

EOTA – Business Process

	<p><i>Document Title:</i></p> <p>Training Production Process</p>
	<p><i>Document Number:</i></p> <p>ISDP-002 Rev. 11_0620</p>
<p><i>Document Owner:</i> Elizabeth Sousa</p> <p><i>Backup Owner:</i> Melissa Otero</p>	<p><i>Approver(s):</i></p> <p>Melissa Otero</p>
<p><i>Parent Document:</i></p> <p>Q-001, Quality Manual</p>	<p><i>Notify of Changes:</i></p> <p>ISD, MGT</p>
<p><i>Referenced Document(s):</i></p> <p>Too numerous to list, refer to flowchart in this process.</p>	

Revision History:

Rev.	Description of Change
10_0630	Initial document
11_0223	Updated Phases with appropriate document titles
11_0620	Updated Phases with appropriate document titles and modified verbiage for clarification.

I. Purpose

To effectively plan and control the evaluation process for the Emergency Operations Training Academy (EOTA) courses, both during production and after release. To continually improve quality business effectiveness and enhance customer satisfaction through design of training products in support of the DOE/NNSA mission.

II. Scope

This process applies to EOTA employees who participate in course design, development and/or maintenance, implementation and evaluation.

III. Responsibility

Federal Management Team (FMT) – Responsible for the interface between DOE/NNSA and the EOTA.

Program Manager/Designee (PM1) – Responsible for ensuring the completion of applicable course design, development, maintenance, implementation and evaluation.

Project Manager/Designee (PM2) – Responsible for initiating, communicating, and managing applicable course design jobs and overseeing the execution of the ISDP-015, WBT-ILT-EX Course Design Process including ongoing documentation and maintenance. The PM2 is responsible for ensuring the completion of and course/phase transfer to subsequent processes.

Project Lead (PL) – Responsible for execution of the ISDP-015, WBT-ILT-EX Course Design Process.

Subject Matter Expert (SME) – Responsible for consultation on current DOE legislation authorities and are experts on the particular subject of training design and development.

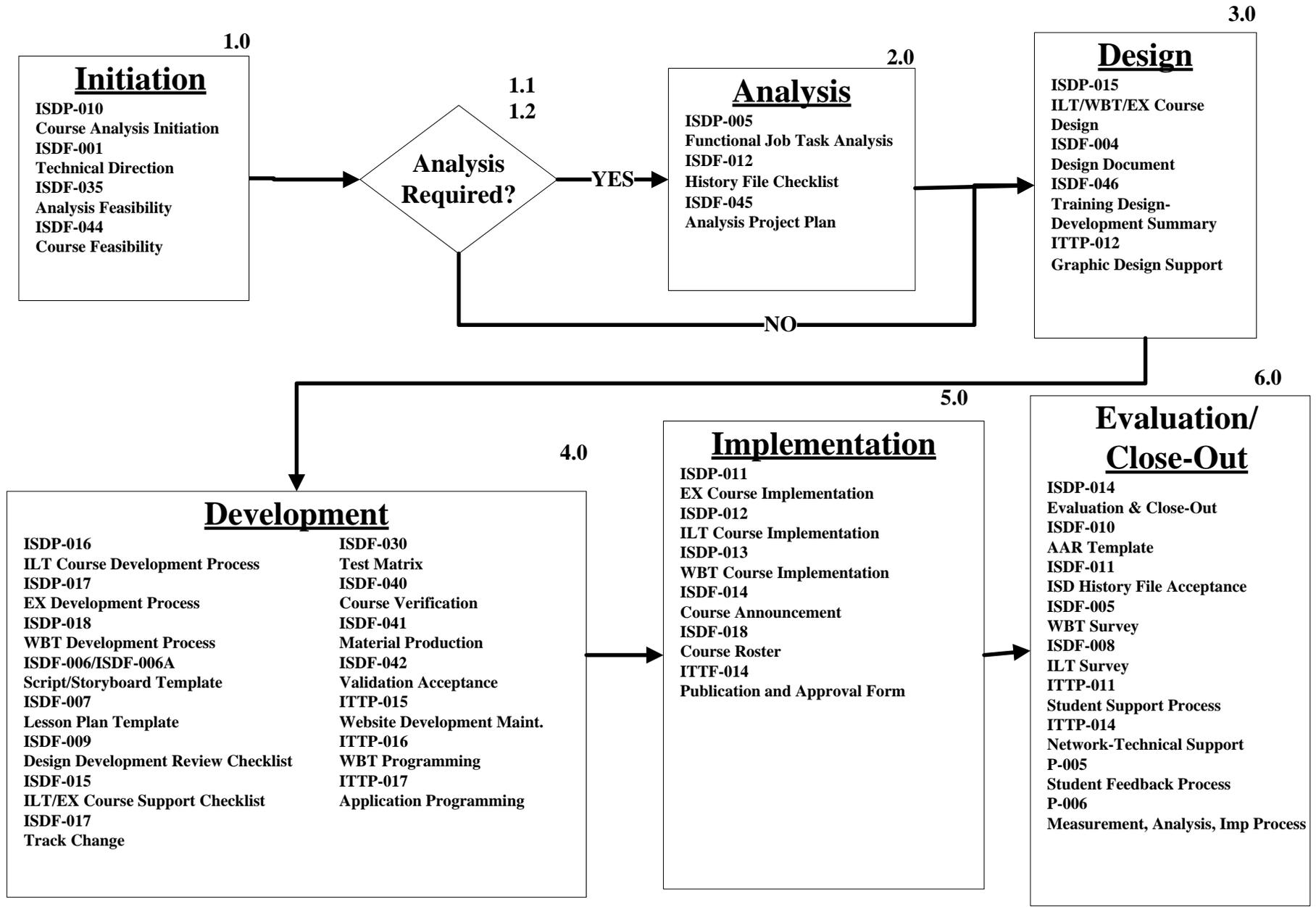
Headquarters Point of Contact (HQ POC) – Responsible for contributing the DOE/NNSA headquarters point of view during course design and development and adherence to DOE Directives.

IV. Definitions

Development Package – Collective package of all documentation, course content, graphics, and associated materials required for course development.

Project Team – All personnel required to accomplish tasks required to design the course in accordance with customer requirements.

V. Process



Evaluation is integrated into every part of the EOTA production process:

1.0 Initiation Phase

During Initiation, training development proposals are evaluated for their feasibility before the issuance of the project ISDF-001, Technical Direction. If the project is deemed feasible, the Technical Direction is then created by the FMT.

1.1 If an Analysis is required, go to Step 2.0.

1.2 If no Analysis is required, go to Step 3.0.

2.0 Analysis Phase

New course development projects start with broadly stated learning goals, and may already have pre-determined objectives stated in the ISDF-001, Technical Direction. An evaluation of current ISDP-005, Functional Job/Task Analysis products must be performed in order to assure that no new analysis is required by the new training development project.

3.0 Design Phase

It is during the Design Phase that ISDF-004, Design Document is created to detail the training delivery method, conceptual progression, interactivity, and test questions as they relate to the objectives of the course; much of this information is gathered using the ISDF-046, Training Development Summary. The ISDF-004, Design Document results in an approval to move into the development phase of the course.

4.0 Development Phase

As in the other stages of production, the ISDP-002, Training Product Process (TPP), consists of reviewing and approving or disapproving all materials involved in course development. The approval process always involves the opportunity for revisions of lesson or exercise plans, WBT scripts, student handouts, produced items such as video clips or the actual web-based framework complete with narration. The approval evaluations check for mechanical problems such as navigation or text editing, content problems in course sequencing or interactions is assurance that the total course progression covers all objectives and goals stated in the original tasking. There are numerous checklists that assure all items required are produced and approved in compliance with each phase. Any course sub-product in the course development package may be sent back for revision in the event that it does not pass the review process.

5.0 Implementation

This phase is the actual presentation of the course via WBT, ILT, or Exercise. The course may require additional changes to meet customer requirements. The changes will be recorded/monitored using ISDF-017, Track Change form.

6.0 Evaluation during the Close-out stage

Evaluation results will be presented using ISDF-010, After Action Report which summarizes student demographics and reaction to the course based on student survey data. The PM1, PM2, QAM and the FMT will evaluate the ISDF-010, After Action Report and the ISDF-012, ISD History File Checklist for completion. The FMT will indicate the course has passed all evaluations by signing ISDF-011, ISD History File Acceptance form.