

DE FACTS II Agile Training Scope

Training Deliverables

Our Deloitte Training Professionals use the industry best practice ADDIE approach to Assess, Design, Develop, Implement, and Evaluate the training program we deliver. By incorporating each of the five (5) steps, we are able to use experiences, tools, and accelerators as a starting point to customize training deliverables that are targeted at the State's specific needs.

The System Training Phase includes the development of training content and facilitation of Train the Trainer sessions. The table below includes details on each training deliverable planned for this engagement.

Deliverable	Deliverable Description	Associated Delivery Method
Training Plan	<p>The DE FACTS II Training Plan defines the approach to designing, developing and delivering the Train the Trainer (TTT) program and end-user training curriculum. The Deloitte Training Team, working in coordination with the Department of Services for Children, Youth and their Families (DSCYF) outlines the following in the Training Plan:</p> <ul style="list-style-type: none">• The methodology that will be used to assess, design, develop, implement and evaluate the FACTS II TTT program• Results collected during the assessment phase through the FACTS II Training Needs Analysis; these results will be used to drive the development of curriculum for FACTS II training audience groups• Proposed end-user training curriculum <p>The objectives of the Training Plan deliverable are to describe:</p> <ul style="list-style-type: none">• Train the Trainer (TTT) approach• Trainers to be trained in the Deloitte facilitated TTT sessions• TTT venue(s) as identified by the DSCYF• TTT schedule• Technology and support necessary for conducting TTT and end-user training• Training curriculum based on the requirements outlined in the Scope of Work and findings from the FACTS II Training Needs Analysis	Documentation only

Deliverable	Deliverable Description	Associated Delivery Method
Train the Trainer	<p>Train the Trainer (TTT) is a core component of the FACTS II training approach. During TTT, the FACTS II training curriculum is facilitated by the Deloitte Training Team to the DSCYF Training Team. In these sessions there are opportunities for the participants to self-study and practice training delivery. Feedback is provided to participants on their training delivery style and clarifications and questions regarding the system are addressed.</p> <p>The TTT structure includes a period of time that has an instructor led focus, and a period of time for the new trainers to complete mock training and refine their training delivery styles. Materials used during the TTT sessions include:</p> <ul style="list-style-type: none"> • Course Delivery Tips and Techniques for Instructors - A Microsoft Word document that provides basic tips for instructors as training instructor ground rules for course delivery. This tool is used as a helpful reminder tool for instructors only. • Training Classroom Delivery Readiness Checklist - A Microsoft Word document is the Classroom Readiness Checklist of important items for training instructors. This Classroom Readiness Checklist is completed as a component of the instructor preparations for training delivery. • Course Evaluations - Each trainee completes a FACTS II Training Evaluation Form that is deemed appropriate by the DSCYF Training Department to provide feedback regarding their training experience including course content and instructor delivery. • Instructor User Manual - A version of the Student User Manual that includes instructor delivery notes and pertinent information that instructor's will use to facilitate instructor led training sessions. The Instructor User Manual is created in Microsoft Word. • Student User Manual - The FACTS II user manual includes the training curriculum, practice scenarios, self-assessment questions, and other helpful hints to support key user learning. The Student User Manual is created in Microsoft Word. 	Documentation and Instructor Led

Table 1: Training Deliverables

“Train the Trainer” training courseware development scope

The Train the Trainer (TTT) session(s) take place prior to “Go-Live” in order to provide the DSCYF Trainers sufficient time to get to know the system and become familiar with functional processes before facilitating the end-user training and participating in post implementation support. The table below outlines a proposed training curriculum for the TTT session(s). These training courses will be updated and finalized based on the information collected as part of the FACTS II Training Needs Analysis.

Training Course	Audience	Training Format	Ability to Leverage Existing Training	Anticipated Owner	
				Development	Delivery
System Overview	All FACTS II trainers	Instructor Led Training		Deloitte	Deloitte
Intake Only	Appointed trainers	Instructor Led Training with Web Based training environment		Deloitte	Deloitte
Intake and Assessment	Appointed trainers	Instructor Led Training with Web Based training environment		Deloitte	Deloitte
Case Management	Appointed trainers	Instructor Led Training with Web Based training environment		Deloitte	Deloitte
Provider Management	Appointed trainers	Instructor Led Training with Web Based training environment		Deloitte	Deloitte
Financial Management	Appointed trainers	Instructor Led Training with Web Based training environment		Deloitte	Deloitte
Resource Management	Appointed trainers	Instructor Led Training with Web Based training environment		Deloitte	Deloitte
Eligibility	Appointed trainers	Instructor Led Training with Web Based training environment		Deloitte	Deloitte

= no known existing training resources
 = minimal existing training resources to leverage
 = some existing training resources to leverage
 = extensive existing training resources to leverage
 = existing training resources are ready

End User Instructor Led Training (ILT) courseware development scope

Following the delivery of TTT, the end user ILT sessions are held as classroom trainings led by the DSCYF Training Team. Using the information and materials provided during the TTT sessions, the DSCYF Trainers are responsible for training the end-users identified in the DE FACTS II Training Plan.

Training Course	Audience	Training Format	Ability to Leverage Existing Training	Anticipated Owner	
				Development	Delivery
System Overview	All FACTS II Users	Instructor Led Training		Deloitte	DSCYF
Intake Only	Users with relevant role and functionality usage	Instructor Led Training with Web Based training environment		Deloitte	DSCYF
Intake and Assessment	Users with relevant role and functionality usage	Instructor Led Training with Web Based training environment		Deloitte	DSCYF
Case Management	Users with relevant role and functionality usage	Instructor Led Training with Web Based training environment		Deloitte	DSCYF
Provider Management	Users with relevant role and functionality usage	Instructor Led Training with Web Based training environment		Deloitte	DSCYF
Financial Management	Users with relevant role and functionality usage	Instructor Led Training with Web Based training environment		Deloitte	DSCYF
Resource Management	Users with relevant role and functionality usage	Instructor Led Training with Web Based training environment		Deloitte	DSCYF
Eligibility	Users with relevant role and functionality usage	Instructor Led Training with Web Based training environment		Deloitte	DSCYF

= no known existing training resources

= minimal existing training resources to leverage

= some existing training resources to leverage

= extensive existing training resources to leverage

= existing training resources are ready

Out of Scope Training for Deloitte Consulting

Anything not specifically listed in this Training deliverables list as being within the scope of services will be out of the scope. Without limiting the foregoing, the following items are out of scope for the DE FACTS II Training effort:

Out-of-Scope

Deloitte will have no responsibility for providing a Computer Based Training (GBT) plan, courseware and delivery.

Deloitte will have no responsibility for providing Online Help.

Deloitte will have no responsibility for training on other applications, even if they are affected by DE FACTS II SACWIS.

Deloitte will have no responsibility for providing system security training

Deloitte will have no responsibility for providing training that applies to general computer literacy, program and policy, or changes to office specific business processes or procedures.

Deloitte will have no responsibility for securing facilities and training equipment as part of training logistics.
