



Promoting IT Efficiency

**ABC COMPANY
Extended Accounting System (EAS)
Training and Support Plan
Sample**



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1. CONTEXT

This section provides a basis for why the document has been prepared - it gives the reader an understanding of what they should expect to see in the remainder of the document.

The ***Training and Support Plan*** deliverable provides the description of how the end users are going to be trained in using the final application/product and the support they will receive once the application has been made operational. It specifies the methods of training, the required curriculum, the course content to be delivered, and mechanisms used to deliver the training.

2. TRAINING AND SUPPORT

This section identifies the training and support that will be available to the users of the system/application. It defines the training requirements, roles/responsibilities, training tools and techniques, pre-requisites, schedule, curriculum and metrics to be applied to training.

2.1 Training Requirements

This sub-section identifies the facilities, infrastructure and tools necessary to complete the training (classrooms, PCs, network drives, etc)

The training requirements for the EAS project consist of formal classroom training and computer based training. Operational staff will receive training and support from the EAS project team.

2.2 Roles & Responsibilities

This sub-section identifies the personnel and their responsibilities for identifying, designing, developing and delivering the training material.

The training material will be developed and delivered by

EAS Business Analysts (4) - (Operations, HR, Finance, Procurement) - they will be responsible for assisting in the design and delivery of all required training material

EAS Training Coordinator (1)- they will be responsible for identifying, training material design approval, training content, designing training curriculum, oversight and support of all EAS operational training delivery. They will also be responsible for the reporting of all training progress and issues to the Project manager on a weekly basis.

EAS Trainers (2) - they will be responsible for delivering all EAS formal training and maintaining the training metrics (classes scheduled, classes attended, etc)

Identify the personnel and their responsibilities for identifying and developing the training materials. Identify the person and organization that will conduct the training.

2.3 Tools & Techniques

This sub-section defines the training techniques to be utilized. May include classroom, computer-based training, webinars, peer training, hands on training)

The project team will rely on classroom and computer based training to address all of the necessary training needs for the EAS project.

The EAS project team will use the ABC HR Training facilities to deliver the classroom training and will utilize the existing workstations and desktops to make individual computer-based training available to all users.

2.4 Training Pre-Requisites

This sub-section defines the pre-requisite training that must be completed prior to receiving specific project related training.

All operational end users of the EAS application must have received the ABC Company orientation training prior to receiving any EAS application training.

Contractor Vendor Communications - this module will be used to familiarize operational staff of the process required to share information (interview results, selected candidate, evaluation and compensation) with the contractor's vendor. Delivery of this module will be 1 hour in duration. Module will be presented as a computer based training and the students will be offered real life scenarios during this training - they all also receive a hard copy of the course material.

2.5 Schedule

This sub-section provides clarity on how and when the training will be delivered to all of the required end-users.

EAS project classroom training modules will be designed and developed by Sept 30, 2012. The training curriculum (who is to take what course and when they will take the course) will be completed by October 15, 2012. The delivery of the training curriculum for all training material will be completed by November 30, 2012. Specific dates, locations, and module training will be communicated to the Departments as they have been completed and approved.

2.6 Curriculum

This sub-section identifies the curriculum of the classes that will be used to deliver the training material to the end-user. Details will include a description, delivery method, and duration.

2.6.1 Human Resources Policies & Process

This module will be used to ensure all ABC operational staff are informed and understand the newly created policy and processes as they pertain to contractor resources. Delivery of this module will be 1 hour in duration. Module will be delivered in a classroom environment.

2.6.2 EAS Overview

This module will be used to provide all end users a context of the EAS application and how it fits into the existing applications and processes utilized with the ABC Company. Delivery of this module will be 1 hour in duration. Module will be delivered in a classroom environment.

2.6.3 Contractor Request and Approval

This module will be used to familiarize operational staff of the process required to define and obtain approval for a contractor resource. Delivery of this module will be 1 hour in duration. Module will be presented as a computer based training and the students will be offered real life scenarios during this training - they all also receive a hard copy of the course material.

2.6.4 Contractor Selection

This module will be used to familiarize operational staff of the process required to interview, assess and select a contractor resource. Delivery of this module will be 1 hour in duration. Module will be presented as a computer based training and the students will be offered real life scenarios during this training - they all also receive a hard copy of the course material.

2.6.5 Contractor Oversight

This module will be used to familiarize operational staff of the process required to evaluate the activities and contribution made by a contractor resource. Delivery of this module will be 1 hour in duration. Module will be presented as a computer based training and the students will be offered real life scenarios during this training - they all also receive a hard copy of the course material.

2.6.6 Contractor Vendor Communications

This module will be used to familiarize operational staff of the process required to share information (interview results, selected candidate, evaluation and compensation) with the contractor's vendor. Delivery of this module will be 1 hour in duration. Module will be presented as a computer based training and the students will be offered real life scenarios during this training - they all also receive a hard copy of the course material.

2.7 Metrics

This sub-section identifies the metric information that will be collected and assessed through the delivery of the training. May include staff used to deliver training, estimated time to complete training, number of attendees (estimated versus actual).

Delivery of the EAS training will include classroom and computer-based training. The following metric information will be to gather and assessed throughout the delivery of the training.

- Number of sessions delivered
- Number of computer- based training sessions invoked
- Total training hours delivered (classroom)
- Total training hours training hours (computer based)
- Percentage of operational staff receiving training