

# *EOTA – Business Process*

	<p><b>Document Title:</b></p> <p><b>ILT Course Development Process</b></p>
	<p><b>Document Number:</b></p> <p><b>ISDP-016 Rev. 11_0512</b></p>
<p><b>Document Owner:</b> Elizabeth Sousa</p> <p><b>Backup Owner:</b> Vickie Pleau</p>	<p><b>Approver(s):</b></p> <p><b>Melissa Otero</b></p>
<p><b>Parent Document:</b> ISDP-002, Training Production Process</p>	<p><b>Notify of Changes:</b> ISD, ITT, MGT</p>
<p><b>Referenced Document(s):</b> ISDF-045 Analysis Project Plan, ISDF-046 Training Design/Development Summary, ISDF-004 Design Document, ISDF-006A ILT Script/Storyboard Template, ISDF-007 Lesson Plan Template, ISDF-030 Test Matrix, ISDP-017 Exercise Development Process, ISDF-009, Design/Development Review Checklist.</p>	

***Revision History:***

<b>Rev.</b>	<b>Description of Change</b>
<b>10_0630</b>	<b>Initial Release</b>
<b>11_0223</b>	<b>Added ISDF-030 Test Matrix to referenced documents and added QAM to Step 9.0</b>
<b>11_0414</b>	<b>Added Derivative Classifier to step 7.0.</b>
<b>11_0512</b>	<b>Redesigned process flow to reflect current practices.</b>

## **I. Purpose**

To effectively plan and control the process for developing Emergency Operations Training Academy (EOTA) Instructor-Led Training (ILT) courses, assuring that appropriate review and verification are performed at each production stage, and to identify the responsibilities and authorities for ILT course development.

## **II. Scope**

This process applies to EOTA employees who participate in ILT course development and/or maintenance.

## **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 development jobs and overseeing the execution of the ILT course development process including ongoing documentation and maintenance. The PM2 is responsible for assisting with the completion of applicable project evaluation and project transfer to subsequent product-related processes.

**Project Lead (PL)** – Responsible for execution of the ILT course development process.

**Information Technology Team (ITT)** – Responsible for production and development of applicable course materials.

**Federal Management Team (FMT)** – Responsible for acting as a liaison between the development team and the customer, as well as in-house review of pertinent development outputs.

**Subject Matter Expert (SME)** – Serves 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.

**Headquarters Point of Contact (HQ POC)** – Responsible for providing the direction/approval on course scope, content and function. This position may be a non-headquarters POC.

**Quality Assurance Manager (QAM)** – Responsible for reviewing course documentation throughout development. QAM will also participate in the applicable product review activities.

## 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).

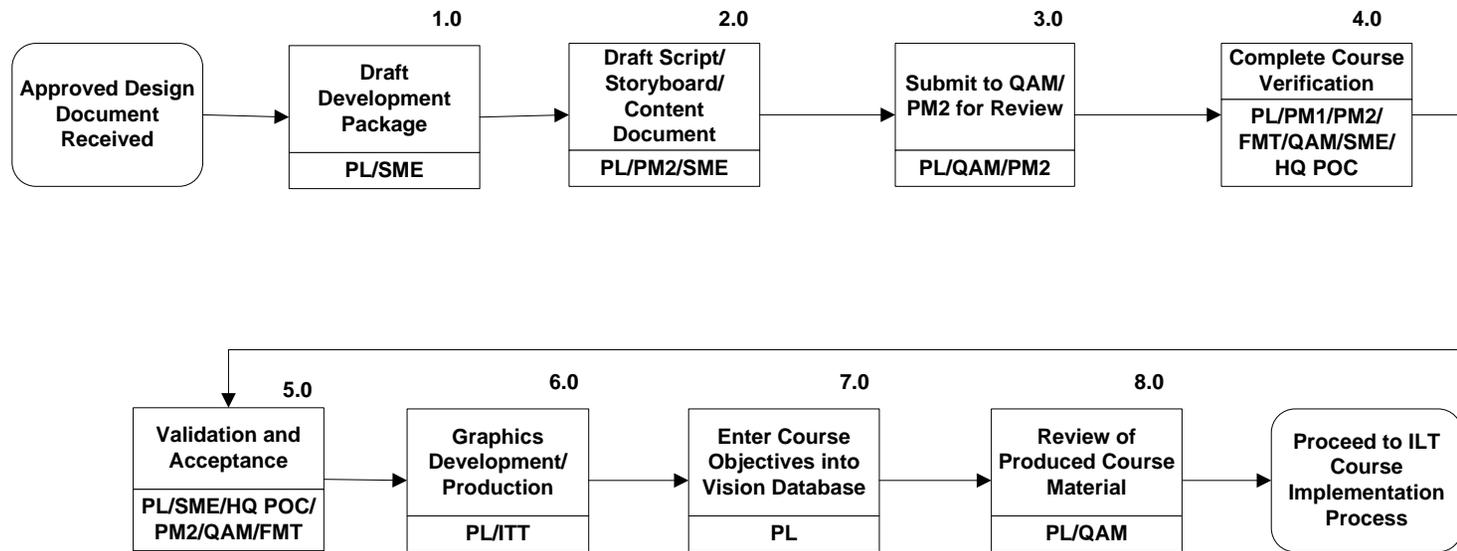
**Draft Development Package** – Collective package of all documentation, course content (including lesson plan), graphics, and associated materials required for course development. *Note: a PowerPoint slide show is not considered a lesson plan.*

**Project Team** – All personnel required to accomplish tasks pertinent to develop 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. ILT Development Process



## **1.0 Draft Development Package**

The PL will use available resources such as ISDF-004, Design Document, QAMF-004, SME Course Review Instruction Template (if applicable), ISDF-0045, Analysis Project Plan, ISDF-046, Training Design/Development Summary, ISDF-007, Lesson Plan Template, DOE guidance, existing content, and SME input to develop a Draft Development Package. This document will include information designed to address course objectives and will be organized based on the anticipated training delivery product. The PL may choose the most appropriate format; however, use of a MS Word document is recommended. Note: If exercises will be included as part of the course you must refer to ISDP-017, Exercise Development Process for details.

## **2.0 Draft Script/Storyboard/Content Document**

Using the ISDF-004, Design Document and the draft content document, the PL in consultation with the SME, HQ POC and other personnel, as applicable, will draft the ILT ISDF-007, Lesson Plan, and the associated ISDF-030, Test Matrix. The PL will modify the draft lesson plan as necessary until it is acceptable.

## **3.0 Submit to QAM for Review**

QAM and PM2 will review the Draft Development Package, ISDF-030, Test Matrix and any applicable exercise materials, (from ISDP-017, Exercise Development Process). The PL will utilize the ISDF-017, Track Change form to identify required/requested changes. The PL will document results of review using ISDF-009, Design/Development Review Checklist. The PL will make all corrections prior to submitting to SME/HQ POC for review.

## **4.0 Complete Course Verification**

The PL will route the Draft Development Package and the ISDF-030, Test Matrix to the SME and HQ POC for verification. If any changes are identified, the PL will make the corrections and resubmit the Draft Development Package and ISDF-030, Test Matrix to the SME and HQ POC until approval is gained. The PL will document applicable approvals (HQ POC, SME) and route ISDF-040, Course Verification (Signatures page) to the PM2, QAM, and the FMT for signature.

## **5.0 Validation and Acceptance**

The PL will submit the Draft Development Package to the SME/HQ POC for review and will coordinate changes as required using ISDF-017, Track Change Sheet. The PL will also document applicable approvals (HQ POC, SME) and route ISDF-042, Validation and Acceptance to the PM2, QAM, and the FMT for signature.

## **6.0 Graphics Development/Production**

Upon verification of the Draft Development Package, the PL, working with ITT, will develop/produce the ILT course graphics materials, as required, based on the scheduled delivery of the course.

## **7.0 Enter Course Objectives into Vision Database**

The PL will enter all course objectives into the Vision Database and will ensure all appropriate links are established.

## **8.0 Review of Produced Course Material**

The PL and QAM will accomplish a quality review of the produced materials and ensure all required corrections are accomplished prior to course delivery. The PL will also provide a hard copy of the course materials to PM2 to forward to the National Nuclear Security Administration Derivative Classifier. If the course materials are acceptable, the PL will proceed to the Implementation Process.

**Proceed to ILT Course Implementation Process**