



**Human Resources Training and Development
Operating Procedure 0702**

iLearn Data Quality Assurance Program

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| OFFICE | HRTD ORIGINATOR | HRTD/PDP | HRTD | HRTD | HRTD |
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| Version Number | Date | Number of Figure, Table, Paragraph | A/M/D | Description | Author |
|----------------|------------|------------------------------------|-------|---|-------------|
| 1.0 | 12/20/2011 | | | Data Quality Assurance Program original version | Emaad Burki |
| 2.0 | 06/04/2012 | Sections D and E | M | Clarify role of Course Manager as Power Administrator | Emaad |
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*A – ADD, M – MODIFIED, D – DELETED

A. Purpose

This Operating Procedure (OP) provides the process and standards for the iLearn Data Quality Assurance Program.

B. Discussion

NRC's Human Resources Training and Development (HRTD) organization is responsible for the iLearn Learning Management System (LMS). iLearn is the agency's official system for personnel training records, training delivery, and training management. iLearn provides the ability to launch online training anytime and anywhere as long as the learner has Internet access. The system allows NRC employees and contractors to access their personal training plan, learning history, and course catalogs online. Learners are able to view training progress and request training electronically.

Ensuring data accuracy in iLearn is a key function of LMS administrators. This OP provides the HRTD process and standards for ensuring data accuracy in iLearn.

C. Definitions

ITEM: An item is a container for a unit of learning that you can assign to a user and track its completion.

USER: A person with access to iLearn. User data includes:

- Profile (address, job position, supervisor, and password)
- Learning activities (learning plan, curricula, and training requests)
- Performance activities (assessments, competencies, skills, and ongoing performance reviews)
- Ownership privileges for succession planning and initiatives

SCHEDULED OFFERING: A scheduled offering is a item or learning event with a scheduled date and time. It is given specific resources for the scheduled date and time.

LEARNING EVENTS: A Learning Event is a user's completion or attempted completion of an item or a record of external activity attendance.

D. Responsibilities

1. Associate Director, Human Resources Training Development
 - Develops, maintains, improves, and implements agency professional training.
 - Serves as the System Manager for the Official Personnel Training Records System—NRC (iLearn)
 - Develops, manages, and evaluates formal training and development programs that support human capital goals.
2. Deputy Associate Director, Human Resources Training Development
 - Monitors and enforces data quality issues and overall data quality assurance program.
3. Chief, Professional Development and Policy Branch

- Provides resources and guidance for operating and maintaining the iLearn Learning Management System.
4. Senior Project Manager, iLearn
 - Oversees day-to-day iLearn LMS operations and maintenance.
 - Enforces the standards set in operating procedures related to iLearn.
 - Develops processes and procedures for efficiently operating iLearn including approaches for continual improvement.
 5. Course Manager and Power Administrator
 - iLearn user with limited administrator permissions. This admin role is able to create new items and modify existing items.
 - Responsible for maintaining the data accuracy of specific items listed in iLearn.
 - Responsible for course scheduling and maintaining rosters in iLearn.
 - Responsible for correcting data errors.

E. Course Manager and Power Administrator Duties and Responsibilities

iLearn Course Managers and Power Administrators enter data using standard procedures described in job aids. These job aids are available on the iLearn SharePoint site and include a Resource Guide for Course Managers and Administrator Job Aids.

Items:

The management and creation of items is documented in:

- Create a New ILT Item Job Aid
- Edit an ILT Item Job Aid
- Revise Course Description Job Aid
- Copy an Item Job Aid
- Item Substitute and Prerequisites Job Aid

Item level data includes:

- Item Title
- Item Description
- Contact Information
- Course Evaluation
- Subject Area
- Catalog
- Length
- Enterprise Human Resources Integration (EHRI) Data

Scheduled Offerings:

The management and creating of items is documented in:

- Create a New Scheduled Offering Job Aid
- Manage Scheduled Offerings Job Aid
- Record Completion of a Class Roster and Close out a Scheduled Offering Job Aid

Schedule Offering data includes:

- Instructor
- Contact Information
- Maximum and Minimum Registration

- Catalog
- Registration Cut-Off Date

Learning Events:

The management and creation of learning events is documented in:

- Record Completion of a Class Roster and Close out a Scheduled Offering Job Aid
- Edit a Learning Event Job Aid
- Record Completion of an Item
- Record Completion of External Training
- Record Completion of a Rotational Assignment

Learning Event data includes:

- Completion Status
- Completion Date
- Grade
- Comments

Users:

The management and creation of users is documented in:

- iLearn Access Management Guide
- Edit Contractor Account Information
- Set User Supervisor

User data includes:

- Supervisor
- Email Address
- Job Location
- Domain
- Role

Risks of Poor-Quality Data

Inaccurate, incomplete, invalid, and inconsistent data play a role in:

- Poor business decisions
- Increased incidents and service interruptions
- Increased cost of troubleshooting
- Decreased user satisfaction
- Non-compliance with regulatory requirements

Process Description

Specific details and guidance for each activity within the Quality Assurance Program are described in the table below.

| Step # | Task Name | Participant | Description |
|--------|---------------------------------------|--------------------------------------|--|
| 1 | Run Data Quality Report | iLearn System Administrator | This report is run weekly by the iLearn system administrator. |
| 2 | Communicate Data Quality Error Report | iLearn Project Manager | The Data Quality Report is reviewed by the iLearn team and communicated to iLearn administrators and HRTD Management every Monday. The error report is located on the iLearn SharePoint site. See Appendix 1 for a example of the error report. |
| 3 | Fix Data Error | Course Manager / Power Administrator | Errors identified in the report are fixed by the user that created the item or user account. Data errors must be fixed within 60 days of identification. |
| 4 | Monitor Error Fixes | HRTD Management | HRTD Management monitors compliance with requests for data fixes. |

F. Contact

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G. Appendices

- iLearn Data Error Report (sample)

Appendix 1: iLearn Data Error Report

| Item Type | Item ID | Revision Date | Item Title | Create User | Contact | Last Update User | Error Description | Error Date | Days On The List |
|--------------------|---------|---------------|------------|-------------|---------|------------------|---|------------|------------------|
| Count = 102 | | | | | | | | | |
| | | | | | | | Error Description : Item Type should not be excluded from EHRI (Custom Column: 1103) (4) | | |
| | | | | | | | Error Description : No Cont. Svc. Agreement Required (Custom Column 1230) (1) | | |
| | | | | | | | Error Description : No Contact (15) | | |
| | | | | | | | Error Description : No Delivery Method (2) | | |
| | | | | | | | Error Description : No Estimated Tuition and Fees (Custom Column: 1221) (1) | | |
| | | | | | | | Error Description : No Item Source (8) | | |
| | | | | | | | Error Description : No Survey Assigned (7) | | |
| | | | | | | | Error Description : No Training Accred. Indicator (Custom Column: 1102) (1) | | |
| | | | | | | | Error Description : No Training Credit (Custom Column: 1126) (1) | | |
| | | | | | | | Error Description : No Training Credit Desig Type (Custom Column: 1127) (1) | | |
| | | | | | | | Error Description : No Training Credit Type Code (Custom Column: 1131) (1) | | |
| | | | | | | | Error Description : No Training Delivery Type Code (Custom Column: 1129) (3) | | |
| | | | | | | | Error Description : No Training Materials Cost (Custom Column: 1222) (3) | | |
| | | | | | | | Error Description : No Training Purpose (Custom Column: 1123) (3) | | |
| | | | | | | | Error Description : No Training Source Type (Custom Column: 1120) (3) | | |
| | | | | | | | Error Description : No Training Sub Type Code (Custom Column: 1124) (3) | | |
| | | | | | | | Error Description : Prohibited Email Contact or No Contact (45) | | |