

Training and the Contractor Would You Trust Your Business to a Stranger?

Background

- Major RM Redesign issued July 2003
- Major “tactic”- new RM Training and certificate program
- Training Goals:
 - Incorporate new policies and procedures
 - Consistent curriculum
 - Increase the effectiveness of NARA training
 - Increase level of professionalism in Federal RM community

How to achieve these goals with:

- Limited staff resources
- “Homegrown” experience in developing RM curriculum
- Less experience in new training techniques and technologies

Hire a contractor!

Set up inter-office team to develop performance work statement:

- Subject matter experts
- Training experts from Human Resources
- Contract specialists

1st Lesson Learned: Don't Reinvent the Wheel

OPM Training and Management Assistance (TMA) Program

- Simplified Procurement Process
- Pre-Qualified Contractors
- Project Management
- TMA Guarantee

<https://www.opm.gov/hrd/tma/>

2nd Lesson Learned: Choose the Right Contractor

“Pre-Qualified Contractors” are not equal

You need to know:

- What your priorities are
- What skills you really need
- When to say stop!

Right Contractor – Benefits

- **Expert skills & advice**
- **Fresh/neutral view**
- **Reduced administrative burden**
- **Reduced (not eliminated) burden on SMEs**

3rd Lesson Learned: Manage Expectations

- Contractors will not “know” your
 - Business like you do
 - Hidden agendas or policy issues
- Contractors will still need-
 - Your time, input, and monitoring

Other Contractor Experiences: Document Production Service

- Maintains current courseware online
- Any region can order and have shipped to their location
- Benefits: quality, timeliness and reduced burden on staff

Other Contractor Experiences: Learning Management System

Contract through OPM GoLearn

■ Benefits:

- Simplified Procurement Process
- Pre-Qualified Contractors
- Project Management

Other Contractor Experiences: Learning Management System

- Issues with the “middleman”:
 - Inadequate internal management controls
 - Financial processes not transparent
 - Inconsistent communication
- Issues with the vendor:
 - Inexperience with Federal customers
 - Repeated delays in some services

Other Contractor Experiences: Learning Management System

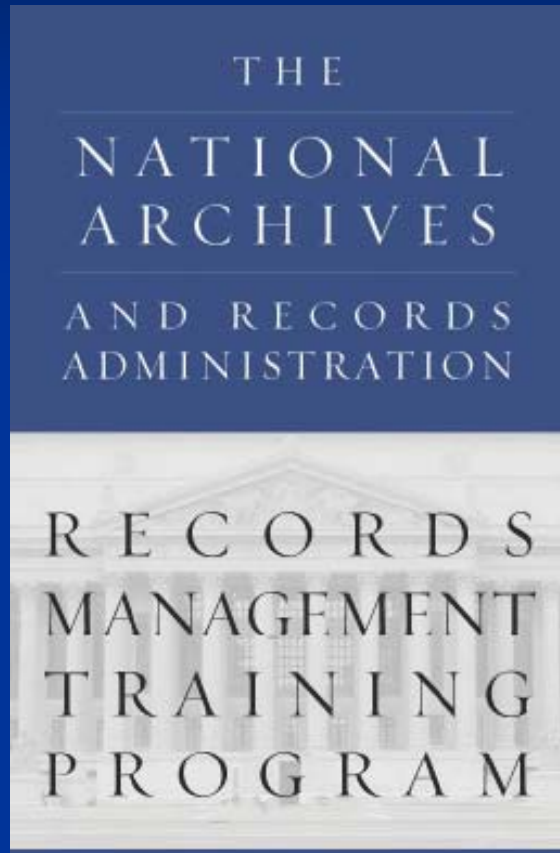
Benefits:

- **One- stop access from anywhere**
- **Central database for NARA administrators**
- **Training history available to students**
- **Certification testing managed electronically**
- **IT security and Privacy protection**

Summary Lessons Learned

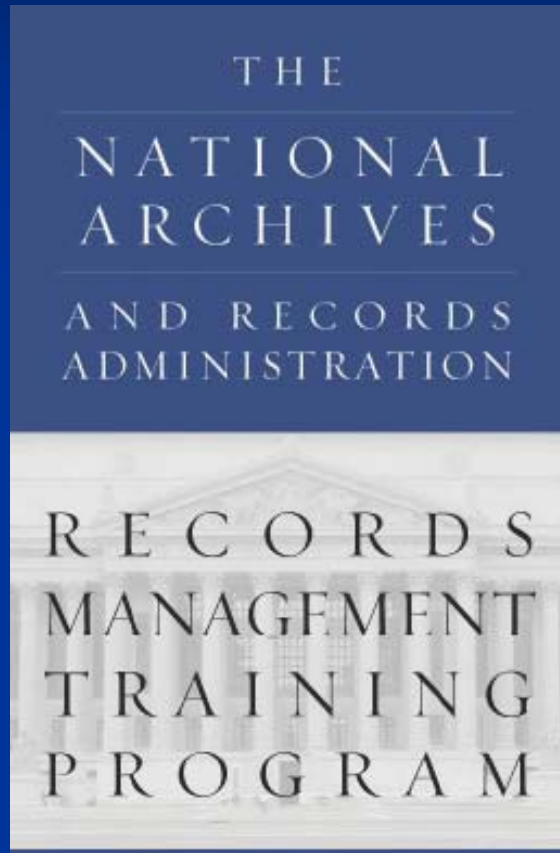
- Build good relationships with your contractors
- Communicate with contractors and staff
- Keep up to date on activities
- Recognize the serious time commitment

You are still responsible for outcome



NARA's Records Management Training Program Web Site:

<http://www.archives.gov/records-mgmt/training/>



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