

EOTA – Business Process



Document Title:

ILT Course Implementation

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Parent Document:

ISDP-002, Training Production Process

Notify of Changes:

ISD, ITT, MGT

Referenced Document(s):

ISDF-007 Lesson Plan Template, ISDF-014 Course Announcement, ISDF-010, After Action Report, ISDF-008 ILT Student Feedback Survey, ISDF-009, Design/Development Review Checklist, ITTF-014 Publication Review and Approval, ISDF-048, After Action Report Calculation Template, ISDP-011, Exercise Course Implementation Process, ITTP-015 Website Development/Maintenance Process, ISDF-015, ILT/EX Course Support Checklist

Revision History:

Rev.	Description of Change
10_0630	Initial Release
11_0405	Added ISDF-048 After Action Report Calculation Template to process
11_0512	Modified verbiage for clarification and defined ITT responsibility.

I. Purpose

To effectively plan and control the process for implementing EOTA Instructor Led Training (ILT) Courses, assuring that review and verification are appropriate to each phase, and to identify the responsibilities and authorities for ILT course implementation.

II. Scope

This process applies to EOTA employees who participate in ILT course implementation.

III. Responsibility

Program Manager/Designee (PM1) – Responsible for ensuring the completion of applicable project evaluation and project transfer to subsequent processes.

Project Manager/Designee (PM2) – Responsible for initiating, communicating, and managing applicable ILT course implementation and overseeing the execution of the ILT Course Implementation Process including ongoing documentation. The PM2 is responsible for assisting with the completion of applicable project evaluation and project transfer to subsequent processes.

Project Lead (PL) – Responsible for execution of the ILT Course Implementation Process.

Federal Management Team (FMT) – Responsible for applicable course implementation approvals.

Quality Assurance Manager (QAM) – Responsible for reviewing applicable documentation throughout the implementation process.

Subject Matter Expert (SME) – Acts as a consultant/technical expert to ensure relevance, technical accuracy, and currency of course content and to ensure the scope of material covered is appropriate for the target audience.

EOTA Facilitator – EOTA assigned personnel responsible for the facilitation of the delivery of the course, may be PL assigned to the development of the course. Facilitator responsibilities include, but are not limited to, assisting the instructor, completing venue requirements, preparing course materials, participant direction, etc....

Information Technology Team (ITT) – Responsible for compiling course materials.

IV Definitions

Committee Review – Internal review of course materials conducted by members of the EOTA staff (to include, but not limited to, PL, PM2, ITT, FMT, QAM).

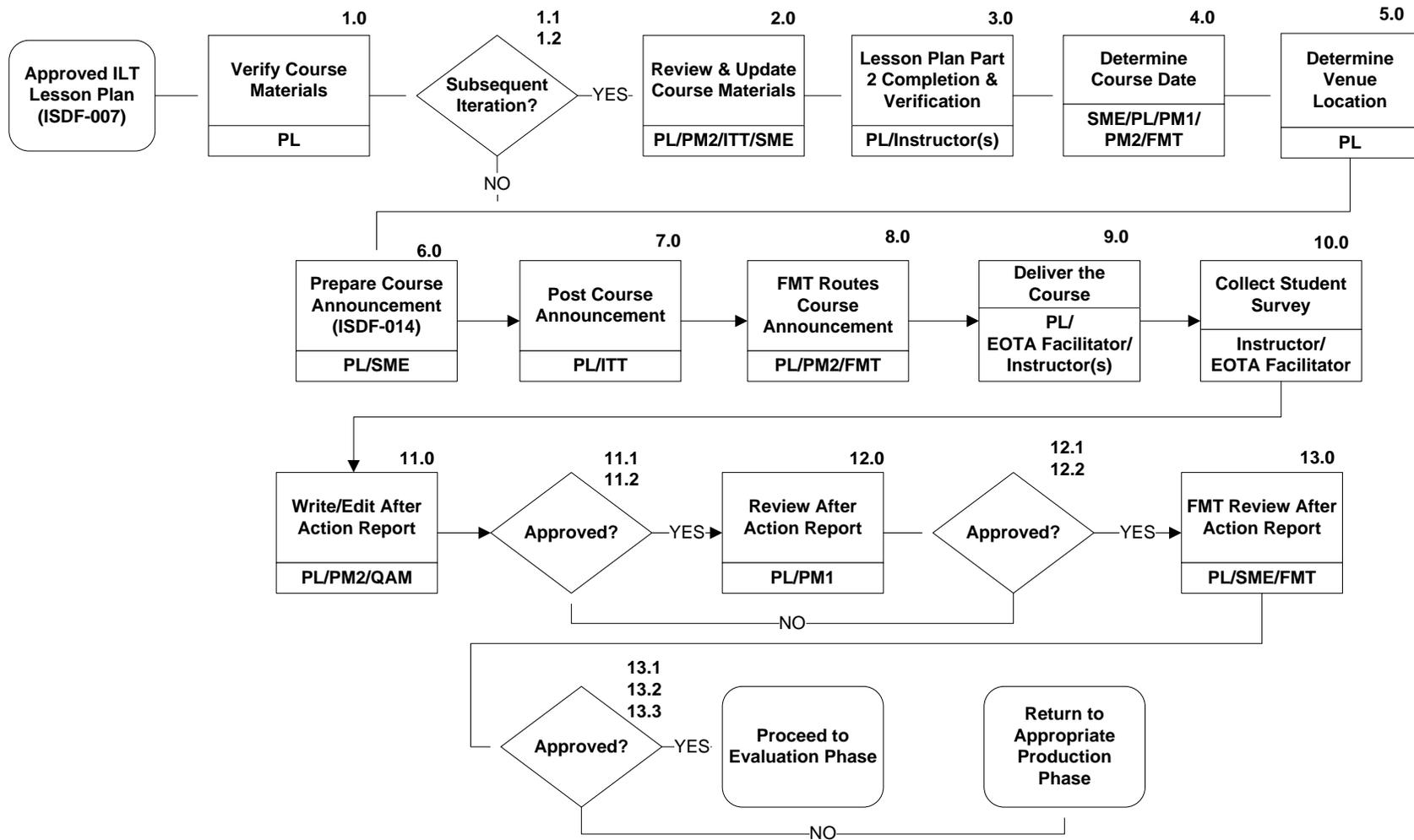
Development Package – Collective package of all documentation, course content, graphics, and associated materials required for course implementation.

Project Team – All personnel required to accomplish tasks required to implement the course concurrent with customer requirements.

Validation – Submission of product to a group of users who provide feedback regarding course effectiveness and content accuracy.

Validation Group – Group of initial users used to solicit feedback for the evaluation/validation of the course after deployment during a pilot classroom delivery. Validation group members can be: Identified by headquarters, determined by EOTA management (PM1, PM2, and/or FMT), or comprised of the first 10-20 individuals to complete the ILT course. The validation group membership selection method will be determined on a case-by-case basis.

V Process



Approved ILT Lesson Plan (ISDF_007)

ILT Course Delivery Required (Pilot or New Iteration)

Note: This process may be used in conjunction with ISDP-011, Exercise Course Implementation Process.

1.0 Verify Course Materials

The PL will review all required course materials (Lesson Plan, student and instructor materials, etc...) to ensure all components are available. Review shall be documented using ISDF-009, Design/Development Review Checklist.

1.1 If the delivery will be a subsequent iteration of a previously developed course, proceed to 2.0

1.2 If the course is newly developed and all previous phases are complete, proceed to 3.0

2.0 Review and Update Course Materials

The PL, working with the applicable support experts (i.e. PM2, ITT, HQ POC, SME, etc...) will review the After Action Report from the previous iteration and verify currency of content. The PL will make required changes to the course based on guidance from the PM2. If necessary, PM2 may direct PL to evaluate the course using the applicable training production process phase. The PL will coordinate the preparation of all necessary course materials.

3.0 Lesson Plan Part 2 Completion and Verification

The PL will provide the identified instructor(s) with a current copy of the course lesson plan (ISDF-007, Lesson Plan Template, Part 1) and a blank copy of part 2 of the ISDF-007, Lesson Plan Template (LP Part 2). The instructor(s) will complete the LP Part 2 by annotating the methods to be used in the delivery of the applicable course content. Upon receipt of the instructor-completed LP Part 2, the PL will verify that all elements of the LP Part 1 have been addressed in the proposed delivery methodology.

4.0 Determine Course Date

Upon receipt of a delivery request for an existing ILT course or direction to deliver a newly developed course (Pilot), the PL, along with the requestor, SME, HQ POC, PM2, PM1, and/or FMT as applicable, will determine a class date. **Note:** A course date must be determined which allows for completion of all required actions prior to delivery. The PL should complete a cursory review of the updated course materials to aid in the determination of these factors prior to setting the hard course delivery date.

5.0 Determine Venue Location

The PL will determine venue location and confirm availability of classrooms with desired dates and reserve required classrooms.

6.0 Prepare Course Announcement (ISDF-014)

When feasible, the PL will complete the ISDF-014, Course Announcement Template and ITTF-014 Publication Review and Approval and route it per the directions on the form (typically 90 days prior to the scheduled course date). If at any point the ISDF-014, Course Announcement Template is not approved, the PL will revise as necessary to acquire approval. If no DOE Cast/NNSA Cast is required, implement applicable announcement action within the same timeframe. Once all approvals are obtained proceed to Step 7.0.

7.0 Post Course Announcement

The PL will provide ITT with ISDF-014, Course Announcement Template and ITTF-014, Publication and Approval form for posting the information to the EOTA website for student registration. The PL may need to coordinate with other DOE/NNSA organizations for course announcement (OLC2, ARMS, etc...). In addition, working with ITT, the PL will coordinate the posting of the course on the applicable Learning Management System and the 508 Standard per ITTP-015, Website Development Maintenance.

8.0 FMT Routes Course Announcement

If applicable, the FMT will route the Course Announcement for release as a DOE Cast/NNSA Cast per the guidance on ISDF-014, Course Announcement Template. The FMT will follow-up on the execution of the DOE Cast/NNSA Cast to ensure it is completed; if the action has not occurred within approximately 60 days of the identified course date the PL will notify the FMT to contact the applicable office to facilitate DOE Cast/NNSA Cast action.

9.0 Deliver the Course

As scheduled, the PL, instructors and/or EOTA Facilitator will deliver the course using ISDF-015, ILT/EX Course Support Checklist.

10.0 Collect Student Survey

At the end of the course, the instructor(s) or EOTA Facilitator(s) will collect participant feedback using ISDF-008, ILT Student Feedback Survey, and any applicable exercise feedback documents.

11.0 Write/Edit After Action Report

Using the ISDF-010, After Action Report Template (AAR) and the ISDF-048, After Action Report Calculation Template, the PL will utilize course evaluation data (Student Feedback Surveys, verbal feedback and observations) to document findings (effectiveness, potential modifications, data trends, etc...). Utilizing participant feedback, the PL will complete ISDF-010, After Action Report, within 10 working days and submit it to the PM2 and QAM for editorial review.

11.1 If PM2/QAM editorial review is approved, the PL will proceed to step 12.0.

11.2 If PM2/QAM editorial review is not approved, the PL will return to Step 11.0, revise the report until editorial corrections are complete to the satisfaction of the PM2 and QAM.

12.0 Review After Action Report

The PL will route the ISDF-010, AAR to the PM1 for approval; the PL will revise, as required.

12.1 If PM1 review is approved, the PL will proceed to Step 13.0.

12.2 If PM1 review is not approved, the PL will return to Step 12.0.

13.0 FMT Review the AAR

Upon receipt of the ISDF-010, AAR, the FMT will use it to make determinations regarding the course's effectiveness in meeting customer expectations. In cases of initial course validation (pilot) this step will also provide for the acceptance of the course indicated by completing the acceptance signature on ISDF-042, Validation and Acceptance Form.

13.1 If the FMT determines the course is not acceptable, the PL, working with the SME, will return to the appropriate production phase, revise as necessary and complete all subsequent production phases. Prior to execution of this rework the PL will provide a written overview of required actions to the PM1/PM2 for review and discussion with the FMT.

13.2 If the FMT accepts the ISDF-010, AAR, proceed to evaluation process.

13.3 If the FMT does not accept the ISDF-010, AAR, the PL will revise the report as necessary and return to Step 11.0.

Proceed to Evaluation Process