**System Development and Life-Cycle Management (SDLCM)
Methodology**

Subject		Type	Standard
User Training and Orientation Plan		**Identifier**	S–7053
		Effective Date	February 2002
		Revision No.	1

Approval

C E Fitzgerald

CISSCO Program Director

A.   PURPOSE

This standard specifies content and format requirements for the User Training and Orientation Plan.

B.   APPLICABILITY

This standard applies to all Project/Tasks that are required to provide user training or orientation. It is used by those persons responsible for planning user training and orientation.

C.   REFERENCE PUBLICATIONS

The following publications contain related information:

- *SDLCM Methodology Handbook*
- SDLCM Methodology Standard S-7052, Integrated Education, Training, and Reference Materials Design Document

D.   STANDARD

The User Training and Orientation Plan provides a detailed plan for assessing the skills of users, providing training and orientation to enable users to operate the new system, specifying the budget and training schedule, and assessing the effectiveness of the training program.

The following paragraphs describe the content of each section of the User Training and Orientation Plan.

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1. INTRODUCTION

Identify the applicable application system, define the scope of the training plan, specify applicable references to other Project/Task documents, and define any terms unique to this plan or the training process for the Project/Task.

1.1 Background

Briefly describe the application from the point of view of the training that is necessary to operate the new system or to understand the system in context with cohabiting systems or the enterprise.

1.2 Objectives

Describe the objectives of the training and orientation. For example, specify the functions that the user will be able to perform after the training is accomplished. Also, if a separate orientation course is to be provided, specify the understanding to be gained of the system and its interaction with other systems by attendees of the orientation course. For example, typically a separate orientation course may be provided for managers to understand the functions of their employees.

1.3 Scope

Describe the scope of the training plan, system elements covered by the training plan, and all organizations involved with implementing the training process.

1.4 Assumptions

Specify any assumptions about the training or orientation. For example, if it is assumed that attendees already have a certain expertise or familiarity with a certain operating system or software, state this. If prerequisites are required, state them.

1.5 Applicable Documents

List all relevant documents associated with the training process. Note that documents cited in the text should be listed in the References section at the end of the document.

2. APPROACH

Describe the approach that will be used to achieve the objectives stated in the introduction. For example, if formal training will be required, state so. If the approach will be to "train the trainer" and then use on-the-job training, state so.

3.   PRE-TRAINING SKILLS ASSESSMENT

Describe the process for assessing user skills and for performing a job skills requirement assessment comparing each user's competencies with the major competencies required to succeed. Perform this assessment before training users. Based on this assessment, specify the number of users who need to develop each competency.

4 .   TRAINING PROGRAM

Describe the training program in detail, that is, the methods, processes, responsibilities, budget, and schedule that will be implemented to prepare the users to perform the tasks.

4.1   Training Materials

Include a list and description of specific training materials developed for user training and orientation.

4.2   Training Methods

Include a list and description of specific training methods, such as formal courses, on-the-job-training, and computer-based training (CBT), that will be used to train all users.

4.3   Training Processes

Describe the policies, processes, standards, procedures, templates, and tools that support the execution of the training plan.

4.4   Training Responsibilities

Define the roles and responsibilities of management to ensure that user training is accomplished.

4.5   Training Budget

Specify the budget available for training.

4.6   Training Schedule

Describe the training schedule and a list of potential participants.

5. ASSESSING THE TRAINING PROGRAM

Describe the assessment processes and measures that will be used to evaluate the effectiveness of the specific training methods with respect to the user's ability to perform their tasks after they have received the training.

ACRONYMS

List and define all acronyms used in the User Training and Orientation Plan.

REFERENCES

List all cited references.