

ATTACHMENT 12 -- TRAINING REQUIREMENTS

Yes/No, In

Progress Response with explanation for Requirements

1.) Instructions

The Court considers Vendor to agree to the requirements where they are stated. Please respond, as specified in the Response Template section 3.3 Deployment Services, to the requirements in this attachment

- The requirement specifically requests feedback on how you intend to meet that requirement.
- A sufficient response requires a narrative format that include descriptions of approaches, methodologies etc.

2.) Training Requirements

Vendor will train the Court as mutually agreed. The Vendor will create, with Court assistance, the CMS training program, including documentation as desired. The Vendor and the Court will execute the training program. Vendor will assist the Court in the initial training programs until the Court can fully execute

3.) Training Assessment

Vendor shall conduct a training needs assessment at the court which includes job analysis, job task lists, job breakdowns, as well as court business standards and procedures. The assessment will determine the scope and approach for the training deliverables. The final goal of the assessment is to gain sufficient insight for the creation of effective court training curriculum and appropriate training delivery. Assessment deliverables include but are not limited to:

- **Executive Summary** – Highlighting key findings and training recommendations
- **Roles and Responsibilities** – Outline the roles and responsibilities of the Vendor and Court with regard to curriculum development and delivery, training logistics, preparing court personnel for transition and other as discussed by Vendor and Court.

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- **Assessment Data** – e.g., survey results, interview transcripts, field observation reports
- **Training Priorities** – Identifying and describing best and most effective opportunities for training and development
- **Design and Delivery** - Suggested instructional strategies and delivery methods for providing learning experiences that address the Court’s priorities

4.) Training Strategy

Vendor to provide the following:

- Detailed pre-deployment training plan to prepare the court's transition from the legacy system to the new system including existing interfaces, if applicable;
- Pre-deployment change management training plan to prepare court for transition to the new system. *Note: the change management training may or may not be done by vendor. This will depend on what court needs, what is available, and what vendor could offer.*
- Detailed go-live (implementation) training plan which includes a training schedule that coordinates with the actual
- Detailed post-deployment plan
- Other training plan(s) as required by the Court

4.A) The training strategy should address the following:

- **Scope** Outline the content of the training in detail, including, but not limited to case type, case initiation, courtroom procedures, dispositions, system administration, ad hoc reporting, etc. The scope should cover all aspects of each screen and system components operationally and functionally. Scope should also include whether vendor trainer(s) will be onsite during go-live or implementation to address training issues.

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- **Duration** Length of each training session, length of entire training, and when training will begin and end for pre-deployment and deployment phases.
- **Audience** Define the audience to be trained and how the trainee’s position will determine the delivery method (i.e. Role, function, etc.) Identify how Vendor will train Justice
- **Logistics** Training schedules, training location and rooms, and training hours.
- **Equipment** Vendor to identify training equipment needs and requirements including, but not limited to product, number, timing of set up and removal.
- **Format** Various training delivery methods including, but not limited to train-the-trainer, individual employees in their work environment, group training (judicial officers and court personnel, court personnel and justice partners, when applicable, other), web/video conference training or other distance training methods.
- **Approach** Customized training design for the Court and in accordance with Court standards and procedures. The approach should provide acceptance criteria to measure knowledge transfer and user familiarity and comfort with the new software system including functionality, system maintenance, and operations.
- **Delivery** Vendor shall deliver the training as specified in the training plan including, but not limited to Baseline End User Training, Specific Case Processing by Functional Area, and System Administrator.

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- **Post-deployment plan** Post go-live training activities should use similar criteria as with go-live training (scope, approach, etc.). The plan must include how training will be conducted on legislative updates, enhancements and upgrade. The Post-Deployment plan must also address when, to whom, and for how long the vendor will provide training after deployment.

1.) Training Material

Vendor will provide training materials and documentation to the Court in hardcopy and electronically or in a format and quantity that is mutually agreed upon. Vendor agrees Court can reproduce the training material as needed. Training materials will include, but not be limited to:

- screen shots
- text instructions
- quick reference guides
- e-learning or just-in-time (on demand) job aids, web-based manuals, job aids, etc.
- minimal number of screens required to do a task (such as initiate a case)
- all case types (e.g. civil, criminal, traffic, etc.), financial, and all additional court functions (e.g. jury, records management, exhibit management, interpreting, etc.) and interfaces.
- specific case processing by functional area
- system administration and Help Desk guides including, but not limited to installation, troubleshooting procedures, system update, ad hoc reporting, tuning, and integrating local components
- other materials as required by the Court to ensure Court can maintain functionality and daily court operations

2.) Training Resources

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Vendor will provide the sufficient training resources. Vendor will also provide a detailed biography of the proposed trainers identifying experience and expertise with court functions, system functions, and education and training development and delivery experience. These biographies will include references of previous training.

3.) Knowledge Transfer

Vendor will provide the sufficient knowledge transfer in order that court technical personnel are taught all necessary system functions. Knowledge transfer shall include but may not be limited to:

- Schema documentation and training
 - Ad hoc reporting ability
- Database administration
 - DBA monitoring,
 - Performance tuning,
 - Troubleshooting
 - Diagnostics
- Batch scheduling documentation and overview
- Application monitoring and troubleshooting procedures
- Application error logging
- Application startup, shutdown and backup procedures
- Data exchange monitoring logging
- Schedulers
- Alert setups and documentation
