



# Training Road Show

Sharon Logan

Michael Barnwell

Toni Lyons

*"Creating A More Educated Georgia"*



# Why We Are Here

- Present training strategy
- Alleviate any concerns
- Demonstrate some tools to be used in training



# Agenda

- User Productivity Kit (UPK) Demonstration
- Terminology
- Timing of Training
- Training Strategy
- Tie specifics of the training strategy to the training portion of the scorecard
- Certified Trainer Program
- Discussion



# User Productivity Kit (UPK)

## UPK Demonstration



# Terminology

- Super Users
  - Functional Leads in each module at an institution
    - Tend to have the greatest knowledge and experience in the module
    - Usually the primary person responsible for performing tasks in the module
- End User
  - Individuals who use the module in the regular job roles, and are not Super Users

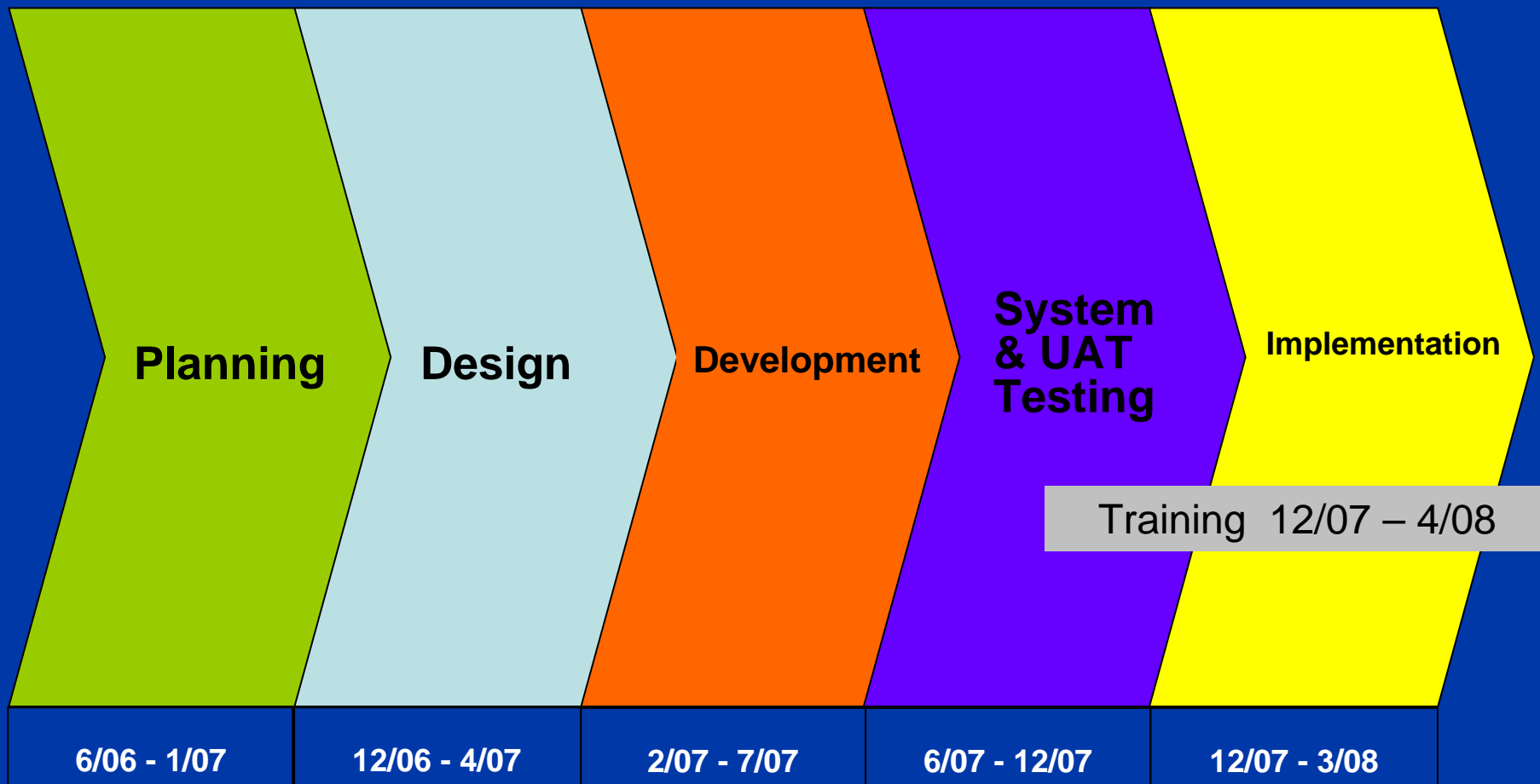


# Terminology

- Traditional User
  - A person who uses PSFIN in their normal job role
- Non-Traditional User
  - A person who uses the Expenses and/or eProcurement modules but does not otherwise use PSFIN in their job role



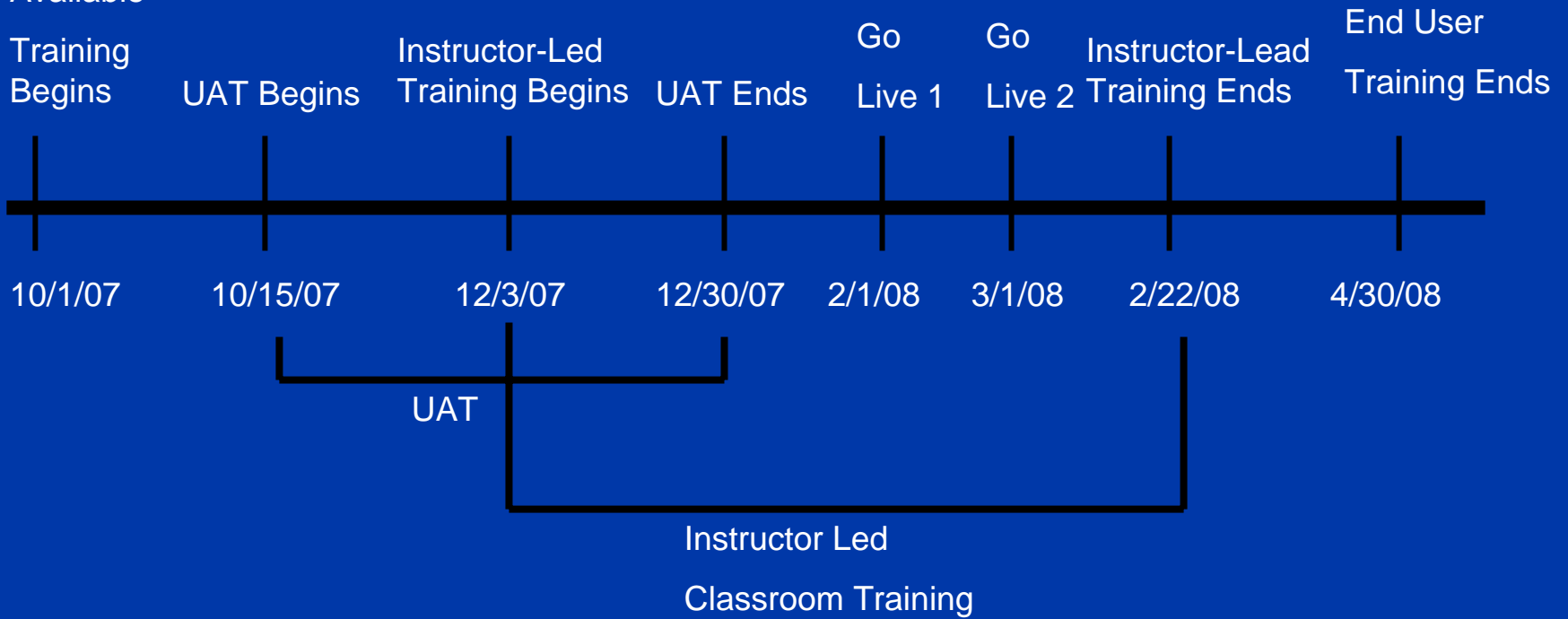
# Project Timeline





# Training Timeline

Materials  
Available –



*"Creating A More Educated Georgia"*





# Timing of Training

- Training materials released before User Acceptance Test (UAT)
- Super User Workshops conducted by OIIT 4-8 weeks before go-live



# Considerations in Developing Strategy

- Short window of time in which training can be done
- Limited resources at OIIT to conduct training
- Large user base to be trained (ex. 7 modules x 2 super users x 33 institutions = ~465 users to be trained, many need to be in more than one class at a time, limiting how many concurrent sessions can be held)



# Considerations in Developing Strategy

- Super Users are most qualified – knowing the module and local business processes
- UPK is a cutting edge, user friendly tool
- Ability for ongoing delivery of training, rather than a few users receiving training once



## Training Approach – Traditional Users

### Blended learning – consisting of:

- Instructor-led classroom training for Super Users – 2 Super Users, or one trainer and one Super User per module for each institution
- End User training conducted by institutions with support from OIIT (materials, training the trainer)
- Online training simulation/instruction (User Productivity Kit)



## Training Approach – Traditional Users

Blended learning – consisting of:

- Paper-based materials, e.g. Training Manual and Job Aids
- Webinars (Horizon Live Classroom)
- Labs/Office Hours at OIIT post go live



# Training Approach – Non-Traditional Users

Blended learning – consisting of:

- Online training simulation/instruction (UPK)
- Paper-based materials, e.g. Training Manuals and Job Aids



# Training Road Show

**BREAK TIME!**



# Certified Trainer Program

- The Certified Trainer leads the training effort at their local institution
- OIIT will provide support for the trainer - including curriculum, documentation, and other materials





# Certified Trainer Program

## Benefits?

- Expert in Financials training on campus who is familiar with institution-specific processes
- Your institution does it's part to keep the project GREEN!



# Certified Trainer Program

Certified Trainer nominee should:

- Demonstrate advance knowledge of existing PSFIN V7 in at least one PSFIN module, preferably as a Super User
- Have experience in their institution's business procedures, i.e. end-to-end processes
- Have excellent communication skills or training delivery experience

(Some travel, to OIIT training events, may be required)



# Certified Trainer Program

The Certified Trainer Nominee must:

- Attend the Super User Workshop for their specialized module
- Pass brief assessment after workshop
- Complete any specialized training offered by OIIT for Certified Trainers



# Project Scorecard - Training

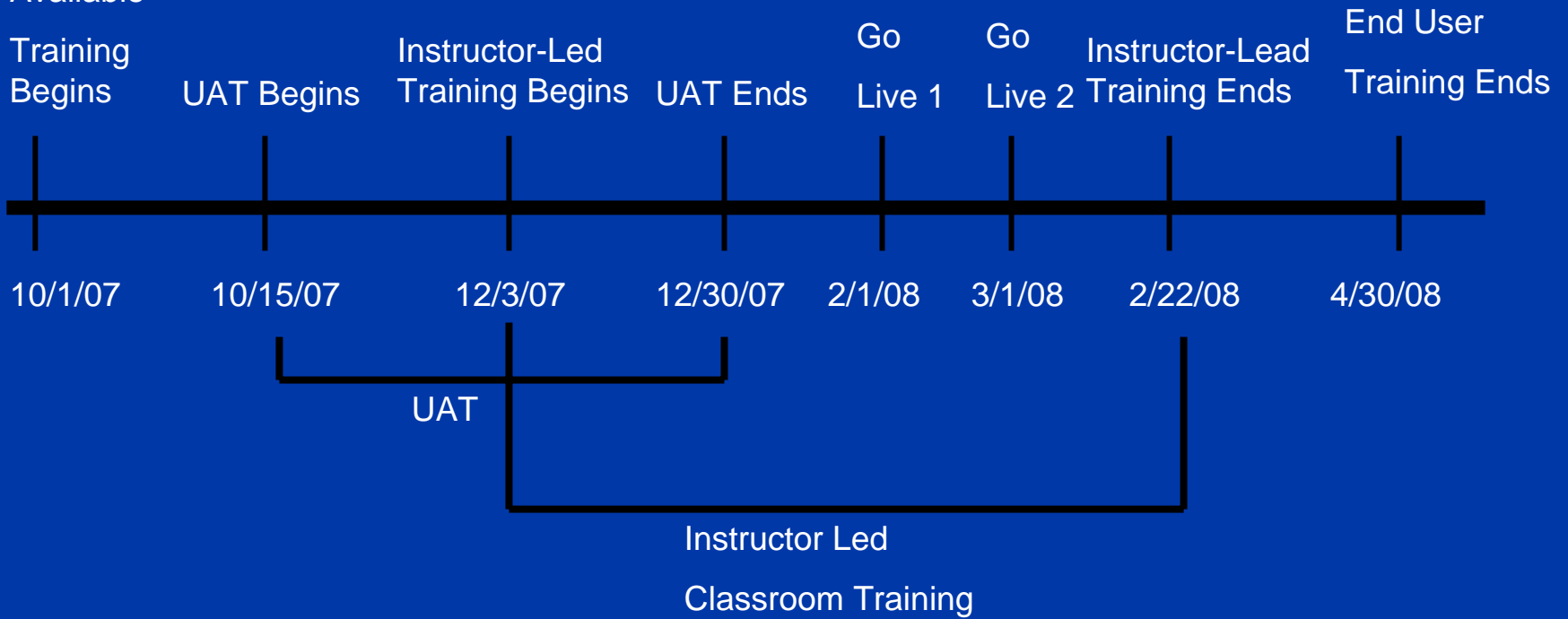
Success Criteria	Meets Criteria Once the system is implemented:	Falls short of criteria or inconsistently meets criteria Once the system is implemented:	Does not meet criteria Once the system is implemented:
<b>Trained Users</b>	<p>33 institutions have at least one Super User designated as a Trainer</p> <p>33 institutions have at least one Super User designated to provide End User support</p> <p>33 institutions have at least one Super User trained in each module in Super User Workshops</p> <p>33 institutions trained their End Users</p> <p>75% of Traditional End Users from each institution participated in End User Training</p> <p>75% of Non-Traditional End Users from each institution participated in online learning</p>	<p>32 institutions have at least one Super User designated as a Trainer</p> <p>32 institutions have at least one Super User designated to provide End User support</p> <p>32 institutions have at least one Super User trained in each module in Super User Workshops</p> <p>32 institutions trained their End Users</p> <p>60-74% of Traditional End Users from each institution participated in End User Training</p> <p>60-74% of Non-Traditional End Users from each institution participated in online learning</p>	<p>31 or fewer institutions have at least one Super User designated as a Trainer</p> <p>31 or fewer institutions have at least one Super User designated to provide End User support</p> <p>31 or fewer institutions have at least one Super User trained in each module in Super User Workshops</p> <p>31 or fewer institutions trained their End Users</p> <p>Less than 60% of Traditional End Users from each institution participated in End User Training</p> <p>Less than 60% of Non-Traditional End Users from each institution participated in online learning</p>

*“Creating A More Educated Georgia”*



# Training Timeline

Materials  
Available –



*"Creating A More Educated Georgia"*



# Discussion

*"Creating A More Educated Georgia"*