

U.S. Marine Corps



TRAINING SUPPORT PLAN



UNITED STATES MARINE CORPS
MARINE CORPS COMPUTER AND TELECOMMUNICATIONS ACTIVITY
QUANTICO, VIRGINIA 22134-5010

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PLAN

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1. PURPOSE. To provide guidance and instructions on the development of the Training Support Plan as required by reference (a).

2. CANCELLATION. IRM-5231-15.

3. AUTHORITY. This publication is published under the auspices of reference (b).

4. APPLICABILITY. The guidance contained in this publication is applicable to all contractors and Marine Corps personnel responsible for the preparation of a Training Support Plan. This standard is applicable to the Marine Corps Reserve.

5. DISTRIBUTION. This technical publication will be distributed as indicated. Requests for changes in allowance should be submitted in accordance with reference (c).

6. SCOPE

a. Compliance. Compliance with the provisions of this publication is required unless a specific waiver is authorized.

b. Waivers. Waivers to the provisions of this publication will be authorized only by CMC (MCCTA) on a case by case basis.

7. RECOMMENDATIONS. Recommendations concerning the contents of this technical publication should be forwarded to CMC (MCCTA) via the appropriate chain of command. All recommended changes will be reviewed upon receipt and implemented if appropriate.

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Information Resources Management (IRM) Standards and Guidelines Program

Training Support Plan
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Chapter 1

GENERAL

1.1. INTRODUCTION. The purpose of the Training Support Plan Standard is to establish the format for a Training Support Plan (TRP), its documentation requirements, and the completion criteria necessary to ensure that all TRP's developed from this standard are uniform and complete.

1.1.1. Objectives. The overall objectives of this standard are to:

a. Provide the specific format for the TRP to the section and paragraph level.

b. Provide a description of the contents required for each paragraph within the sections of a TRP.

c. Provide an instructional guideline for documenting a TRP in the specified format.

d. Provide a set of criteria by which the Project Manager will judge the uniformity and completeness of the documented TRP.

1.1.2. Use. TRP's developed and produced from requirements outlined in this standard will provide project management with a tool to consistently control and assess the proposed training required to install and operate the system being developed.

1.2. SCOPE. This standard establishes the documentation requirements, format, and completion criteria applicable to all TRP's. TRP's are required to be developed and produced by all in-house, vendor, and application contractor organizations for the hardware, software, or instructional training products they are supplying to the project.

1.2.1. Product Definitions. These products are generally, but not inclusively, defined as follows:

a. Hardware products are defined to be computing machinery, associated input/output peripherals, and all of the miscellaneous support equipment and devices that accompany each of them.

b. Software products are defined to be the modules that drive the hardware, and the applications that operate on the hardware.

c. Instructional training products, both initial and ongoing, are defined to be that training supplied as a specific product itself. Examples would include:

(1) All software training, both initial and ongoing, for products such as FOCUS, NATURAL, and DATAMANAGER.

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(2) All hardware training, both initial and ongoing, such as that for IBM 327X series terminals.

1.2.2. Applicability. This standard applies to the following organizations required to conduct systems training.

a. Automated Data Processing Centers such as Central Design and Programming Activities (CDPA's), Regional Automated Service Center (RASC) Organizations and Remote Job Entry (RJE) activities. Examples of types of training for each of the above are:

(1) Data Base Administration (DBA) Training - Training in data base concepts, procedures, and techniques involved in administering and controlling a system in a data base environment.

(2) Application Programmer Training - Training for programmers who will be developing and maintaining the system through its expected life cycle.

(3) Production Control Personnel Training - Training for production control personnel enabling them to work in the environment within which the system will operate.

(4) Operator Training - Training for computer operation personnel to set up and run system applications.

(5) Functional User Training - Training for functional users to operate and use the system applications.

b. Vendor Organizations - These organizations are business entities contracted to supply off-the-shelf software or hardware to the project. Examples of types of vendor training are:

(1) Functional User Training - Training to enable the functional user to effectively utilize the product being supplied.

(2) Data Processing Operations Training - Training to enable operations personnel to operate the vendor's product.

(3) Application Programmer Training - Training to enable programmers to perform the software development and maintenance activities associated with the vendor's product.

c. Application Contractor Organizations - Business entities contracted to develop specific applications for a project. Vendors could also be considered as application contractors when specifically contracted to modify their off-the-shelf product to satisfy a particular requirement. Examples of application contractor training are:

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(1) Functional User Training - Training provided by the application contractor to functional users to ensure effective and efficient use of the application that the contractor developed.

(2) Data Processing Operations Training - Training provided by the application contractor to data processing operations personnel who are required to operate the application that the contractor developed.

(3) Application Programmer Training - Training supplied by the application contractor for application programmers, enabling them to provide the software maintenance function for the application that the contractor developed.

d. Project Manager - The group with the overall development responsibility for the system. Examples of Project Management training are:

(1) Functional User Training - The initial training of the Project Development Office functional user personnel on the utilization of project applications.

(2) Data Processing Operations Training - The initial training of the Project Development Office data processing operations personnel to provide for the day-to-day operations of the applications.

(3) Application Programmer Training - The initial training of application programmers which will enable them to perform the software maintenance function for the applications.

e. Director, Marine Air-Ground Training and Education Command (MAGTEC) - All new training requirements will be staffed through the Director, Marine Air-Ground Training and Education Center. If appropriate, Director, MAGTEC will assign a Training Review Officer.

f. Marine Corps Service Support Schools - The Marine Corps Service Support Schools need to be made aware of the requirements for replacement training through the Director, MAGTEC. Replacement training involves the training of the future users of the system.

1.3. APPROACH. In relation to the overall System Development Methodology (SDM) employed on the project, TRP's will be produced during the definition and design phases. The TRP will be divided into three distinct sections. These sections are:

Section 1	Training Support Plan Overview
Section 2	Training Support Plan Information
Section 3	Course Descriptive Information

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Paragraph 1.3.1 presents a method by which a training support plan and its three sections can be produced. However, optional methods may be used that will amplify or clarify the document.

1.3.1. General Information. The preparer and/or functional training manager of the organization producing a TRP should first read Chapter 2, "Content and Format," which describes what each TRP document should contain. Appendices B and C list the TRP table of contents, and describe the contents of a TRP. Paragraph 2.1.3, "Evaluation Criteria," lists the criteria by which the TRP's uniformity and completeness can be judged.

1.3.2. Assignment of Project Training Coordinator. Before starting any production effort on the TRP, a project training coordinator will be identified. The coordinator will act as the primary project contact point to answer questions raised during production of a TRP, during the review and finalization processes, and during the actual training activity.

1.3.3. Develop Key Participants List. The preparer and/or functional training manager should develop a list of key participants responsible for the pre-TRP development and preparation. This list should include the organization's functional training manager, the preparer responsible for production of the TRP, key personnel who assisted in the development the TRP, and those people who will provide the training.

1.3.4. Preceding Document Matrix Review. Figure 2-01, Precedence Relationship, defines the minimum project documentation that the preparer should review prior to preparing a TRP.

1.3.5. Preparation. The TRP should be developed in accordance with Appendices B and C of this standard.

1.3.6. Approval. After preparation is complete, the TRP will be reviewed by the functional training manager and subsequently reviewed by the project training coordinator. If the project training coordinator recommends approval of the TRP, it will be submitted to the Project Manager for final review and approval. The TRP will be implemented only after it has been approved by the Project Manager.

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Chapter 2

CONTENT AND FORMAT

2.1. DOCUMENTATION STANDARDS. This section provides instructions for preparing the content of a TRP. It also provides evaluation criteria to ensure the uniformity and the completeness of the TRP documentation.

2.1.1. Table of Contents. Appendix B outlines the minimum elements to be included in the TRP. Additional elements and information should be included in a TRP to provide clarification of the document and to provide a more effective description of the training.

2.1.2. Description of Contents. Appendix C provides the description of contents for each of the paragraphs in the TRP sections listed in Appendix B. These descriptions should be used as a guide. Additional information to provide clarity is encouraged.

2.1.3. Evaluation Criteria. In order for a TRP to be judged uniform and completely documented according to the intent of this standard, the following minimum criteria will be met:

a. Each paragraph title listed above that is not applicable to the TRP, still appears in the TRP with the statement "Not Applicable to this TRP" following it.

b. Each paragraph title listed above that is not applicable to the TRP, still appears in the TRP with the notation "Not Applicable to this Plan" following it. Each occurrence of this notation is to be followed by a explanation of why the paragraph is not applicable.

2.2. DOCUMENTATION DEPENDENCIES. The documentation governed by this standard may also rely on the content of other project deliverables and/or standards. Figure 2-01, "Precedence Relationship," shows those project deliverables and standards which impact the Training Plan deliverables.

2.2.1. Preceding Documents. The boxes that precede the Training Plan as shown by a connected line with an arrow, are those project deliverables that must be completed before the Training Plan. The preceding documents for any one development effort are:

- a. Computer Operations Manual Deliverables
- b. Users Manual Deliverables

2.2.2. Consultation Documents. The boxes in Figure 2-01 are project deliverables governed by standards, and the bars are particular conventions described by standards. The boxes and bars that are in line vertically with the Training Support Plan

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show the concurrent documents that may be consulted at that time. These include:

- a. Implementation Plan Deliverables
- b. Naming Conventions (IRM-5234-04)
- c. Network Procedures Manual (IRM-5239-01)
- d. Project Deliverable Style Manual (IRM-5230-02)
- e. Inspection and Acceptance (IRM-5231-17)

2.2.3. Change Requirements. Since the SDM is an integrated methodology, issues may arise during development of the TRP that will require changes to preceding documents. These changes must be documented and approved in accordance with the quality assurance and configuration management procedures. Externally imposed milestones that are unrealistic to accomplish should not be used as an excuse to defer or eliminate the documentation requirements.

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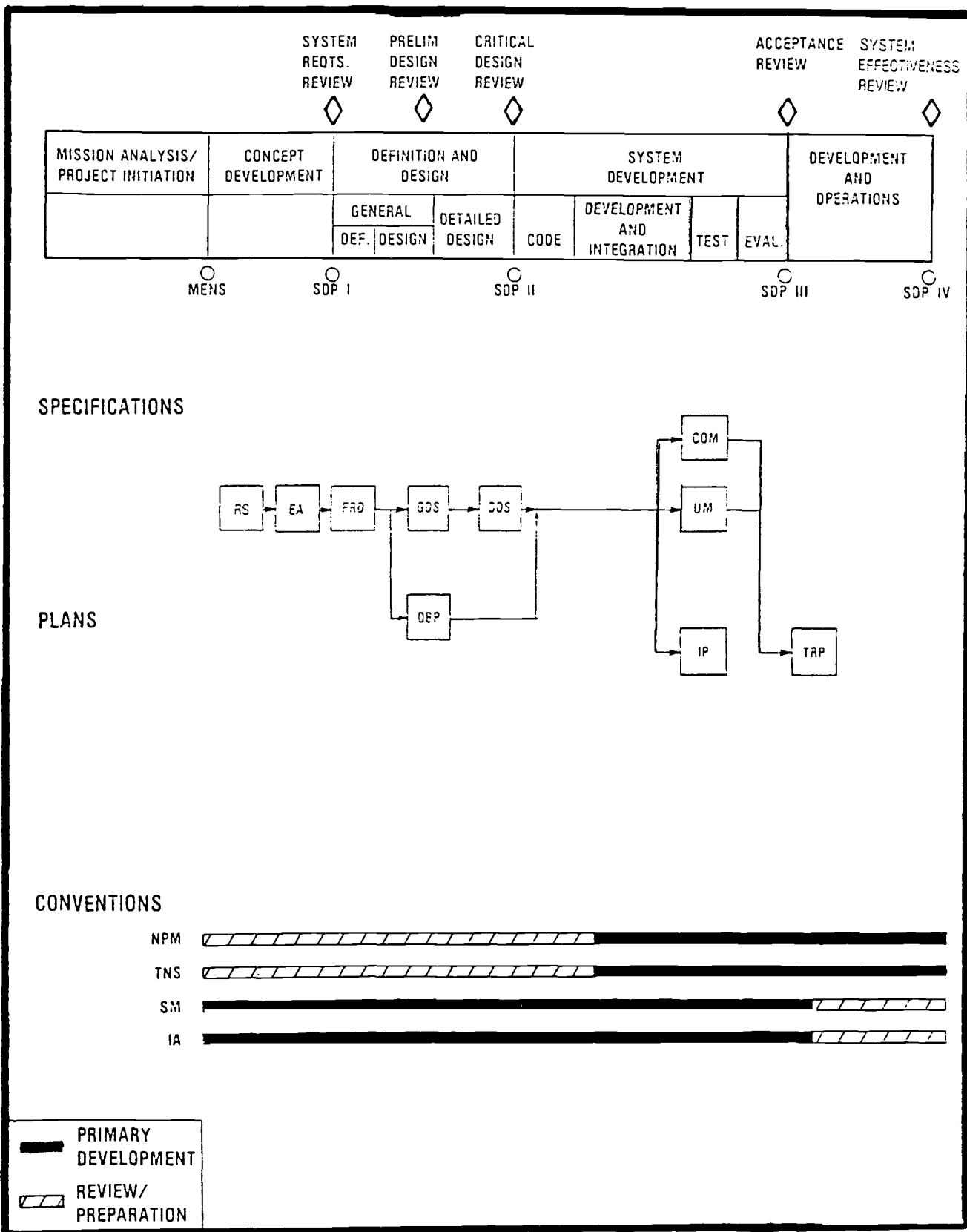


FIGURE 2-01
Precedence Relationship

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Appendix A

GLOSSARY

AIS: AIS is an acronym for "Automated Information System"

ASDP: ASDP is an acronym for "Abbreviated System Decision Paper"

COM: COM is an acronym for "Computer Operations Manual"

DBP: DBP is an acronym for "Data Base Plan"

DDS: DDS is an acronym for "Detailed Design Specification"

EA: EA is an acronym for "Economic Analysis"

FRD: FRD is an acronym for "Functional Requirements Definition"

GDS: GDS is an acronym for "General Design Specification"

IA: IA is an acronym for "Inspection and Acceptance Standard"

IP: IP is an acronym for "Implementation Plan"

MNS: MNS is an acronym for "Mission Need Statement"

NPM: NPM is an acronym for "Network Procedures Manual"

RS: RS is an acronym for "Requirements Statement"

SDP: SDP is an acronym for "System Decision Paper"

SM: SM is an acronym for "Style Manual"

TNS: TNS is an acronym for "Telecommunications Network Naming Standard"

TRP: TRP is an acronym for "Training Support Plan"

UM: UM is an acronym for "Users Manual"

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Appendix C

TRAINING SUPPORT PLAN CONTENT DESCRIPTION

SECTION 1 TRAINING SUPPORT PLAN OVERVIEW

The TRP overview section will include summary statements documenting the objective, scope, resources, and time required for implementation of the TRP.

1.1 PLAN OBJECTIVE

This section should provide a statement outlining the specific objectives for which the TRP is being prepared.

1.2 PLAN SCOPE

This section should provide a statement outlining the scope, specifically the parameters and constraints, impacting the TRP.

1.3 RESOURCE REQUIREMENTS

This section should define the required training resources such as human, materials, and facilities.

1.4 PLANNED DURATION

This section should provide a statement of anticipated start and completion dates for the training, and also list significant milestone dates.

1.5 TERMS AND ABBREVIATIONS

This paragraph will contain unique terms and abbreviations used within the plan or shall reference Volume II which contains definitions of the terminology used in the TRP.

SECTION 2 TRAINING SUPPORT PLAN INFORMATION

This section provides specific item descriptions with general narratives, summary statements, charts and/or graphs. This section need only be provided once in those TRP's where more than one training course will be taught.

2.1 TRAINING COORDINATION

Figure C-01, "Key Participants List," identifies the critical training coordination personnel required for both the TRP development effort and for the training.

2.2 TRAINING RESPONSIBILITY/TASK MATRIX

Figure C-02, "Responsibility/Task Matrix," identifies personnel and their responsibilities for the development, production,

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review, and finalization of the TRP.

2.2.1 Responsibility/Task Matrix Definition

The personnel arrayed along the horizontal axis of this matrix are those personnel that have been identified in Figure C-01, "Key Participants List." These people are responsible for the tasks listed on the vertical axis of the matrix to be completed for the TRP. For each of these tasks, some combination of responsibility codes (see Paragraph, 2.2.2, "Responsibility Codes,") should appear under each individual's name on the horizontal axis. These codes define that individual's particular responsibility for each of the production, review, finalization, and training tasks associated with a TRP.

2.2.2 Responsibility Codes

The preparer may use the following responsibility coding schema as it stands, modify it, or create a new one that may better define responsibilities.

RESPONSIBILITY CODES

'P' = Planning and Control

'D' = Documentation

'R' = Review

'S' = Sign-off

2.3 TRAINING SCHEDULE

For each course listed, a schedule will be prepared that provides the following minimum items:

a. The duration of training expressed in days and/or hours for each class and the proposed number of classes for each course

b. The recommended class periods; for example, 8:00 A.M. to 4:00 P.M.

c. The recommended number of students per class

The schedule must also identify constraint factors outside the system project. Examples of these factors include workload requirements within current system operations, vacation and holiday schedules, overtime considerations, availability of special facilities/equipment, as well as the overall plans for systems testing and implementation.

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Key Participants List

Training Organization Name:
Training Organization Address:
Training Organization Phone Number:

<u>Name</u> <u>Phone Number</u>	<u>Title</u>	<u>Address</u>
◦ Functional Training Manager Responsible for the TRP		
◦ Responsible TRP Preparer		
◦ Key Staff Personnel Involved in Preparation of the TRP		
◦ Instructor(s) for the Training Course(s)		
◦ Project Training Coordinator		
◦ Project Manager		
◦ Formal Schools		

FIGURE C-01
Key Participants List

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2.4 TRAINING MATERIALS

For each course, include the following minimum items:

- a. An estimate of lead time and man-hours required for course material preparation
- b. An estimate of the type and quantity of training material to be used such as technical manuals, aids, tools, and equipment. Specify those items that need to be provided by the training site coordinator. The training site coordinator will notify the preparer of the TRP of those items that will be supplied. Also identified will be those items that will not be supplied and an explanation as to why they are not available.

2.5 TRAINING FACILITIES

For each course listed, provide the following information regarding training facilities:

- a. A description of training facilities where the classes will be taught to include address, room number, and telephone number for emergency messages.
- b. The availability of student housing and dining facilities to include price range and description
- c. The requirement for, and the availability of, local transportation to and from the training facility

2.6 TRAINING STAFFING

For each course listed, provide the following information regarding training staff requirements.

- a. The name of the instructor assigned to teach each course
- b. The resume of the assigned instructor to include the following:
 - Education background
 - Degree, diploma, licenses, certificates
 - Technical qualifications and publications
 - Related work experience
- c. The organizational structure of the company or government organization providing the training. The responsible training manager's relative position is to be clearly identified within the training group's organizational structure

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d. Guidelines, policies, and procedures to be followed during the conduct of the course.

e. The name and title of the responsible functional training manager for the course.

2.7 TRAINING COSTS

For each course listed, the functional training manager will provide the following cost information to the Project Contracting Officer:

a. Direct Cost - Examples of direct costs which need to be estimated are labor, training materials, travel/per diem, and fee and royalty costs if applicable.

b. Indirect Costs of Training - This paragraph will contain those costs not directly related to the teaching of the course. Examples of these costs are all the students' long distance travel, their local transportation, their housing, and their meals.

2.8 PERSONNEL TO BE TRAINED

For each course, list the personnel to be trained by name, specialty or job title, and the sequence of training if applicable. It is the responsibility of the TRP preparer to ensure all appropriate personnel have been included on this list.

SECTION 3 COURSE DESCRIPTION INFORMATION

This section provides the individual course information for the training covered by the plan.

3.1 COURSE NAME

Write the name of each course.

3.2 COURSE OBJECTIVE

For each course listed, write the course objective.

3.3 COURSE SCOPE

For each course listed, provide the scope of coverage for the subject areas that are contained in the course.

3.4 COURSE TEACHING TECHNIQUES

For each course listed, provide the method of presentation and the materials and equipment to be used. Training will be targeted to the audience's level of knowledge. Course content will vary depending on the audience being trained. Examples of

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materials and equipment would include slides, overhead transparencies, or video projectors. If all courses use the same techniques, a statement to that effect under this paragraph and title in the TRP will satisfy the intent of the standard.

3.5 COURSE CONTENT AND DESCRIPTION

For each course to be conducted under the TRP, write a summary of the course content in a syllabus format, an overview narrative description of the course, and a list and a brief description of each key topic to be covered.

Under the key topic narrative, a statement will be provided identifying the course as an off-the-shelf course or a specifically tailored course.

Off-the-shelf is defined to be those courses that are commercially available or in the public domain which require no modification for project presentations.

Specifically tailored is defined to be those courses that are either created from scratch or are off-the-shelf courses with modifications.

3.6 COURSE PREREQUISITES

For each course listed, provide specific prerequisites required to take the particular course. Examples would include previous technical training, military rank, civilian grade, job classification, experience level, or a minimum level of education.

3.7 COURSE COMPLETION CRITERIA

For each course listed, provide the criteria by which students will be judged to have satisfactorily completed the course. Examples of such criteria include quantified or pass/fail grading, certificates of completion, demonstrated ability and/or understanding of material.

This paragraph will also include information concerning the privacy of the information generated by the grading system used, and to whom, other than the students, grading information will be provided.

3.8 FOLLOW-ON TRAINING IDENTIFICATION

For each course listed, provide a summary statement listing specific recommendations the preparer may have for follow-on training to be conducted by the Project Manager or his/her designates. Primarily, these recommendations are for the training requirements of an ongoing nature after an initial training phase. However, these recommendations will also include any additional training identified as required.

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SECTION 4 REPLACEMENT TRAINING

This section provides the requirements for training to be conducted at the Marine Corps formal schools for replacement training for the life of the system.

4.1 REPLACEMENT TRAINING IDENTIFICATION

For each course provided in the initial training identify those course objectives that need to be assumed by the Marine Corps formal schools to ensure adequate replacement training is planned and conducted.

4.2 REPLACEMENT TRAINING SUPPORT

Identify the training support that must be provided by the AIS development project team to train and support the instructors at the Marine Corps formal schools.

