Incident Based Automation

An NWCG Sponsored Project

Training Plan

Working Copy
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Document Information and Approvals

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Document Approvals

Approver Name	Project Role	Signature/Electronic Approval	Date
Jon C. Skeels	Project Manager	/s/Jon C. Skeels	8/17/2011

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TRAINING PLAN

INTRODUCTION

Training is the act of providing and receiving instruction concerning a specific subject.

The objective of effective training is for the targeted user to apply practically what they learned theoretically in a training environment. The training should take place at a juncture in time where the user can use new skills immediately after the training. To be effective, the training cadre must have a thorough knowledge of the subject they are teaching.

Scope

The Incident Based Automation (IBA) Project Team was chartered to create a web-based application that would replace the current I-Suite client/server application. The next generation of I-Suite, known as e-ISuite, will be browser-based and will contain similar functionality in current I-Suite but with updated technology. e-ISuite will offer incident management personnel an effective tool to process the business side of all types of incidents at all complexity levels.

e-ISuite will provide two areas in which to work: e-ISuite Enterprise, which will be available at any office with internet access; and e-ISuite Site, which can be used at an incident site with or without internet connectivity. e-ISuite Enterprise is new functionality, and combined with the enhancements to e-ISuite Site, will involve training beyond what is conducted for current I-Suite both in terms of function and the number of potential users. e-ISuite will reach established users of I-Suite, and is also intended for use at all agency offices with responsibility for local emergency incident response, including federal, state and local government entities. Based on this increased capability, e-ISuite has the potential of over 8,000 users.

See the e-ISuite Implementation Plan for further information on the functionality of e-ISuite.

Objectives

The objectives of this Plan are to provide the reader with information on the e-ISuite Project Team's training strategy; outline the roles and responsibilities of those individuals involved in training; discuss the identified risks to training; and briefly describe the training resources needed as well as the development and updating of training materials.

The objectives to the training sessions are as follows:

After training in the use of e-ISuite, users will be able to perform the following:

<u>Site</u>

- Initialize the system at the Remote Site and establish the connection to Enterprise
- Import resources data from ROSS and resolve any data issues
- Check-in local or non-local resources assigned to an incident
- Prepare an Incident Action Plan (IAP) using resources checked-in at the incident
- Post time presented by personnel and equipment assigned to an incident
- Prepare payment documents for personnel and equipment

- Estimate costs of an incident based on resources assigned
- Display graphs and other reports for costs
- Assist in displaying costs by agency/timeframe for cost apportionment purposes
- Provide cost projections for an incident
- Report on number and type of resources on the incident
- Track demobilization plans for resources and prepare demobilization reports
- Enter injury and illness information for trend analysis and preventive actions
- Track supplies received at the incident and issued to resources assigned
- Export/import incident data from Site to Enterprise and Enterprise to Site
- Backup, restore, export a database
- Create Custom Reports
- Assign roles to allow a user to perform a given function
    - Perform all the above functions
    - Set up user accounts
    - Assign user accounts to incidents
    - Restrict/un-restrict an incident
    - Establish Incident Groups
    - Establish User Groups

<u>Enterprise</u>

- Import resources data from ROSS and resolve any data issues
- Create an incident in their Work Area
- Create or share a Work Area
- Assign resources to an incident
- Prepare an Incident Action Plan (IAP) using resources at an incident
- Post time presented by personnel and equipment assigned to an incident
- Prepare payment documents for personnel and equipment for resources assigned to an incident and for resources that are not “assigned” to an incident (e.g. AD training)
- Estimate costs of an incident based on resources assigned
- Display graphs and other reports for costs
- Assist in displaying costs by agency/timeframe for cost apportionment purposes
- Provide cost projections for an incident
- Track demobilization plans for resources and prepare demobilization reports
- Enter injury and illness information for trend analysis and preventive actions
- Track supplies received at the incident and issued to resources assigned
- Export/import incident data from Site to Enterprise and Enterprise to Site
- Assign Roles to allow a user to perform a given function
    - Perform all the above functions
    - Set up user accounts
    - Assign user accounts to incidents
    - Restrict/un-restrict an incident
    - Establish Incident Groups
    - Establish User Groups
- Create Custom Reports

TRAINING STRATEGY

An e-ISuite training database will be established and accessible for all classes. The training database will have some pre-established data and will provide the trainees with the ability to add additional data during their session. The user will be able to sign on using either privileged or non-privileged user accounts, and perform the appropriate steps in setting up other user accounts, or performing the duties associated with a non-privileged account (posting time, preparing demobilization documents, etc). The training database will be available on a reservation basis and will be "cleaned" after each training session.

The curriculum will be based on each functional area within the application, and will display screen shots, have step by step processes to perform, and provide dynamic learning practices suited to an adult learning environment. The curriculum will be easily updated to include new functionality when the application is modified.

Roles and Responsibilities

The following individuals will have responsibilities for training development and delivery:

NOTE: On an on-going basis, training will be the responsibility of the local units

Develop Training Materials	▪ Development Contractor ▪ e-ISuite Project Management Team ▪ Subject Matter Experts for each functional area
Deliver Training	▪ e-ISuite Project Management Team and other Subject Matter Experts ▪ Individuals identified for each Geographic Area or Agency

Each Agency implementing e-ISuite will develop an overall e-ISuite Implementation Plan that addresses their implementation and training. The Agency training strategy should include the following:

- Their approach to training delivery – e.g. conduct Forest by Forest sessions; one session per Park; regional sessions, etc.
- Identify the individuals or positions to attend the Train-the-Trainer sessions
- Identify the individuals or positions responsible for the different roles within e-ISuite to assist in determining the number and type of training sessions needed
- Plan training sessions based on their Agency needs in terms of numbers of trainees and locations
- Agreement to provide the time for the potential Trainers and Users to attend training
- Provide a method to pay for travel and other expenses surrounding training sessions

Each Agency will be requested to host Train-the-Trainer sessions. Agencies will be encouraged to conduct joint training sessions where ever possible.

Training Sources

The training curriculum and materials for e-ISuite will be developed by the contractor, and by members of the e-ISuite Project Team. Subject Matter Experts (SME) in each functional area of the application will also participate in developing those areas. The Project Team and SMEs will conduct the initial Train-the-Trainer sessions, and will assist in general training sessions as needed and available. Future sessions will be developed to be available on-line.

Risks

Potential risks that could possibly affect training on this project are:

- Number of users to train versus the number of available trainers
- Trainers availability may be impacted by their normal work duties and supervisor support
- The timing of the training is intended to be just in time for use, however wide-spread use will depend on the severity and timing of fire season or other all-hazard events
- Some Geographic Areas historically do not have a large occurrence of fire or other all-hazard events, so utilization of the application after training could be up to one to two years. Due to slower incident occurrence, refresher training may be needed more frequently than anticipated.
- Availability of funding to pay for training and travel related expenses

Training Resources

Essential resources for training include:

- Adequate facility that includes computers and internet access
- e-ISuite Subject Matter Experts to conduct Train-the-Trainer sessions
- A cadre of instructors and course coordinators identified by the Geographic Area or Agency
- Instructors who have been trained in the new application and have knowledge of the business practices involved in incident management (e.g. knowledge of a particular functional area or of all of the functional areas)
- Supervisor buy-in and support to facilitate instructor availability for the period of time that training will be conducted

Training Environment

Training can be conducted at an office, school, or meeting room with internet availability. The optimum location would be a computer training room with dedicated internet to each work station.

Training Materials

Training materials will follow the general format of other National Wildfire Coordinating Group (NWCG) courses however; the curriculum will be prepared so as to be more fluid than current NWCG courses, and as such will be more easily updated as needed instead of being on a set schedule. The delivery of the content will involve some lecture, but will mostly contain hands-on instruction and interaction. Current screen shots from the application will be included in the training, with step by step processes for the student to follow in class. The curriculum will be designed so that a session can include all functional areas or just one or more functional area(s) in order to tailor the training for a group that needs specific functional access. For example, a need could be identified for a course for personnel and equipment time recorders, and would include just the Data Steward and Time portions of the application.

The duration of the Train-the-Trainer and overall e-ISuite sessions will not exceed 32 hours. Each functional area's duration will vary depending on the subject, but designed to fit within the 32 hours for the overall session. A certificate of completion will be provided at the end of the training session.

Future training materials will be developed to provide on-line training for students unable to attend a classroom session due to budget or other restraints. On-line training materials will be developed with the assistance of the NWCG Training Specialists and incorporate non-traditional learning delivery methods (e.g. web-based course, webinars, streamlining training sessions), and software available at that time. Training sessions presented over Video TeleConference will also be developed.

Update/Revise Training Materials

Training materials will be updated throughout implementation to incorporate lessons learned, hints and refined approaches. During the life-cycle of the application, updates or revisions will be made to the training materials to address new or enhanced functionality, and new business practices. Any updates to the User Guide or other user support materials will trigger an evaluation as to whether the training materials need to be addressed as well. Updates and revisions will be on an as-needed basis instead of on a set revision schedule.

Training Schedule

Training is scheduled to begin in May 2013. The e-ISuite Project Team will initially offer Train-the-Trainer courses to train instructors. Each Geographic Area or Agency will identify instructors to attend this course, and after attending the Train-the-Trainer session, they will schedule and conduct e-ISuite training courses for their users. The e-ISuite Project Team will be available to assist with the training sessions as needed.

During the life-cycle of the application, Geographic Areas or Agencies will provide training and refresher training sessions as needs are identified or on a schedule they establish.

Training Evaluation

Members of the e-ISuite Project Team, and SMEs as available, will monitor/audit training sessions to ensure that the training materials are adequate and that the Train-the-Trainer sessions were successful. Issues or problems observed in the training sessions will be documented and discussed within the Project Team and/or with the contractor, to develop a strategy to appropriately address or correct shortcomings.

A Course Evaluation Form will be provided to each student to fill out and turn in at the end of each training session. The instructor will be asked to send completed forms to the e-ISuite Project Team at an address provided on the form. The e-ISuite Project Training Lead will review all Evaluation Forms and make recommendations to the rest of the Project Team regarding any changes to the training materials, issues with instructors, or requested changes to the application. If a determination is made to further evaluate a requested change to the application, the Training Lead will prepare a Change Request form and submit it through the established process.

Appendix A. e-ISuite Trainer Roles and Responsibilities

e-ISuite Project Team, SMEs and Contractor Training Team – extensive knowledge of the entire system

Responsibilities:

- Practice, practice, practice before Instructor training session(s).
- Complete tasks on instructor/course coordinator checklists for the Instructor training session(s). (Attached below in Appendix A and B)
- Conduct Train-the-Trainer training sessions.
- Document changes needed in training curriculum and ensure those changes are made to the training materials before the user testing sessions begin.
- Assist as Coach/Unit Instructor during the user training session(s) if available.
- Evaluate user training sessions to ensure adequacy of training materials and instructors.

Lead Instructors – (initially) working knowledge of the entire system

Responsibilities:

- Attend a Train-the-Trainer session for Instructors.
- Practice, practice, practice before conducting training sessions (estimate 40 hours; the amount of time needed will diminish as the instructor becomes more familiar with the application and only needs to keep up with the changes).
- Review training course as changes are made and provide feedback.
- Complete tasks on checklists for the training session(s).
- Participate in conference calls at the end of each day during training session(s) to communicate issues/questions with the e-ISuite Project Team (optional as time allows).
- Assist in other geographic area/agency training sessions as Coach/Instructor, if possible

Unit Instructors – Subject Matter Expert level knowledge in specific functional areas

Responsibilities:

- Attend a Train-the-Trainer session (preferable) or a user training session.
- Practice, practice, practice (best estimate would be 20 hours).
- Review training course as changes are made and provide feedback.
- Participate in conference calls if held by the Lead Instructor.
- Assist in other geographic area/agency training sessions, if possible.

Coaches – basic knowledge of the system, ability to provide general assistance in a classroom setting

Responsibilities:

- Attend a training session.
- Practice, practice, practice before assisting in geographic area training sessions (best estimate would be 40 hours).
- Answer questions during the session to help keep the class moving on schedule.
- Assist as Coach in geographic area/agency user training sessions.
- Some Coaches may also serve as Instructors, depending on their experience level and qualifications.

Appendix B. Course Coordinator Checklist and Training Letter Content

Training Course Coordinators are responsible for completing the following tasks (if you are also the Lead Instructor, see Appendix C for additional information):

	Advertise training sessions, and confirm the number of students in the session, names of students and their offices. The recommended maximum number of students is 20.
	Ensure all trainees have user accounts set up prior to the training session. **NOTE – this process is still being developed. This Plan will be updated when more detail is available.**
	Reserve meeting/training room meeting specifications listed below. If there is a room charge, arrange for payment. • Training room with computer, computer projector and screen for instructor. • Training room needs to be large enough to allow Coaches to assist individual students. • Computer for each student (20 max). • Availability of flip charts/paper/markers for meeting rooms.
	Minimum computer specifications as follows: (as of 2011) • Pentium II Processor running at 800 MHz or better. • 256 mb RAM. • 100 mb available hard drive space or more. • Monitor and video card capable of 1280 X 800 resolution. • All computers need the ability to access the Internet with Internet browser installed • Flash 9 installed.
	Test the application prior to the course in the training room if possible. Also reserve the room for Monday morning of the training session week for a session run-through with instructors and Coaches. Coordinate with Lead Instructor.
	Develop letter and mail to attendees, Lead Instructor, and Coaches regarding lodging, etc. See sample information that follows.
	Obtain the following supplies for the session: • Name tags. • Masking tape. • Flip Charts. • Extra flip chart paper, markers, tape, tacks. • Pens, pencils.
	Download the latest copy of the training materials and make copies for the coaches and students. Best practice is to put the material in binders.
	Gather housekeeping information and give to Lead Instructor. Provide him/her with name and phone number of technical contact, training site contact, if different than Course Coordinator.
	Ensure training attendance and evaluation sheets are available.
	Contact local IT support staff and let them know of the training and encourage their attendance any time during the session.
	Extend an invitation to the local manager or FMO to welcome the trainees.
	Contact your Incident Business Lead and ask for a representative to present implementation issues for the geographic area or Agency.
	Follow up with the Lead Instructor and e-ISuite Project Team to ensure issues have been conveyed or to relay any problems encountered with the training session overall.

Appendix C. Lead Instructor's Checklist

	Work closely with Course Coordinator on all aspects of the training session.
	Ensure the latest version of the curriculum is being used, both Instructor manual and trainee materials.
	Check with Course Coordinator to ensure copies (with binders) of training course materials are made and delivered to the training site.
	Lead all aspects of the training session. Be there early, return from breaks on time, establish bin item collection point during the session, establish ground rules and expectations for participation, and encourage open communication and feedback.
	Confirm everything is set up two weeks prior to the training session. Contact the local technical contact to ensure there are no technical problems with accessing and using the application in the training room. Insure that someone has actually logged in to both e-ISuite Enterprise and Site on the training room computers.
	Obtain information from Course Coordinator including: housekeeping information, room availability for set up, list of Coaches, and contact personnel.
	Coordinate the following information with Coaches: when to arrive, logistics, expectations, course material, and what to bring; who is going to teach what units.
	Contact e-ISuite Project Team to reserve the Training Server. NOTE – this process is still being developed. This Plan will be updated when more detail is available.
	Follow up with Course Coordinator to ensure all trainees have user accounts set up prior to the training session. NOTE – the process for setting up user accounts is still being developed. This Plan will be updated when more detail is available.
	Schedule cadre meeting on Monday morning.
	Test-drive the equipment you will be using for your presentation. Make sure Lead Instructor computer and projector are available and have PowerPoint application and web access.
	Ensure sign-up sheet is completed and sent to the e-ISuite Project Team at the end of the training session.
	Distribute evaluation forms, collect completed ones, and forward to e-ISuite Project Team at the end of the training session.
	Find out time for daily conference call with e-ISuite team and participate.
	Communicate any suggested changes/enhancements to the application to the e-ISuite Project Team using the Change Request form and process.
	Ensure Coaches perform their tasks during training sessions. Have a meeting with them at the end of each day during the training session to discuss how things went, ways to improve, etc.
	Closeout: Clean up room; provide any additional feedback to the Course Coordinator or the e-ISuite Project Team.

Appendix D. Letter to e-ISuite Training Attendees

The following list identifies some suggestions for the Course Coordinator to include in the letter to attendees:

	Name of training session, what it is about, and training session goals.
	Date and times of training session.
	Advise trainees of any materials they will need to bring to the training session, or if there is anything they need to accomplish prior to the session.
	Location of training session, including: city, state, office, office address and phone number, and any office security issues.
	Hotel booking information on a block of lodging rooms, including: hotel name and location, phone number; hotel web site (optional). Ensure you arrange for enough rooms for people who may have to come a day early or stay a day later due to travel distances.
	Ensure hotel is on the list for acceptable facilities (FEMA web site regulations--www.usfa.fema.gov/hotel/index.cf).
	Per diem and lodging rates.
	Identify code name for making reservations at the hotel (for example, e-ISuite Training).
	Deadline for making hotel reservations.
	Transportation information to/from airport and travel duration.
	Transportation information to/from training session and to local area restaurants.
	Should attendees expect any future correspondence? Content?
	Who to call for questions. Include name, e-mail address, and telephone number.
	Information about any after-hours get-togethers included in the training session.
	Optional - Packet of local information, including information about the area and local events. You may be able to obtain this information from the local chamber of commerce.