

Information Systems Training Plan Updated January 2008

Training Team Vision Statement

We believe:

All Information Systems sponsored activities require a precise training element. We believe well-executed training will assist Information Systems staff and customers in stretching their knowledge dimensions.

We envision:

Superior quality training initiatives that will enrich, inspire, and engage all Information Systems staff and customers and lead to trainee bliss.

We promise:

To inspire a “learner centered” environment where we build meaningful relationships and partnerships with all Information Systems staff and customers.

Training Team Services

- Training plan development and timeline
 - As part of project teams, the training team will create a training summary of the training need including timeline of planning, documentation, and implementation
- Training implementation (including pedagogy, measurement)
 - The training team will plan, market, schedule all IS training sessions. The training team will request completion of training evaluation during all training session. The team will provide materials needed for training sessions (copies, pens/pencils, handouts, etc).
- Training documentation (including CBT)
 - The training team will assist with creating training guides and documentation to take users through step by step processes whether an application, process, etc.
- Training consultation (assistance with delivery of message, etc)
 - The training team will assist with polishing a training message or creating a message from scratch. The team will ensure the message appropriately reaches the target audience, provides informative information, and creates a relative and valuable training

experience. The team will assist with organizing training ideas into a relevant message.

- Project team membership
 - The training team will assist with IS projects by providing guidance for training planning and implementation. The training team will provide information in terms of timeline, needs, tasks, etc.
- Training facilitation (train the trainer sessions, etc)
 - The training team will be available to facilitate IS training sessions with assistance from subject matter experts. The training team will also be available to schedule and assist with “dry run” training sessions and follow up afterwards with suggestions/changes for implementation.
- Training operations (Session logistics – full service)
 - The training team will negotiate a training date, schedule rooms, plan refreshments, plan activities, provide setup and tear down for training sessions.
- Training debriefing
 - The training team will provide a follow up debrief session after all training sessions are complete. This session will include a summary of the session evaluation data, positives and negatives from training sessions, improvements for future training sessions, etc.
- Training communications and marketing
 - The training team will communicate to IS staff regarding training opportunities. The team will market training sessions, activities, information, etc.
- IS Staff training and development (core IS knowledge and personal skills development)
 - The training team will offer an array of training sessions particularly for IS staff regarding professional development.
- IS/Human Resources training
 - The training team will partner with the Professional Development Center on campus to offer training sessions related to IS core business practices.
- Customer training
 - The training team will service customer training requests related to IS core business practices. Requests can be made directly by customers or by IS representatives.

Training Implementation Timeline

Training planning, documentation creation, etc. takes at least two weeks to complete. Please keep in mind this timeline when requesting training assistance. Ideally, training planning should begin as soon as a project/request is created and envisioned.

Responsibilities of Project Manager:

- Develop and organize training needs (training will include, objectives, timeline, participants, processes for documentation, etc)
- Provide the basic training message to the training team (overall objectives, what participants need to learn, processes that need to be defined, etc)
- Developing support documentation as needed

Training Requests

Any training effort in the IS department should be coordinated through the Communications and Training team. For initial questions about this process, please contact the Communications and Training Director, Kriss Dinkins.

To request assistance from the IS training team, please complete

To formally request training, please submit a Remedy ticket. Utilize either of the two training Remedy summaries:

- IS Training Request (to request training)
- IS Training Question or Issue (question regarding training, needed assistance, etc)

Once the ticket is reviewed and approved by the training team, we will work with you to plan a successful training experience.

Do you have a great training idea that should be implemented in the IS Department? Pass your suggestion along to the Communications and Training Director, Kriss Dinkins. Kriss will assign/supply the knowledge to the training team.