[Name of Customer Agency]

Training Plan

[Program Name]

Version 1.0

[Day, Month, Year]

Document History

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| --- | --- | --- | --- |
| Release No. | Date | Author | Revision Description |
| 1.0 |  |  | Initial Draft Version |
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I have carefully assessed the Training Planforthe *<<INSERT NAME OF PROGRAM>>.* This document has been completed in accordance with the requirements of the Office of Shared Solutions and Performance Improvement (OSSPI) Guidance.

MANAGEMENT CERTIFICATION - Please check the appropriate statement.

\_\_\_\_\_\_ The document is accepted.

\_\_\_\_\_\_ The document is accepted pending the changes noted.

\_\_\_\_\_\_ The document is not accepted.

We fully accept the content within this project artifact and associated tasks.

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*<<Insert Name>> <<Insert Date>>*

*<<Insert Title>>*

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*<<Insert Name>> <<Insert Date>>*

*<<Insert Title>>*

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# Overview

<<This document should be reviewed and approved by both the Provider and the Customer Program Manager.>>

## Project Background

<< Provide a brief description of this project, including the purpose of the new or modified system, the functions it will perform, the business processes, and the stakeholders impacted. >>

## Purpose

<< Describe the purpose and objectives of the Training Plan. The following text may be modified to suit.

This Training Plan identifies the scope and approach of the training to the customer agency.

* Provides the objective of the training for the target state
* Explains the approach to meet the objective
* Identifies the customer audience targeted for training
* Describes the various roles and responsibilities of the provider and customer agencies to plan and deliver training
* Considers the various training methods that would be most effective for the customer agency audience>>

## Scope and Approach

<< Provide the training scope and approach agreed upon by both customer and provider agencies. Please include the following items as part of the training scope and approach:

* # of end users to be trained
* Types of training (e.g., classroom, train-the trainer) needed for Migration and O&M
* Materials Approach
* Required training on both systems and process changes >>

## Roles and Responsibilities

<< Below is a table summarizing the key roles and responsibilities involved in creating and implementing the Training Plan. Modify or adjust to meet project-specific requirements >>

| Role | Organization | Responsibility |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |

**Table 1: Roles and Responsibilities**

## Course Design

<<Provide the training design framework to serve as the basis for training material development >>

## Materials

<< Provide the materials for delivering the training (examples include, technology, guides, job aids) >>

## Training Schedule *(To be completed in Phase 4)*

| Training Method | Location | Audience | Dates | Estimated # of Attendees | Training Conducted By |
| --- | --- | --- | --- | --- | --- |
| *Classroom* | *City, State* | *Division XYZ* | *MM/DD/YY –MM/DD/YY* | *50* | *Provider Agency*  *Name* |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**Table 2: Training Schedule**

## Logistics and Technology Requirements *(To be completed in Phase 4)*

<< Establish the logistics and technology needs for training delivery. Examples below >>

Logistics:

* Training will be conducted onsite at the customer agency’s campus

Technology:

* A separate training environment will be created for training
* Data will be copied from the current applications into the training environment prior to training

## Operations & Maintenance Continued Training *(To be completed in Phase 5)*

<<Account for O&M schedule, impacts, process improvements, and/or system enhancements when updating and delivering continuous training.>>

## Training Evaluation

<< Describe the type of evaluations (e.g., survey), the timeframe when they will be distributed (e.g., immediately after the training session), and how it will impact the modification of future training delivery >>

# Appendix A: Key References

*<<Insert the name, version number, description, and physical location of any documents referenced in this document. Add rows to the table as necessary.>>*

Table below summarizes the documents referenced in this document.

|  |  |  |
| --- | --- | --- |
| Document Name | Description | Location |
| *<<Document Name and Version Number>>* | *<<Document description>>* | *<<URL to where document is located>>* |
|  |  |  |
|  |  |  |

**Table 3: Key References**

# Appendix B: Key Terms

Table below provides definitions and explanations for terms and acronyms relevant to the content presented within this document.

|  |  |
| --- | --- |
| Term | Definition |
| *<<Insert Term>>* | *<<Provide definition of term and acronyms used in this document>>* |
|  |  |
|  |  |

**Table 4: Key Terms**