

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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- **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

Yes/No, In Progress	Response with explanation for Requirements

