

EOTA – Business Process

	<p><i>Document Title:</i></p> <p>WBT Course Implementation</p>
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<p><i>Parent Document:</i> ISDP-002, Training Product Process</p>	<p><i>Notify of Changes:</i> ISD, ITT, MGT</p>
<p><i>Referenced Document(s):</i> ISDF-014, Course Announcement Template, ITTF-014, Publication Review and Approval, ISDF-010 After Action Report, ISDF-042 Validation & Acceptance, ISDF-048, After Action Report Calculation Template, ITTP-015, Website Development Maintenance</p>	

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, updated referenced documents, and added ITT definition/responsibilities.

I. Purpose

To effectively plan and control the process for implementing Emergency Operations Training Academy (EOTA) Web-Based Training (WBT) courses, ensuring that review and verification are appropriate to each phase, and to identify the responsibilities and authorities for WBT course implementation.

II. Scope

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

III. Responsibilities

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

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

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

Federal Management Team (FMT) – Responsible for applicable actions associated with FMT 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.

Information Technology Team (ITT) – Responsible for uploading the course to a pre-determined location on the EOTA website.

IV Definitions

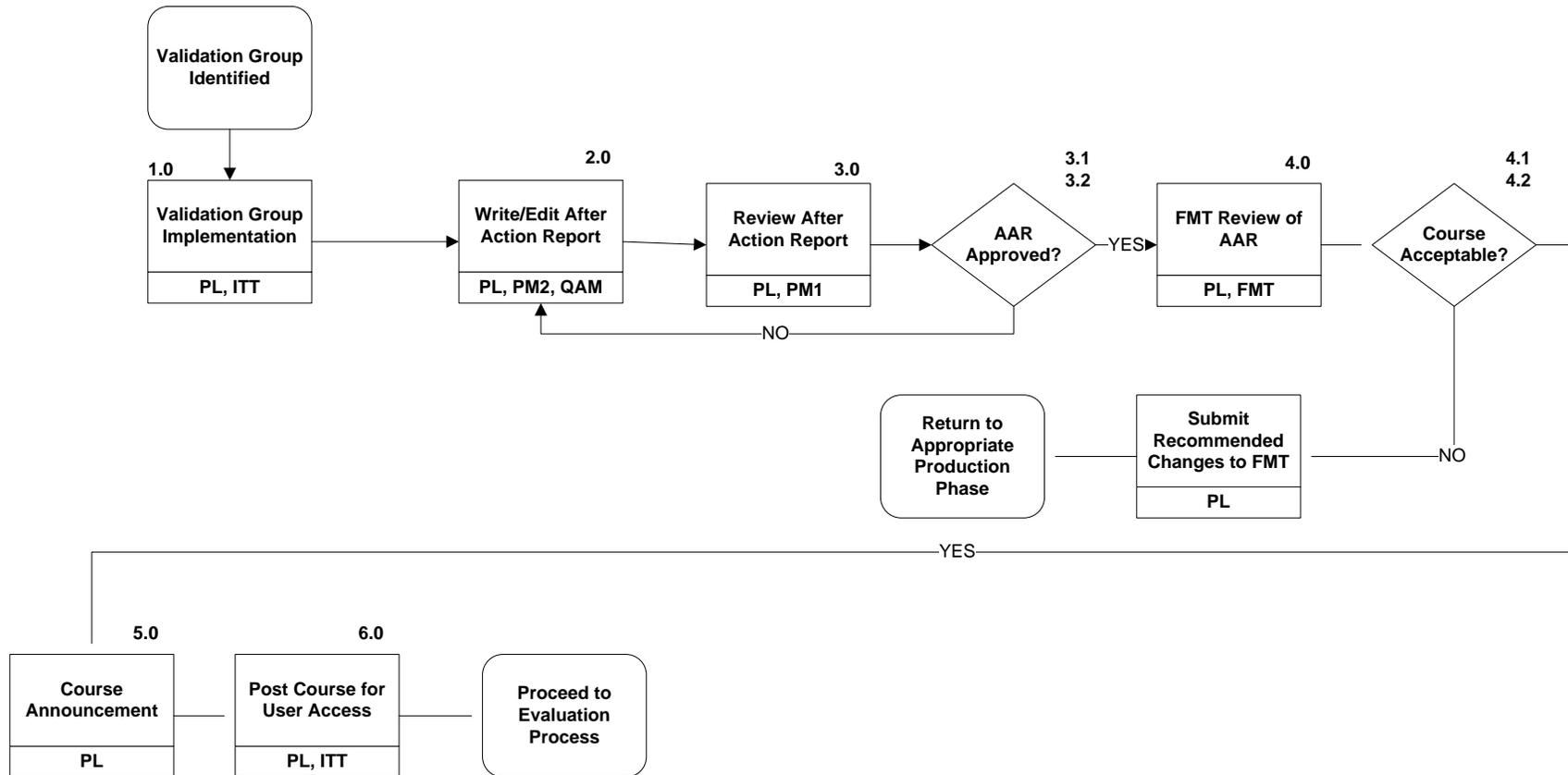
Development Package – Collective package of all documentation, course content, graphics, and associated materials required for course implementation.

Project Team – All personnel required to accomplish tasks necessary 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 on the learning management system or during pilot 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 WBT course. The validation group membership selection method will be determined on a case-by-case basis.

V Process



Validation Group Identified

1.0 Validation Group Implementation

Upon identification of the validation group, the PL, working with ITT, will upload the course to a pre-determined location on the EOTA website. The PL will send instructions to the validation group to take the course and provide feedback.

2.0 Write /Edit After Action Report

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

3.0 Review After Action Report

The PL will route the ISDF-010, AAR, to the PM1 for approval.

3.1 If the ISDF-010, AAR is approved, the PL will submit it to the FMT.

3.2 If the ISDF-010, AAR is not approved, the PL will return to Step 2.0.

4.0 Federal Management Team (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. This step will also provide for the acceptance of the course indicated by completing the acceptance signature on ISDF-042, Validation and Acceptance form.

4.1 If the course is acceptable, the FMT will sign the ISDF-010, AAR and the ISDF-042, Validation and Acceptance form.

4.2 If the course is not acceptable, the PL, working with the SME, will return to the appropriate production phase, revise the course 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.

5.0 Course Announcement

The PL will complete ISDF-014, Course Announcement Template in conjunction with ITTF-014, Publication Review and Approval, and route it per the directions on the ITTF-014, Publication Review and Approval form or implement applicable announcement action if no DOE Cast/NNSA Cast is required. If at any point in the approval chain, ISDF-014, Course Announcement Template is not approved, the PL will revise, as necessary, to acquire approval.

6.0 Post Course for User Access

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.

Proceed to Evaluation Process