Task Analysis Process	with negotiation with client
1.1.5	Subtask	Determine analysis methodology.	ISDP-005 Functional/Job/Task Analysis Process	with negotiation with client
1.1.6	Subtask	Determine need for additional analysis	ISDP-005 Functional/Job/Task Analysis Process	Determine, justify, & present
1.1.7	Subtask	Develop an overview summary of pre-existing analyses	ISDP-005 Functional/Job/Task Analysis Process	
1.1.8	Subtask	Determine need for conducting a needs analysis on job/task/performance definitions	ISDP-005 Functional/Job/Task Analysis Process	in collaboration with management and client
1.1.9	Subtask	Determine need for review of the impacts of new technology	ISDP-005 Functional/Job/Task Analysis Process	
1.1.10	Subtask	Determine need for review of the impacts of evolving training techniques	ISDP-005 Functional/Job/Task Analysis Process	
1.1.11	Subtask	Determine need for review of the impacts of future events	ISDP-005 Functional/Job/Task Analysis Process	
1.1.12	Subtask	Determine need for review of the impacts of legislation	ISDP-005 Functional/Job/Task Analysis Process	in conjunction with SME
1.1.13	Subtask	Determine need for review of the impacts of policy change	ISDP-005 Functional/Job/Task Analysis Process	in conjunction with SME
1.1.14	Subtask	Determine areas of need that are important to this project.	ISDP-005 Functional/Job/Task Analysis Process	in conjunction with POC and Management
1.1.15	Subtask	Document strategy in the Analysis Project Plan (ISDF-xxx).	ISDP-005 Functional/Job/Task Analysis Process	
1.1.16	Subtask	Submit Project Plan for review	ISDP-005 Functional/Job/Task Analysis Process	
1.1.17	Subtask	Obtain approval of Project Plan	ISDP-005 Functional/Job/Task Analysis Process	
1.1.18	Subtask	Revise the Analysis Project Plan	ISDP-005 Functional/Job/Task Analysis Process	
1.1.20	Subtask	Submit Analysis Project Plan for approval	ISDP-005 Functional/Job/Task Analysis Process	

Code	Hierarchy	Tasks	Reference	Comments
1.1.21	Subtask	Create ISD History File (ISDHF)	ISDP-005 Functional/Job/Task Analysis Process	
1.1.22	Subtask	Use the ISD History File Checklist ISDF-012 to ensure compliance with EOTA requirements.	ISDP-005 Functional/Job/Task Analysis Process	
1.2	Task	Compile analysis content	ISDP-005 Functional/Job/Task Analysis Process	
1.2.1	Subtask	Review any previous analysis reports (if applicable).	ISDP-005 Functional/Job/Task Analysis Process	
1.2.2	Subtask	Collect content relevant to the functional area/job and/or tasks associated with the topic of the analysis.	ISDP-005 Functional/Job/Task Analysis Process	
1.2.3	Subtask	Consolidate content relevant to the functional area/job and/or tasks associated with the topic of the analysis.	ISDP-005 Functional/Job/Task Analysis Process	
1.2.4	Subtask	Refine content relevant to the functional area/job and/or tasks associated with the topic of the analysis.	ISDP-005 Functional/Job/Task Analysis Process	
1.2.5	Subtask	Identify content through research	ISDP-005 Functional/Job/Task Analysis Process	and from materials supplied by POC/SME
1.2.6	Subtask	Refine content into brief, clear statements within functions, duty areas or other categories appropriate to the project's goals.	ISDP-005 Functional/Job/Task Analysis Process	usually as training/functional objectives statements
1.2.7	Subtask	Organize content within Vision.	ISDP-005 Functional/Job/Task Analysis Process	
1.3	Task	Validate Analysis Content	ISDP-005 Functional/Job/Task Analysis Process	
1.3.1	Subtask	Identify a strategy to validate the previously collected and refined analysis content.	ISDP-005 Functional/Job/Task Analysis Process	
1.3.2	Subtask	Execute a strategy to validate the previously collected and refined analysis content.	ISDP-005 Functional/Job/Task Analysis Process	created custom reports in vision when time constraints happened
1.3.3	Subtask	Use rating of tasks from respondents	ISDP-005 Functional/Job/Task Analysis Process	
1.3.4	Subtask	Capture information in support of the analysis goals	ISDP-005 Functional/Job/Task Analysis Process	
1.3.5	Subtask	Validate information in support of the analysis goals	ISDP-005 Functional/Job/Task Analysis Process	
1.4	Task	Analyze Data	ISDP-005 Functional/Job/Task Analysis Process	
1.4.1	Subtask	Analyze the Difficulty, Importance, and Frequency (DIF) data captured during Step 4.0	ISDP-005 Functional/Job/Task Analysis Process	Analyze weighting algorithms for validity
1.4.2	Subtask	Identify relevant characteristics (i.e. priority, relationship to other data, consequence of outcomes, etc.) as required by the goals of the project.	ISDP-005 Functional/Job/Task Analysis Process	
1.4.3	Subtask	Analyze other data in support of the analysis goals, if pertinent.	ISDP-005 Functional/Job/Task Analysis Process	
1.5	Task	Develop Knowledge and Skills List	ISDP-005 Functional/Job/Task Analysis Process	if analysis required to go to that level

Code	Hierarchy	Tasks	Reference	Comments
1.5.1	Subtask	Consult with expert performers	ISDP-005 Functional/Job/Task Analysis Process	
1.5.2	Subtask	Consult with job incumbents	ISDP-005 Functional/Job/Task Analysis Process	
1.5.3	Subtask	Identify all K&S necessary to perform each identified task	ISDP-005 Functional/Job/Task Analysis Process	
1.5.4	Subtask	Verify all K&S necessary to perform each identified task.	ISDP-005 Functional/Job/Task Analysis Process	
1.6	Task	Develop Task-to-Training Matrix	ISDP-005 Functional/Job/Task Analysis Process	
1.6.1	Subtask	Consult with training experts	ISDP-005 Functional/Job/Task Analysis Process	only if they train our developed courses
1.6.2	Subtask	Compile a listing of known training resources for tasks (and K&S statements if included within the project).	ISDP-005 Functional/Job/Task Analysis Process	this is only done when analysis SOW requires it (Not lately)
1.6.3	Subtask	Document objectives of pertinent training resources (including current EOTA courses)	ISDP-005 Functional/Job/Task Analysis Process	
1.6.4	Subtask	Link objectives of pertinent training resources to task and/or K&S statements	ISDP-005 Functional/Job/Task Analysis Process	
1.6.5	Subtask	Identify gaps between tasks/K&S statements and available training resources.	ISDP-005 Functional/Job/Task Analysis Process	only when specified in TD or SOW
1.7	Task	Perform Needs Identification	ISDP-005 Functional/Job/Task Analysis Process	
1.7.1	Subtask	Use Task-to-Training Matrix	ISDP-005 Functional/Job/Task Analysis Process	
1.7.2	Subtask	Use other applicable analysis findings	ISDP-005 Functional/Job/Task Analysis Process	
1.7.3	Subtask	Consult with training experts (repeated above)	ISDP-005 Functional/Job/Task Analysis Process	
1.7.4	Subtask	Identify appropriate intervention to meet desired state	ISDP-005 Functional/Job/Task Analysis Process	
1.8	Task	Develop Analysis Recommendations and Report	ISDP-005 Functional/Job/Task Analysis Process	
1.8.1	Subtask	Consult with POC	ISDP-005 Functional/Job/Task Analysis Process	
1.8.2	Subtask	Determine recommendations based on analysis	ISDP-005 Functional/Job/Task Analysis Process	
1.8.3	Subtask	Explain analysis methodology	ISDP-005 Functional/Job/Task Analysis Process	must be included in final report
1.8.4	Subtask	Compile documentation including outcomes from each of the analysis steps.	ISDP-005 Functional/Job/Task Analysis Process	must be included in final report
1.8.5	Subtask	Write an analysis report	ISDP-005 Functional/Job/Task Analysis Process	two items above in report
1.8.6	Subtask	Submit report for review by assigned POC, SME(s), PM2, PM1, and FMT.	ISDP-005 Functional/Job/Task Analysis	

Code	Hierarchy	Tasks	Reference	Comments
1.8.7	Subtask	Revise report as necessary	ISDP-005 Functional/Job/Task Analysis Process	
1.8.8	Subtask	Resubmit report if necessary	ISDP-005 Functional/Job/Task Analysis Process	
1.9	Task	Submit for Federal Program Manager Review	ISDP-005 Functional/Job/Task Analysis Process	
1.9.1	Subtask	Explain analysis recommendations	ISDP-005 Functional/Job/Task Analysis Process	
1.9.2	Subtask	Discuss analysis recommendations	ISDP-005 Functional/Job/Task Analysis Process	
2.0	Duty	Design Training		
2.1	Task	Revise Training Development Summary	ISDP-XXX ILT/EX/WBT Course Design Process	
2.2	Task	Submit Training Development Summary for approval	ISDP-XXX ILT/EX/WBT Course Design Process	
2.3	Task	Initiate ISD History File (ISD HF) using the ISD History File Checklist ISDF-XXX	ISDP-XXX ILT/EX/WBT Course Design Process	
2.4	Task	Use the Training Development Summary	ISDP-XXX ILT/EX/WBT Course Design Process	
2.5	Task	Use materials supplied by the Headquarter Point of Contact (HQ POC) and/or the Subject Matter Expert (SME)	ISDP-XXX ILT/EX/WBT Course Design Process	
2.6	Task	Determine best instructional methods for effective subject matter delivery	ISDP-XXX ILT/EX/WBT Course Design Process	
2.7	Task	Develop design document	ISDP-XXX ILT/EX/WBT Course Design Process	
2.8	Task	Inform Project Manager (PM2) of all aspects of the design document development process.	ISDP-XXX ILT/EX/WBT Course Design Process	
2.9	Task	Submit draft of the design document to SME for review and modification as needed.	ISDP-XXX ILT/EX/WBT Course Design Process	
2.10	Task	Submit draft of the design document to the PM2 and QAM for review.	ISDP-XXX ILT/EX/WBT Course Design Process	
2.11	Task	Make requested changes to the design document	ISDP-XXX ILT/EX/WBT Course Design Process	
2.12	Task	Submit draft design document to POC for review	ISDP-XXX ILT/EX/WBT Course Design Process	
2.13	Task	Coordinate changes to design document.	ISDP-XXX ILT/EX/WBT Course Design Process	
2.14	Task	Submit draft Design document for final review.	ISDP-XXX ILT/EX/WBT Course Design Process	

Code	Hierarchy	Tasks	Reference	Comments
3.0	Duty	Develop Instructor-Led Training (ILT)		Have not done this yet - Haven't done this lately, but could at anytime. Redesigned OER-120 as an ILT w/an integrated exercise environment
3.1	Task	Draft Development Package	ISDP-001 ILT Course Development Process	Have not done this yet
3.2	Task	Produce ~~Obtain~~ approved Design Documents (ISDF-004).	ISDP-001 ILT Course Development Process	Have not done this yet
3.3	Task	Draft lesson plans utilizing the Lesson Plan Template (SDF-007) and associated materials.	ISDP-001 ILT Course Development Process	Have not done this yet
3.4	Task	Review draft lesson plan.	ISDP-001 ILT Course Development Process	Have not done this yet
3.5	Task	Coordinate changes to draft lesson plan.	ISDP-001 ILT Course Development Process	Have not done this yet
3.6	Task	Refer to ISDP-XXX, Exercise Development.	ISDP-001 ILT Course Development Process	Have not done this yet - I haven't done 'exercise binder' courses
3.7	Task	Make any required modifications.	ISDP-001 ILT Course Development Process	Have not done this yet
3.8	Task	Resubmit the Lesson Plan until approval is obtained.	ISDP-001 ILT Course Development Process	Have not done this yet
3.9	Task	Review the Lesson Plan.	ISDP-001 ILT Course Development Process	Have not done this yet
3.10	Task	Review the Test Matrix.	ISDP-001 ILT Course Development Process	Have not done this yet
3.11	Task	Review applicable exercise materials, (from ISDP-XXX, Exercise Development Process).	ISDP-001 ILT Course Development Process	Have not done this yet - in rare cases
3.12	Task	Capture all identified changes.	ISDP-001 ILT Course Development Process	Have not done this yet
3.13	Task	Implement all identified changes.	ISDP-001 ILT Course Development Process	Have not done this yet
3.14	Task	Modify Lesson Plan until approval is obtained.	ISDP-001 ILT Course Development Process	Have not done this yet
3.15	Task	Modify Test Matrix until approval is obtained.	ISDP-001 ILT Course Development Process	Have not done this yet
3.16	Task	Modify applicable exercise materials until approval is obtained.	ISDP-001 ILT Course Development Process	Have not done this yet
3.17	Task	Route draft Lesson Plan to the Headquarters Point of Contact (HQ POC) for approval.	ISDP-001 ILT Course Development Process	Have not done this yet
3.18	Task	Enter course objectives into the Vision database.	ISDP-001 ILT Course Development Process ISDP-XXX WBT Course Development Process	Have not done this yet

Code	Hierarchy	Tasks	Reference	Comments
3.19	Task	Prepare ISDF-XXX/Course Verification Submit for Approval	ISDP-001 ILT Course Development Process	Have not done this yet
3.20	Task	Route the Course Verification (Signature Page) (ISDF-XXX).	ISDP-001 ILT Course Development Process	Have not done this yet
3.21	Task	Develop ILT course materials as required based on scheduled delivery of course.	ISDP-001 ILT Course Development Process	Have not done this yet
3.22	Task	Perform a quality review of the produced materials.	ISDP-001 ILT Course Development Process	Have not done this yet - in conjunction with others
3.23	Task	Ensure all required corrections are accomplished prior to course delivery.	ISDP-001 ILT Course Development Process	Have not done this yet
4.0	Duty	Develop Training Exercises		Have not done this yet - within WBT courses, not for exercises yet
4.1	Task	Submit draft exercise scenario for review and approval.	ISDP-XXX Exercise Development Process	Have not done this yet
4.2	Task	Consult with SMEs	ISDP-XXX Exercise Development Process ISDP-XXX ILT Course Development Process ISDP-XXX WBT Course Development Process	Have not done this yet
4.3	Task	Gather information from subject matter experts for course development	Narrative Position Description	Have not done this yet
4.4	Task	Review the draft exercise plan and associated materials	ISDP-XXX Exercise Development Process	Have not done this yet
4.5	Task	Identify all objectives	ISDP-XXX Exercise Development Process	Have not done this yet
4.6	Task	Determine objectives which will provide a framework of scenario development	ISDP-XXX Exercise Development Process	Have not done this yet
4.7	Task	Determine objectives for validating participant capabilities	ISDP-XXX Exercise Development Process	Have not done this yet - have been doing these things with the Air Force project
4.8	Task	Draft scenario	ISDP-XXX Exercise Development Process	Have not done this yet - have been doing these things with the Air Force project
4.9	Task	Identify venue or site	ISDP-XXX Exercise Development Process	Have not done this yet - have been doing these things with the Air Force project
4.10	Task	Evaluate venue or site for realistic simulation potential	ISDP-XXX Exercise Development Process	Have not done this yet - have been doing these things with the Air Force project
4.11	Task	Review draft scenario	ISDP-XXX Exercise Development Process	Have not done this yet
4.12	Task	Develop evaluation checklist	ISDP-XXX Exercise Development Process	Have not done this yet
4.13	Task	Submit evaluation checklist for review	ISDP-XXX Exercise Development Process	Have not done this yet

Code	Hierarchy	Tasks	Reference	Comments
4.14	Task	Add course exercises to ILT course materials for verification	ISDP-XXX Exercise Development Process	Have not done this yet
4.15	Task	Coordinate with ITT	ISDP-XXX Exercise Development Process ISDP-XXX ILT Course Development Process ISDP-XXX WBT Course Development Process	Have not done this yet
5.0	Duty	Develop Web-Based Training (WBT)		
5.1	Task	Consult with QAM	ISDP-XXX WBT Course Development Process	
5.2	Task	Make corrections to draft content document	ISDP-XXX WBT Course Development Process	
5.3	Task	Submit draft content document to the original requestor (i.e. POC) for review and feedback.	ISDP-XXX WBT Course Development Process	
5.4	Task	Implement all identified changes.	ISDP-XXX WBT Course Development Process	
5.5	Task	Use approved design document (ISDF-004)	ISDP-XXX WBT Course Development Process	
5.6	Task	Use draft content document	ISDP-XXX WBT Course Development Process	
5.7	Task	Draft web-based training (WBT) script/storyboard (ISDF-006A)	ISDP-XXX WBT Course Development Process	
5.8	Task	Draft test matrix (ISDF-xxxx)	ISDP-XXX WBT Course Development Process	
5.9	Task	Review draft script/storyboard	ISDP-XXX WBT Course Development Process	
5.10	Task	Modify draft script/storyboard	ISDP-XXX WBT Course Development Process	
5.11	Task	Discuss WBT script/storyboard and test matrix with committee	ISDP-XXX WBT Course Development Process	
5.12	Task	Use Track Change form to identify required changes to script/storyboard and test matrix	ISDP-XXX WBT Course Development Process	
5.13	Task	Submit approved WBT script/storyboard to POC for approval.	ISDP-XXX WBT Course Development Process	
5.14	Task	Document approvals (HQ POC, SME)	ISDP-XXX WBT Course Development Process	
5.15	Task	Submit Course Verification (ISDF-XXX) for signature.	ISDP-XXX WBT Course Development Process	
5.16	Task	Submit development package to ITT group for programming [WBT Programming (ITTP-016)]	ISDP-XXX WBT Course Development Process	

Code	Hierarchy	Tasks	Reference	Comments
5.17	Task	Review programmed WBT	ISDP-XXX WBT Course Development Process	
5.18	Task	Verify effective formatting and functionality of the WBT course.	ISDP-XXX WBT Course Development Process	
5.19	Task	Document results of committee review (ISO required design review) using Course Committee Review (ISDF-XXX)	ISDP-XXX WBT Course Development Process	
5.20	Task	Document required changes using the Track Change form (ISDF-017)	ISDP-XXX WBT Course Development Process	
5.21	Task	Submit the course to the SME for review.	ISDP-XXX WBT Course Development Process	if there's a SME
5.22	Task	Coordinate track change documentation	ISDP-XXX WBT Course Development Process	
5.23	Task	Submit the course to the HQ POC for review.	ISDP-XXX WBT Course Development Process	
5.24	Task	Route Course Verification (ISDF-XXX) for signature	ISDP-XXX WBT Course Development Process	
6.0	Duty	Prepare for Training Implementation		Have not done this yet
6.1	Task	Determine date for class/exercise	ISDP-XXX ILT Course Implementation Process ISDPL-XXX Exercise Course Implementation Process	Have not done this yet
6.2	Task	Review all required course materials to ensure all components are available.	ISDP-XXX ILT Course Implementation Process	Have not done this yet
6.3	Task	Prepare all instruction materials (course outlines, background material, and training aids)	Narrative Position Description	Have not done this yet
6.4	Task	Prepare all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms)	Narrative Position Description	Have not done this yet
6.5	Task	Review the After Action Report from previous course iterations	ISDP-XXX ILT Course Implementation Process	Have not done this yet
6.6	Task	Verify currency of content.	ISDP-XXX ILT Course Implementation Process	Have not done this yet
6.7	Task	Make required changes to the course based on guidance from the PM2.	ISDP-XXX ILT Course Implementation Process	Have not done this yet
6.8	Task	Coordinate preparation of all necessary course materials.	ISDP-XXX ILT Course Implementation Process	Have not done this yet
6.9	Task	Provide identified instructor(s) with a current copy the course lesson plan (ISDF-XXX, Lesson Plan Template, Part 1) and a blank copy of part 2 of the ISDF-XXX Lesson Plan Template (LP Part 2).	ISDP-XXX ILT Course Implementation Process	Have not done this yet - only in event I'm designing an ILT
6.10	Task	Verify all elements of the LP Part 1 have been addressed in the proposed delivery methodology	ISDP-XXX ILT Course Implementation Process	Have not done this yet

Code	Hierarchy	Tasks	Reference	Comments
6.11	Task	Revise course as necessary at appropriate production phase	ISDP-XXX ILT Course Implementation Process ISDP-XXX WBT Course Implementation Process	Have not done this yet
6.12	Task	Complete all subsequent production phases.	ISDP-XXX ILT Course Implementation Process ISDP-XXX WBT Course Implementation Process	Have not done this yet
6.13	Task	Compile a written overview of required actions	ISDP-XXX ILT Course Implementation Process ISDP-XXX WBT Course Implementation Process	Have not done this yet - is this track change?
6.14	Task	Revise WBT Summary Report (ISDF-xxx)	ISDP-XXX WBT Course Implementation Process	Have not done this yet
6.15	Task	Identify validation group	ISDP-XXX WBT Course Implementation Process	Have not done this yet
6.16	Task	Send instructions to validation group	ISDP-XXX WBT Course Implementation Process	Have not done this yet - if/when there is one
6.17	Task	Collect validation group feedback	ISDP-XXX WBT Course Implementation Process	Have not done this yet
6.18	Task	Complete WBT Summary Report (ISDF-xxx)	ISDP-XXX WBT Course Implementation Process	Have not done this yet
6.19	Task	Submit WBT Summary Report (ISDF-xxx)	ISDP-XXX WBT Course Implementation Process	Have not done this yet
6.20	Task	Submit overview of actions for review and discussion	ISDP-XXX WBT Course Implementation Process	Have not done this yet - ?
6.21	Task	Sign the LP Part 2 verification line.	ISDP-XXX ILT Course Implementation Process	Have not done this yet - ?
6.22	Task	Draft Course Announcement (ISDF-014)	ISDP-XXX Exercise Course Implementation Process	Have not done this yet
6.23	Task	Complete the Course Announcement (ISDF-XXX) form.	ISDP-XXX ILT Course Implementation Process ISDP-XXX WBT Course Implementation Process	Have not done this yet
6.24	Task	Route Course Announcement per the directions on the form.	ISDP-XXX ILT Course Implementation Process ISDP-XXX WBT Course Implementation Process ISDP-XXX Exercise Course Implementation Process	Have not done this yet

Code	Hierarchy	Tasks	Reference	Comments
6.25	Task	Revise Course Announcement as necessary to acquire approval.	ISDP-XXX ILT Course Implementation Process ISDP-XXX WBT Course Implementation Process ISDP-XXX Exercise Course Implementation Process	Have not done this yet
6.26	Task	Implement applicable announcement action	ISDP-XXX ILT Course Implementation Process ISDP-XXX WBT Course Implementation Process	Have not done this yet
6.27	Task	Coordinate posting of the course advertisement per ITTI-001 Publishing a New Course Instructions	ISDP-XXX ILT Course Implementation Process ISDP-XXX WBT Course Implementation Process	Have not done this yet
6.28	Task	Verify release of Course Announcement to target community	ISDP-XXX Exercise Course Implementation Process	Have not done this yet
7.0	Duty	Course Instruction	Narrative Position Description	
7.1	Task	Provide training using course materials to customers as specified in the task order	Narrative Position Description	
7.2	Task	Assist others in the conduct of formal classroom courses, workshops, and seminars, as needed	Narrative Position Description	
7.3	Task	Deliver the course	ISDP-XXX ILT Course Implementation Process	I have delivered professional development classes to EOTA staff
8.0	Duty	Evaluate Training		
8.1	Task	Obtain list of names from HQ POC for test group review	ISDP-XXX WBT Course Development Process	
8.2	Task	Coordinate with working groups to obtain a test group	ISDP-XXX WBT Course Development Process	
8.3	Task	Facilitate test group for review of WBT	ISDP-XXX WBT Course Development Process	
8.4	Task	Obtain validation data	ISDP-XXX WBT Course Development Process	
8.5	Task	Analyze validation group feedback	ISDP-XXX WBT Course Implementation Process	
8.6	Task	Compile pilot iteration feedback	ISDP-XXX ILT Course Implementation Process	
8.7	Task	Analyze pilot iteration feedback	ISDP-XXX ILT Course Implementation Process	
8.8	Task	Synthesize course evaluation data	ISDP-XXX Evaluation and Close-Out Process	

Code	Hierarchy	Tasks	Reference	Comments
8.9	Task	Document evaluation findings	ISDP-XXX Evaluation and Close-Out Process	
8.10	Task	Write After Action Report (AAR)	ISDP-XXX Evaluation and Close-Out Process	
8.11	Task	Review AAR (ISDF-010)	ISDP-XXX Evaluation and Close-Out Process	
8.12	Task	Route the AAR (ISDF-010) for approval	ISDP-XXX Evaluation and Close-Out Process	
8.13	Task	Revise AAR (ISDF-010) as required	ISDP-XXX Evaluation and Close-Out Process	
8.14	Task	Complete ISD History File (ISDHF)	ISDP-XXX Evaluation and Close-Out Process	
8.15	Task	Use ISDF-012 *ISD History File Checklist* as a guide	ISDP-XXX Evaluation and Close-Out Process	
8.16	Task	Submit ISDHF for review	ISDP-XXX Evaluation and Close-Out Process	
8.17	Task	Submit ISDF-022 *Acceptance of Training File* for review.	ISDP-XXX Evaluation and Close-Out Process	
8.18	Task	Notify QAM to enter course into QAMF-XXX, Course Registry/Review Schedule database	ISDP-XXX Evaluation and Close-Out Process	
8.19	Task	Observe Controller Evaluator debrief	ISDP-XXX Exercise Course Implementation Process	
8.20	Task	Observe exercise	ISDP-XXX Exercise Course Implementation Process	
8.21	Task	Document observations	ISDP-XXX Exercise Course Implementation Process	
8.22	Task	Observe player hot washes/debriefs	ISDP-XXX Exercise Course Implementation Process	
8.23	Task	Facilitate Controller Evaluator debrief	ISDP-XXX Exercise Course Implementation Process	
8.24	Task	Document Controller Evaluator debrief	ISDP-XXX Exercise Course Implementation Process	
8.25	Task	Collect ILT Student Feedback Surveys (ISD-008)	ISDP-XXX ILT Course Implementation Process	
8.26	Task	Compile data from ILT Student Feedback Surveys (ISD-008)	ISDP-XXX ILT Course Implementation Process	
8.27	Task	Evaluate the course using the applicable training production process phase.	ISDP-XXX ILT Course Implementation Process	I don't do ILT design, not unless assigned; but easily could if required
8.28	Task	Complete ILT Pilot Summary Report (ISDF-XXX)	ISDP-XXX ILT Course Implementation Process	I don't do ILT design, not unless assigned; but easily could if required
8.29	Task	Submit ILT Pilot Summary Report (ISDF-XXX) for editorial review	ISDP-XXX ILT Course Implementation Process	I don't do ILT design, not unless assigned; but easily could if required

Code	Hierarchy	Tasks	Reference	Comments
8.30	Task	Revise ILT Pilot Summary Report (ISDF-XXX) based on changes identified	ISDP-XXX ILT Course Implementation Process	I don't do ILT design, not unless assigned; but easily could if required
8.31	Task	Submit overview of actions for review and discussion	ISDP-XXX ILT Course Implementation Process	
9.0	Duty	ISO 9001:2000 - Continuous Improvement	Narrative Position Description	
9.1	Task	Identify non-conformance, potential non-conformance, or improvement opportunity	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
9.2	Task	Generate a Corrective Action Request (CAR), Preventive Action Request (PAR), or Improvement Opportunity (IO) – CAR/PAR/IO	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
9.3	Task	Submit CAR/PAR/IO to Management Representative on the appropriate Planning Worksheet (F-017 Corrective Action Report Planning Worksheet, F-018 Preventive Action Report Planning Worksheet or F-019 Improvement Opportunity Planning Worksheet)	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
9.4	Task	Request Management Representative enter CAR/PAR/IO directly into Q-Pulse.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
9.5	Task	Take containment measures whenever possible to prevent further nonconformance and possible distribution of defective material to the customer.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
9.6	Task	Investigate root cause of the problem/nonconformity, or potential nonconformity	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
9.7	Task	Develop a long term action plan eliminating the root cause to ensure the nonconformities or potential nonconformities do not recur or occur.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
9.8	Task	Implement a long term action plan eliminating the root cause to ensure the nonconformities or potential nonconformities do not recur or occur.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
9.9	Task	Inform the management representative and assigned verifier of the completion of the long-term action.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
9.10	Task	Evaluate if the root cause was properly determined	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
9.11	Task	Evaluate if short term action (STA)/long-term action (LTA) have been effective in eliminating the Root Cause, avoiding the potential occurrence or implementing the improvement.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	This is political "Do Not Touch"
9.12	Task	Notify person responsible if STA/LTA/outcome is not effective	P-008 Corrective/Preventive Action and Improvement Opportunity Process	Do Not Touch

Training Systems Lead

Code	Hierarchy	Tasks	Reference	Comments
1.1	Duty	Project Management	Narrative Position Description	
1.1.1	Task	Assist with defining scope and determining cost and resource estimates, coordination, and other project management functions as needed.	Narrative Position Description	
1.1.2	Task	Report status of all training projects	Narrative Position Description	
1.1.3	Task	Evaluate feasibility of customer request for training (Feasibility Assessment (ISDF-xxx))	ISDP-010 Course Analysis/Initiation Process	
1.1.4	Task	Review technical direction (TD)	ISDP-010 Course Analysis/Initiation Process	
1.1.5	Task	Determine project resources	ISDP-010 Course Analysis/Initiation Process	
1.1.6	Task	Determine project schedule	ISDP-010 Course Analysis/Initiation Process	
1.1.7	Task	Identify challenges/risks to completing proposed project	ISDP-010 Course Analysis/Initiation Process	
1.1.8	Task	Assign technical direction (TD) to project lead	ISDP-010 Course Analysis/Initiation Process	
1.1.9	Task	Review feasibility assessment for revision options	ISDP-010 Course Analysis/Initiation Process	
2.1	Duty	Course Design and Development	Narrative Position Description	
2.1.1	Task	Plan for all phases of course development	Narrative Position Description	
2.1.2	Task	Approve draft Facilitator Guide	ISDP-XXX Exercise Development Process	
2.1.3	Task	Approve draft Controller Evaluator handbook	ISDP-XXX Exercise Development Process	
2.1.4	Task	Approve evaluation checklist	ISDP-XXX Exercise Development Process	
2.1.5	Task	Review exercise materials	ISDP-XXX Exercise Development Process	
2.1.6	Task	Develop a draft content document.	ISDP-XXX WBT Course Development Process	
2.1.7	Task	Submit draft content document for review.	ISDP-XXX WBT Course Development Process	
2.1.8	Task	Review the Draft Course Announcement (ISDF-014)	ISDP-XXX Exercise Course Implementation Process	
2.1.9	Task	Route Course Announcement to the FMT for approval	ISDP-XXX Exercise Course Implementation Process	
2.1.10	Task	Revise Course Announcement as required.	ISDP-XXX Exercise Course Implementation Process	
2.1.11	Task	Prepare to setup the venue for the exercise	ISDP-XXX Exercise Course Implementation Process	
2.1.12	Task	Review the draft exercise plan and associated materials	ISDP-XXX Exercise Development Process	
2.1.13	Task	Review the ISD History File (ISDHF)	ISDP-XXX Evaluation and Close-Out Process	
2.1.14	Task	Receive ISDF-022 *Acceptance of Training File* from FMT	ISDP-XXX Evaluation and Close-Out Process	
2.1.15	Task	Draft the Training Development Summary (ISDF-XXX)	ISDP-XXX ILT/EX/WBT Course Design Process	new terminology - previously called something else
2.1.16	Task	Route Training Development Summary (ISDF-XXX) for approval (or revision), as required.	ISDP-XXX ILT/EX/WBT Course Design Process	new in our ISD process
2.1.17	Task	Review Design Document	ISDP-XXX ILT/EX/WBT Course Design Process	
2.1.18	Task	Collaborate the class date with input from Federal Mgmt Team, SME and PA	ISDP-XXX ILT Course Implementation Process	
2.1.19	Task	Provide guidance on making required changes to courses	ISDP-XXX ILT Course Implementation Process	
2.1.20	Task	Direct PL to evaluate the course using the applicable training production process phase.	ISDP-XXX ILT Course Implementation Process	
2.1.21	Task	Review ILT Pilot Summary Report (ISDF-XXX)	ISDP-XXX ILT Course Implementation Process	new, previously contained in After Action Reports (AAR)
2.1.22	Task	Review written overview of required actions for all projects	ISDP-XXX ILT Course Implementation Process	more than review - collaborate?

Code	Hierarchy	Tasks	Reference	Comments
2.1.23	Task	Discuss required actions with FMT for all projects	ISDP-XXX ILT Course Implementation Process	more than review - collaborate?
2.1.24	Task	Review draft script/storyboard	ISDP-XXX WBT Course Development Process	
2.1.25	Task	Modify draft script/storyboard	ISDP-XXX WBT Course Development Process	
2.1.26	Task	Approve *Course Verification* (ISDF-XXX)	ISDP-XXX WBT Course Development Process	
2.1.27	Task	Sign *Course Verification* (ISDF-XXX)	ISDP-XXX WBT Course Development Process	
2.1.28	Task	Review WBT Summary Report (ISDF-XXX)	ISDP-XXX WBT Course Implementation Process	AAR
3.1	Duty	ISO 9001:2000 - Continuous Improvement	Narrative Position Description	
3.1.1	Task	Application of ISO 9001:2000	Narrative Position Description	
3.1.2	Task	Identify non-conformance, potential non-conformance, or improvement opportunity	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.3	Task	Generate a Corrective Action Request (CAR), Preventive Action Request (PAR), or Improvement Opportunity (IO) – CAR/PAR/IO	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.4	Task	Submit CAR/PAR/IO to Management Representative on the appropriate Planning Worksheet (F-017 Corrective Action Report Planning Worksheet, F-018 Preventive Action Report Planning Worksheet or F-019 Improvement Opportunity Planning Worksheet)	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.5	Task	Request Management Representative enter CAR/PAR/IO directly into Q-Pulse.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.6	Task	Use EOTA-Corrective Action, EOTA Preventive Action, or EOTA-Improvement Opportunity templates in Q-Pulse	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.7	Task	Determine the person responsible for each CAR/PAR/IO stage	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.8	Task	Determine the assigned verifier for the CAR/PAR/IO	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.9	Task	Review the CAR/PAR/IO for potential customer notification	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.10	Task	Take containment measures whenever possible to prevent further nonconformance and possible distribution of defective material to the customer.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.11	Task	Defer the definition of the short term action to the functional area manager and/or integration group member.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.12	Task	Document verification of containment actions in the CAR/PAR/IO follow-up stage as applicable.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.13	Task	Investigate the root cause of the problem/nonconformity, or potential nonconformity.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.14	Task	Develop a long term action plan eliminating the root cause to ensure the nonconformities or potential nonconformities do not recur or occur.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.15	Task	Implement a long term action plan eliminating the root cause to ensure the nonconformities or potential nonconformities do not recur or occur.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.16	Task	Establish processes needed for the Quality Management System	F-009_Business System Management Review Template 09_0519	
3.1.17	Task	Implement processes needed for the Quality Management System	F-009_Business System Management Review Template 09_0519	

Code	Hierarchy	Tasks	Reference	Comments
3.1.18	Task	Maintain processes needed for the Quality Management System	F-009_Business System Management Review Template 09_0519	
3.1.19	Task	Report to top management on the performance of the Quality Management System	F-009_Business System Management Review Template 09_0520	
3.1.20	Task	Report to top management on any need for improvement	F-009_Business System Management Review Template 09_0521	
3.1.21	Task	Ensure the promotion of awareness of customer requirements throughout the organization.	F-009_Business System Management Review Template 09_0522	
3.1.22	Task	Review the process(es) being audited	F-012_A Internal Audit Preparation Worksheet	
3.1.23	Task	Identify the areas of the ISO 9001:2008 Standard applicable to the process(es) being audited (use the Quality Manual).	F-012_A Internal Audit Preparation Worksheet	
3.1.24	Task	Identify the “Shalls” to ensure they have been addressed in the process(es)	F-012_A Internal Audit Preparation Worksheet	
3.1.25	Task	Identify the “required records”	F-012_A Internal Audit Preparation Worksheet	
3.1.26	Task	Determine if responsibilities are clearly defined with regard to ISD processes as well as regular duties	F-012_A Internal Audit Preparation Worksheet	
3.1.27	Task	Determine if Reference Documents are clearly and appropriately referenced for use (both on the cover sheet and in the process).	F-012_A Internal Audit Preparation Worksheet	
3.1.28	Task	Identify the “risk” associated with not performing or a lapse in the performance of the process.	F-012_A Internal Audit Preparation Worksheet	
3.1.29	Task	Follow-up from previous Internal Audit	F-012_A Internal Audit Preparation Worksheet	
3.1.30	Task	Review the previous Internal Audit Report	F-012_A Internal Audit Preparation Worksheet	
3.1.31	Task	Identify results on the Internal Audit Report.	F-012_A Internal Audit Preparation Worksheet	I bring up issues that should be documented with the Qual Assurance Mgr
3.1.32	Task	Complete Process Deviation Form in conjunction with the QAM	F-013_Process Deviation Form 08_0822	
3.1.33	Task	Assist with the completion of the Process/Continual Improvement Form	F-016_Process_Continual Improvement Form 08_0425	
3.1.34	Task	Assist with the completion of the CAR/PAR/IO Worksheets	F-017, F-018, F-019	
3.1.35	Task	Identify root cause of issues	F-017, F-018, F-019	
3.1.36	Task	Identify corrective/improvement/preventive action	F-017, F-018, F-019	
3.1.37	Task	Obtain approval for corrective/improvement/preventive action	F-017, F-018, F-019	
3.1.38	Task	Implement corrective/improvement/preventive actions	F-017, F-018, F-019	
3.1.39	Task	Follow-up on corrective/improvement/preventive actions	F-017, F-018, F-019	
3.1.40	Task	Ensure the completion of the short term action(s), the long term action(s), and all stage actions that are required to satisfy the requirement of the CAR/PAR/IO.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	just through happenstance
3.1.41	Task	Assist with coordination of closure of the CAR/PAR/IO with the assigned verifier.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.42	Task	Evaluate if the root cause was properly determined	P-008 Corrective/Preventive Action and Improvement Opportunity Process	only when it affects my group or projects
3.1.43	Task	Evaluate if short term action (STA)/long-term action (LTA) have been effective in eliminating the Root Cause, avoiding the potential occurrence or implementing the improvement.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	typically I am just consulted

Code	Hierarchy	Tasks	Reference	Comments
3.1.44	Task	Notify person responsible if STA/LTA/outcome is not effective	P-008 Corrective/Preventive Action and Improvement Opportunity Process	only when it affects my group or projects
3.1.45	Task	Review the CAR/PAR/IO with the Integration Group for determination of closure and lessons learned	P-008 Corrective/Preventive Action and Improvement Opportunity Process	I am part of the Integrated Group (IG) team
3.1.46	Task	Review status of CAR/PAR/IO periodically	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
4.1	Duty	Assessments	Narrative Position Description	
4.1.1	Task	Incorporate recommendations from internal assessments	Narrative Position Description	
5.1	Duty	Statistical Analysis	Narrative Position Description	
5.1.1	Task	Incorporate recommendations from statistical analysis	Narrative Position Description	based on my projects or those of my group
6.1	Duty	Training Management System	Narrative Position Description	
6.1.1	Task	Provide oversight of training records management system	Narrative Position Description	
6.1.2	Task	Ensure entries to course catalog are current	Narrative Position Description	
6.1.3	Task	Schedule periodic course updates	Narrative Position Description	
7.1	Duty	Customer Interface	Narrative Position Description	
7.1.1	Task	Interface with EOTA customers for coordinating training requirements	Narrative Position Description	
7.1.2	Task	Implements solutions for EOTA customers	Narrative Position Description	

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Administrative Assistant

Code	Hierarchy	Tasks	Reference	Comments
1	Responsibility Area	Program Administrative Support	Narrative Position Description	
1.1	Function/Duty Area	Provides general administrative program support	Narrative Position Description	***Note: This position has changed dramaticcally to include tasks of the vacant training coordinator position and many outside of the normal "administrative specialist" duties. Current consultant handles conference logistics and execution, frequently interacts with executive level government officials, manages SharePoint and MS Project applications, and many other tasks.*

1.1.3		Performs data entry	Narrative Position Description	
1.2	Function/Duty Area	Computer Applications	Narrative Position Description	
1.2.1	Task	Uses MS Office 2003 applications	Narrative Position Description	
1.2.2	Task	Uses other computer application programs as necessary	Narrative Position Description	
		Tasks found through Research		
		Greet visitors and determine whether they should be given access to specific individuals.	http://online.onetcenter.org/link/summary/43-6011.00	
		File and retrieve corporate documents, records, and reports.	http://online.onetcenter.org/link/summary/43-6011.00	
		Update and chase delegated tasks to ensure progress to deadlines		
		Handle all inquiries within my capacity		
		Route calls elsewhere as needed		
		Update mail/phone directories		
		Make these available to trainees		
		Find information	http://www.ehow.com/list_6018091_list-administrative-duties.html	
		Buy equipment or supplies	http://www.ehow.com/list_6018091_list-administrative-duties.html	

Exercise Design Specialist - Unfilled

RESEARCHED

Code	Hierarchy	Tasks	Reference
	Job Position	Exercise Design Specialist (unfilled)	Narrative Position Description
1	Responsibility Area	Training Exercises	Narrative Position Description
1.1	Function/Duty Area	Develops training exercises (table top through full scale)	Narrative Position Description
1.1.1	Task	Conducts research to develop and revise training exercises	Narrative Position Description
1.1.2	Task	Revises training exercises	Narrative Position Description
1.1.3	Task	Uses best practices from industry standards (Homeland Security Exercise and Evaluation standards)	Narrative Position Description
1.1.4	Task	Works with training specialists and others in the development of training scenarios for use in courses, training materials, on-line courses	
1.2	Function/Duty Area	Prepares participant materials	Narrative Position Description
1.2.1	Task	Prepares handouts	Narrative Position Description
1.2.2	Task	Secures necessary supplies and equipment	Narrative Position Description
1.2.3	Task	Completes participant training certificates	
1.3	Function/Duty Area	Provides continuous improvement for exercise development	Narrative Position Description
1.3.1	Task	Administers a participant feedback program	
1.4	Function/Duty Area	Facilitates and trains participants	Narrative Position Description
1.4.1	Task	Performs in a support role or as the primary facilitator in an exercise training	Narrative Position Description
2	Responsibility Area		Narrative Position Description
		NOTE: *This is really a subset of instructional design. Not much online that describes it. It's a combination of learning activity design and game design, some technology skills, and some ISD skills. May be better identified in a focus group or table top session.*	

Technical Writer - Unfilled

Code	Hierarchy	Tasks	Reference
	Job Position	Technical Writer (unfilled)	Narrative Position Description
1	Responsibility Area	Technical Documentation	Narrative Position Description
1.1	Function/Duty Area	Edits technical documentation	Narrative Position Description
1.1.1	Task	Writes technical information for both technical and non-technical personnel	Narrative Position Description
1.1.2	Task	Edit technical information for both technical and non-technical personnel	Narrative Position Description
1.1.3		Provide graphics presentations	Narrative Position Description
1.2	Function/Duty Area	Interprets technical documentation standards	Narrative Position Description
1.2.1	Task	Prepares documentation to standards accordingly	Narrative Position Description
1.2.2	Task	Proof reads and edits information before submission to the customer	Narrative Position Description
1.2.3	Task	Communicates verbally and in writing to technical staff and management	Narrative Position Description
	Skills/Knowledge	outstanding interpersonal skills; knowledge of grammar for English (US);	
	Education	Bachelor's Degree	
	Work Experience	3 yrs related to duties above	
		As a tech writer you are usually part of a product development team and must work not only with the engineers and/or programmers designing and implementing the new software application or other new technology, but often must also deal with an assortment of quality assurance (QA), marketing, safety and executive personnel. By far, writing and maintaining documentation constitute the majority of what most technical communicators do.	Read more at Suite101: Technical Writing - free Suite101 course http://www.suite101.com/lesson.cfm/17242/749#ixzz0uQXc55Dk
		1. Mastery of a major word processor (usually Microsoft Word) and other software software associated with publishing, such as FrameMaker or Adobe Publisher.	Read more at Suite101: Technical Writing - free Suite101 course http://www.suite101.com/lesson.cfm/17242/749#ixzz0uQXkE7TJ

2. In some cases the writer is expected to test the software or other product for usability, that is to make sure that the controls and interface are easy to use and master.	Read more at Suite101: Technical Writing - free Suite101 course http://www.suite101.com/lesson.cfm/17242/749#ixzz0uQXkE7TJ
3. Develop and write online help and online documentation using a software application, such as RoboHelp.	Read more at Suite101: Technical Writing - free Suite101 course http://www.suite101.com/lesson.cfm/17242/749#ixzz0uQXkE7TJ
4. Have some understanding of graphics, including the ability to work with pictures (resizing, changing color balance, etc.) and other design elements.	Read more at Suite101: Technical Writing - free Suite101 course http://www.suite101.com/lesson.cfm/17242/749#ixzz0uQXkE7TJ
5. Work onsite or with external printing houses to handle document production, CD duplication, packaging, etc.	Read more at Suite101: Technical Writing - free Suite101 course http://www.suite101.com/lesson.cfm/17242/749#ixzz0uQXkE7TJ
It must be what the user wants to know--usually no more or less.	Read more at Suite101: Technical Writing - free Suite101 course http://www.suite101.com/lesson.cfm/17242/749#ixzz0uQXsYlXm
The reader can easily (or with a modest amount of searching) find the information when it is needed.	Read more at Suite101: Technical Writing - free Suite101 course http://www.suite101.com/lesson.cfm/17242/749#ixzz0uQXsYlXm

It fits in with other information that the reader already knows or it is presented with other information that helps each piece make sense and be useful.	Read more at Suite101: Technical Writing - free Suite101 course http://www.suite101.com/lesson.cfm/17242/749#ixzz0uQXsYlXm
Meeting with clients to discuss possible projects, finalizing timelines and discussing data and information that is to be included in the writing.	http://www.jobprofiles.org/bustechnicalwriter.htm
Researching and verifying information that is to be included in the manual, brochure, ebook or other written material.	http://www.jobprofiles.org/bustechnicalwriter.htm
Writing the project within the stipulated timeline and submitting it to the client for feedback.	http://www.jobprofiles.org/bustechnicalwriter.htm
Completing all revisions and modifications as required.	http://www.jobprofiles.org/bustechnicalwriter.htm
Invoicing and collecting fees for work completed.	http://www.jobprofiles.org/bustechnicalwriter.htm
Learning about, working with and utilizing various new and existing software publishing and writing programs	http://www.jobprofiles.org/bustechnicalwriter.htm
Technical Writers translate complex data into user-friendly text for print and electronic publications, such as technical journals, government proposals, websites and podcasts. They gather information through research, statistical reports and interviews with technical staff. In smaller companies, Tech Writers may also perform editing, Web design and document publishing duties. Technical Writers are often employed by defense contractors, software developers, scientific research organizations and government agencies.	http://education-portal.com/articles/Technical_Writer_Job_Description_and_Info_for_Students_Considering_a_Career_as_a_Tech_Writer.html
Required Education for a Technical Writing Career	
Employers may require a Bachelor of Arts degree in Technical Writing or a related field, such as journalism, or a Bachelor of Science degree in a technology-related discipline. Courses in Web coding and authoring systems, such as Extensible Markup Language (XML) or Hypertext Markup Language (HTML), as well as desktop and electronic publishing, can also enhance a Technical Writer's skill set. The Society for Technical Communication website offers online seminars as well as information about academic programs and scholarships in Technical Writing (*www.stc.org*)	http://education-portal.com/articles/Technical_Writer_Job_Description_and_Info_for_Students_Considering_a_Career_as_a_Tech_Writer.html

Writing skills - For a technical writer, writing skills can never be overlooked. The technical writer still needs to write in a clear and concise manner and to be able to convey information appropriately for a variety of audiences.

www.stc.org

Technical skills - The technical skill set of a technical writer depends greatly on the subject matter, product or service that requires documentation. Hardware and software documentation differ in the skills that the technical writer needs to bring to the table. Additionally, pharmaceuticals and other manufacturing industries have specific requirements that translate into knowledge the technical writer must have. A technical writer asked to document a developer's guide may need to have a pretty good handle on specific programming languages, while a technical writer tasked with documenting a weapons defense system might need a high degree of engineering comprehension as well as a solid knowledge of government documentation standards.

www.stc.org

Tools skills - Needless to say, a technical writer needs to know his or her way around computer systems, since they are used to produce documentation in a variety of formats. Specific tool knowledge, such as Adobe FrameMaker, MS Word, MadCap Flare, RoboHelp, and even PageMaker and Quark really depends on the tools the organization has come to rely on in order to produce its technical documentation. However, technical writers are accustomed to learning – it's really what they do, and most are capable of learning a new tool quickly and efficiently.

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Interviewing and listening skills - Technical writers need to know how to ask questions. They also need to know who is the best person to approach and they need to have a feel for the varying personalities and preferences of the people – the subject matter experts, or SMEs – in order to know how best to approach them. Once the technical writer has found the appropriate SME to approach, strong listening skills will be required to capture the information necessary and to know which follow-up questions need to be answered.

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Design skills - An appreciation for the visual can be an important part of the skill set of a technical writer. Even the earliest technical documents didn't consist of just the written word. To a growing extent the technical writer needs an appreciations for graphics and formatting as well as illustration skills. Depending on the needs of the organization, these skills may only need to be rudimentary or they may need to be very advanced.

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Usability and testing skills - A technical writer may also be asked to take an active role in usability and testing. Even if not asked to take a role, the technical writer knows that validation of the documentation is important – the confirmation that the product works the way it is documented to work. In some organizations, the technical writer is an important part of the User Experience team.

Training Analyst II - Unfilled

Code	Hierarchy	Tasks	Reference
	Job Position	Training Analyst II (unfilled)	Narrative Position Description
1	Responsibility Area	Program Analysis	Narrative Position Description
1.1	Function/Duty Area	Conducts management and organizational studies for analysis of specific programs, functions and organizations for the agency	Narrative Position Description
1.1.1	Task	Conducts needs assessments	Narrative Position Description
1.1.2	Task	Conducts training effectiveness evaluations	Narrative Position Description
1.1.3	Task	Conduct job analyses	Narrative Position Description
1.1.4	Task	Conduct function analyses	
1.1.5	Task	Conduct task analyses	
1.2	Function/Duty Area	Provide work process improvements	Narrative Position Description
1.2.1	Task	Assist staff to improve work processes	Narrative Position Description
1.2.2	Task	Assist staff to develop improvement techniques and methods	Narrative Position
1.2.3	Task	Assist staff to evaluate process improvement techniques and methods	
1.2.4	Task	Advise staff of techniques and methods to improve work organizational processes, procedures, information systems, documentation and similar functions	
1.3	Function/Duty Area	Supports Project Management activities	Narrative Position Description
1.3.1	Task	Assist with project scope definition	
1.3.2	Task	Assist in the estimation of cost and resources	
1.3.3	Task	Assist with project coordination activities	
1.3.4	Task	Assist with other project management functions as necessary	
1.4	Function/Duty Area	Provides input into training project management documentation	Narrative Position Description
1.4.1	Task	Incorporates recommendations from training assessments and statistical analysis	Narrative Position Description
1.4.2	Task	Assists with status reports on all training projects	Narrative Position Description
1.4.3	Task	Assist with oversight of training records management system	Narrative Position Description

1.4.4	Task	Assists with management and maintenance of all course catalogs	
1.4.5	Task	Assists with scheduling for periodic course updates	
1.4.6	Task	Coordinate with EOTA customers re: training requirements	
1.4.7	Task	Interface with EOTA customers to implement solutions as necessary.	
1.5	Function/Duty Area	Supports Training Design Activities	
1.5.1	Task	Conducts necessary research to develop courses, workshops, seminars, for on-line, resident or mobile training programs	Narrative Position Description
1.5.2	Task	prepares student materials including handouts, completion certificates and course evaluation forms	Narrative Position Description
1.5.3	Task	Provide training to the customer using course materials as required in the task order	Narrative Position Description
1.5.4	Task	Assist others in the conduct of formal classroom courses, workshops or seminars	
	Skills/Knowledge		
	Education	Bachelor's Degree	
	Work Experience	4 yrs related to duties above	
		Training analysts perform functions such as researching and developing training programs for their company. Analysts generally develop curricula, evaluate training delivery and measure results. They may also recommend changes to current programs or ideas for future ones. A training analyst is generally responsible for preparing classroom curricula, lectures, demonstrations and presentations, and she may also be responsible for developing online and/or mobile training programs. Some training analysts may be required to supervise or direct the work of other employees in the organization. They generally report to a training manager or department head. Training analysts should generally be able to train corporate personnel on internal operations and they must have knowledge of specific organization systems. Training analysts should be able to analyze current and future strategies regarding training and should be able to implement new and innovative training strategies into the organization.	Read more: Training Analyst Job Description | eHow.com http://www.ehow.com/about_6703177_training-analyst-job-description.html#ixzz0uQcT7en0

Training Coordinator - Unfilled

Code	Hierarchy	Tasks	Reference
	Job Position	Training Coordinator (unfilled)	Narrative Position Description
1	Responsibility Area		Narrative Position Description
1.1	Function/Duty Area	Serve as a liaison to HQ	Narrative Position Description
1.1.1	Task	Serve as the POC between the field and HQ operations	Narrative Position Description
1.1.2	Task	Assist in delivery of documentation	Narrative Position Description
1.1.3	Task	Assist in tracking of documentation	Narrative Position Description
1.1.4	Task	Facilitate coordination and control of communication between field and operations	Narrative Position Description
1.2	Function/Duty Area	Coordinate course logistics	Narrative Position Description
1.2.1	Task	Coordinate travel arrangements for staff and HQ personnel	Narrative Position Description
1.2.2	Task	Schedule classroom facilities for training	
1.2.3	Task	Coordinate facilities for courses and conferences	Narrative Position Description
1.2.4		Organize classroom facilities and equipment	Narrative Position Description
1.2.5		Reserve classrooms and audio video equipment as needed	Narrative Position Description
1.2.6		Set up classroom and audio video equipment in classrooms as needed	Narrative Position Description
1.2.7		Operate audio video equipment for course presentations as needed	Narrative Position Description
1.3	Function/Duty Area	Provide general administrative project support as needed	Narrative Position Description
1.3.1	Task		Narrative Position Description
1.3.2	Task		
1.3.3	Task		
2	Responsibility Area		
	Skills/Knowledge	excellent communication skills; experienced with MS office and proficient in Outlook, Word, and PowerPoint and familiar with Excel and Access	
	Education	HS Diploma, GED	
	Work Experience	7 yrs related to duties above	

http://jobs.lovetoknow.com/Training_Coordinator_Job_Description

Tasks often performed by training coordinators include:

Needs Assessment

Training coordinators may conduct a needs assessment that determines what types of training should be provided to employees. This includes identifying gaps between the skills of individual employees and what they need to be able to do. It may also include analyzing the skills that the workforce as a whole needs to allow the organization move forward toward accomplishing its strategic goals and objectives.

Instructional Design and Development

Training coordinators may be involved in designing and developing training programs that will be used in the organization including apprenticeship programs, on the job training, professional development classes, and more. This involves deciding what needs to be taught, finding or creating materials, working with subject matter experts and selecting an appropriate training method. Additionally, training coordinators typically handle testing, implementation of training programs, creating or selecting assessment tools, and evaluating instructional effectiveness.

Teaching

Training coordinators typically teach a variety of classes. Depending on the company, they may teach employee orientation sessions, computer classes, management training sessions, and more. They also often provide train-the-trainer sessions for internal subject matter experts in order to help them develop the instructional skills necessary to share what they know with others in the company.

Outsourcing

Companies often have training needs that are best met by bringing in an external training company, using online or video training solutions, or sending employees to off-site training classes. In these cases, the training coordinator may be responsible for finding the best options, choosing a provider, and scheduling sessions.

Scheduling

Training coordinators are responsible for developing a calendar that details what type of training opportunities are being offered. This includes a combination of internal training classes and opportunities to attend classes that are delivered by external training companies. It must include information about what classes are being offered, what participants can expect to learn, what prerequisites are necessary, and where classes will be held.

Marketing

When training programs are scheduled, training coordinators are responsible for marketing the available opportunities to employees. This may include positing a schedule on the company's internet, creating and posting flyers in common areas and appropriate departments, communicating with managers about the benefits of sending workers to classes, and using other promotional strategies.

Assessment

Companies that devote resources to employee development activities expect to see a return on their investment. Training coordinators are responsible for assessing and reporting training effectiveness to upper management. This includes determining the impact of training on employee skills as well as assessing how it affects key performance indicators and the bottom line itself.

Budget Management

Companies that have a formal training program typically establish a budget that must be followed. The person who is in charge of training is responsible for making sure that training expenditures do not exceed the budgeted amount.

Facility Management

If the company has classrooms dedicated to training activities, the training coordinator is responsible for keeping track of when the spaces are in use and ensuring that no double-booking problems occur.

Equipment Management

The training coordinator is usually responsible for managing any equipment that the company uses for training purposes. This may include computer equipment, LCD projectors, simulation models, and other equipment necessary to deliver the types of training that the company provides to its employees.

http://www.humanresources.hrvinet.com/key-duties-of-training-coordinator/

1. Organize internal training programs:

• Search training suppliers, signed a contract with the partners at the company.

• Contact trainer and line managers to determine the location, time, facilities and training.

• Making training program and send to training manager of approval and sent to all departments concerned.

• Directly or authorization for junior training staff to organize and monitor the training.

• Preparing all tools for training.
• Organize the training include: review the list of participants, distribution of materials and training, monitor trainee in training, support trainer in training.
• Make training list for employees to sign, take back training documents.
• Other work to fulfill training program.
2. Organize external training programs:
• Contact with the outside training for the program.

• Make external training program and send to director for approval.
• Preparing procedures for employees, management who are appointed for training.
• Get the document, certificates with photo and keeping.
3. Making training materials for company.
• Contact with line managers / supervisors to build up schedule for training materials
• Making the draft of training documents.
• Sending training documents to training manager to review and approved by Director.
• Manage training materials stipulated by regulations.
• Photo, distribution, management of training materials as regulation of procedures to control documents.
• Backup, check training materials periodically.
4. Manage the training records of the company:
• Record training plan, training program .
• Record employee list who are trained
• Record results of evaluation and training.
• Records of training specialist and training suppliers.
• Archive records of training, including course content, the training, the number of students, results, feedback …
5. Other assignments.

Staff Supervision and Support

*www.mediatethurston.org/.../ **training** %20 mgr.%20announcement%2008.pdf*

• Supervise all duties of the Training Assistant (See Training Assistant Job Description)
• Delegate tasks, support/oversee completion of tasks, and evaluate job performance
Marketing/Outreach
• Respond to all training inquiries, interview potential clients to assess needs and market services
• Produce flyers, write news releases, public service announcements

• Supervise mailing, faxing, and electronic mailing of all promotional materials
• Recruit trainees

Training Development

• Develop, revise and implement custom and standard training packages including presentations,
role plays, handouts, manuals, exercises, and other resource materials

• Set training fees and write training proposals
• Maintain and cultivate relationships with training site staff
• Recruit, train, schedule and supervise and mentor all presenters, coaches, demonstrators

Training Event Planning and Preparation

• Schedule trainings and secure training sites
• Supervise registration lists, confirmation letters to trainees and trainers
• Develop/revise and keep current all training manuals and materials

• Supervise assembly of all training manuals and materials
• Supervise assembly of all training supplies and food
• Help with site set-up and break-down

Training and Training Event Hosting and Management

• Present core training content and/or coordinate the presentation of core materials by other
trainers
• Manage/Coordinate all on-site logistics
• Moderate/Host all training events
• Manage and problem solve concerns as they arise with trainees, trainers, site staff or
contracting agency staff
• Support, debrief and offer feedback to presenters, coaches, role-players and trainees as needed

Recordkeeping

• Supervise/maintain all files pertaining to training contracts and course offerings, including
registration lists, payment rosters, cost revenue reports, invoicing, and relevant data bases
• Review incoming invoices, authorize payments
• Manage the training budget

Staff Membership Activities

• Mentor and support staff and volunteer mediators on cases as needed
• Help with case management of complex, multi-party cases as needed
• Help write multi-party mediation proposals as needed
• Attend staff meetings, take part in collaborative decision-making, goal setting, etc.

Notice: The Information contained in this analysis summary, and all of the associated appendices, have been impacted by changes since the accomplishment of this study and therefore it is no longer an accurate reflection of the actual tasks performed by contractor personnel in the EOTA organization. Additionally, some elements of the analysis were impacted by the participant interaction as well as organizational changes and are known to be inaccurate.