CHILD, JUVENILE, & ADULT MANAGEMENT (CJAMS), TRAINING DEPARTMENT PLAN

Vicki Golden, PhD
Lead/Director Instructional Consultant

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CJAMS TRAINING

Project Overview:	Dr. Golden, (Contractor), shall provide a customized training program that addresses the training requirements of all defined user types/roles and includes written materials employing the State of Maryland's terminology. Her responsibilities include the hiring and onboarding a nine-team staff of instructional designers that she will train and manage.
Purpose:	To provide training services, materials, and documentation related to the operation and use of the Child Jams IT system integration, and the developmental functionalities.
Goal(s):	**Training programs shall be developed for all components needed for the CJAMS Project. The proposed training shall include at a minimum:** a. Measurable instructional goals s to design and develop used Instructor-Led, Computer Based Training, Webinar, etc. for each user type/role. b. The number of hours of training for each user type. c. Training syllabus/curriculum outlines. d. Training materials (presentations, handouts, user guides, updated budget I instructions). e. Quick-start guides, user guides, how-to documentation, and FAQs, applicable video tutorials along with online, context sensitive and field level help available within the System. **The contractor shall ensure that all training materials are kept up to date with subsequent releases and updates.**

	a. In person comprehensive Train-the-Trainer sessions for up to 200 users. The training may take place at a DHR site or the TO Contractor's site. The b. duration for each session and number of sessions will be determined by TO Manager c. after TO award. d. Coaching of State trainers and technical assistance, including but not limited e. to, training region setup, data seeding, and refreshing data as requested by Manager f. c. Computer-based training that includes software that provides interactive, self-paced training at computers g. Web-based training that provides courses or classes that are accessible via an internal Intranet or the Internet.
Target Audience:	Child, Juvenile, & Adult Management (CJAMS) System's Organizational Change Management (OCM) Work Group. Included agencies: CJAMS' end user groups which include Child Welfare, Juvenile, and Adult Management agencies.
Deliverables:	a. Instructor-led, Computer Based Training, Webinar, etc. for each user type/role b. The number of hours of training for each user type (accessibility) c. Training syllabus/curriculum outlines d. Training materials (presentations, handouts, user guides, job aids, updated budget instructions) Quick-start guides, user guides, how-to documentation, and FAQs, applicable video tutorials along with online, context sensitive and field level help available within the System. . In person comprehensive Train-the-Trainer sessions for up to 200 users. e. In person comprehensive Train-the-Trainer sessions for up to 200 users. f. Coaching of State trainers and technical assistance, including but not limited to, training region setup, data seeding, and refreshing data as requested by TO Manager. g. Computer-based training that includes software that provides interactive, self-paced training at computers h. Web-based training that provides courses or classes that are accessible via an internal Intranet or the Internet.

Assumptions:	
	See attachment 20: TECHNICAL, FUNCTIONAL & REPORTING REQUIREMENTS a. Design, develop and implement the Train-the-Trainer sessions for 200 users b. Design, and develop all train-the-trainer training learning and teaching materials needed to develop and implement the deliverables mentioned in the deliverables' session listed above c. Provide instructional designers, and training facilitators needed to orchestrate, design, and develop required training deliverables d. Create self-paced computer training needed for users to learn the how to use the newly developed CJAMS system developed by DMI e. Provide Communications documentation and promotional materials about training dates and session timelines for train-the-trainer sessions **State of Maryland will. . .** a. Create and promote the State of Maryland's Change Management strategic processes and procedures of communicating awareness, and requirements for participation, and means of knowledge about the CJAMS initiative for State of Maryland entire population of end-users b. Assist in identifying and ensuring that end-user champions will support as SMEs for each end-user group for each agency, (preferred there will be two champions for each agency) c. Provide a list of the 200 train-the-the trainers who are computer competent and have the skill set to participated and complete CJAMS train-the trainer sessions. **d.** State of Maryland will provide training facilities for each session e. Convey to users and training will be limited to 15 participants per session f. Identify participants who will attending raining sessions State of Maryland will ensure user readiness.
Critical Success Factors:	a. Leadership support is on-board to assisting to promote and encourage end-users to learn and utilize newly created system b. All end users are computer literate and have the skill set needed to complete training successfully c. All end users will be willing, available and committed to attend and successfully complete the scheduled training.
Project Risks:	Organizational readiness. Users lack readiness technical computer skills etc.

Risk Mitigation Plan	Will conduct a user readiness assessment

Proposed Project Plan Summary Overview

Phases	Date	Timing	Activity	Outcomes	Content Contributor/ Subject Matter Expert(S)
Data Gathering	12/10-12/21	2wks	Conduct Readiness Assessment & Focus Group	Assess Organizational readiness	Dr. Golden
Contextual Analysis	12/22 – 1/4/19		Review and determine competing and possible conflictual priorities which may compromise or impact success.	Confirmed Organizational structure and impact of project implementation	Dr. Golden
Training Design	1/7/19 – 2/1/19		Design all training material, tools and resources using multiple methods and learning strategies.	(TBA), List Deliverables	Dr. Golden, SMEs & Instructional Designers
Training Development	2/4/19 – 3/1/19		Develop all training material, tools and resources using multiple methods and learning strategies.	(TBA), List Deliverables)	Dr. Golden, SMEs, Instructional Designers and Graphic Designers

Training Review and Beta Testing	3/4/19-3/8/19		Validate all training material and documentation	(TBA), List Deliverables)	Dr. Golden, SMEs, Instructional Designers and Graphic Designers
Training Updates and re-validation	3/11/19 - 3/15/19		Validate all training material and documentation	(List Deliverables) TBD	Dr. Golden, Training Coordinator
Conduct Training Pilot	3/18/19 – 3/22/19		Pilot all training material for reliability and effectiveness	(List Deliverables) TBD	Dr. Golden, SMEs, Training Coordinator Instructional Designers and Graphic Designer
Train-the-Trainer Training Rollout	3/25/19	6 wks.	24 sessions, 4 sessions per week, 50 users per session, & 3 make-up sessions	Ensure optimum performance outcomes and mitigate absenteeism risk. Staggered rollout by agency.	Dr. Golden, Trainer. ng Coordinator Facilitators, Graphic Designers Training Coordinator
STATE OF MARYLAND END-USER TESTING TRAINING	TBD BY THE STATE	TBD BY THE STATE	TBD BY THE STATE	TBD BY THE STATE	TBD BY THE STATE
Project Go-Live	May 6, 2019	1 day	Ensure that support tools and resources are available, and team can respond to and resolve training related matters.	Ensure operational success.	Dr. Golden, SMEs, Training Coordinator Instructional Designers and Graphic Designer, Facilitators, & Training Coordinators
Post Go-Live Training	May 7 – June 7, 2019	TBD			
Evaluation and Reporting	- Levels 1, 2, and 3 evaluations which centers of factors related to reaction, learning and behavior will be used were - Formative, summative and confirmative will be utilized through the training design, and development phases				

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+ Proposed Project Plan Detailed Overview

Phases	Date/ Timing	Performance activities	Instructional Activity	Performance Outcomes	Content Contributor/ Subject Matter Expert(s)	Comments
Data Gathering	5 wks.		TBD		Dr. Golden	
Contextual Needs Analysis	4 wks.	Meet and interview staff, software engineers, and State of Maryland agency Reginal Representatives	Conduct Engineers SME interviews		Dr. Golden	
Training Plan Development	4 wks.	Develop Training Materials	TBD		Dr. Golden	
Training Review alpha and Beta Testing	Two wks.	Review training documents	TBD		2) Trainer Facilitators	
Training Updates and Validation	Three wks.	Review training documents	TBD		Dr. Golden	
Training Pilot	One wk.	Implement 1st Phase training	TBD		Dr. Golden	
Training Rollout (Project Go-Live)	TBD	TBD	TBD		Dr. Golden	
Training Design:	6 wks.	Need Analysis Design Document	TBD		2)Designers 1) internship	Articulate Snagit, voice over

Development Print and Multi- Media						
Post Go-Live Training	TBD	TBD	TBD		Dr. Golden	
Evaluation and Reporting	TBD	TBD	TBD		Dr. Golden	

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Training Human   Resources

Type	Duration	Task	
Training Coordinator	Duration of the project	Shadowing training lead	
Instruction Designer	10 months	Design instructional materials	
Training Facilitator	10 months	Facilitate training	
Instructional designer Intern	10 months	Facilitate training	
Training Facilitator	10 months	Facilitate training	

Operational Budget $850,000 Resources

Type			
Staff Salaries	Confidential		
Onboarding equipment	Confidential		
Team Authoring Software	Confidential		
Team Designer Software	Confidential		
Team Communication and Graphics Design Software	Confidential		
Office Supplies	Confidential		

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Proposed Project Plan Detailed Overview

Phases	Date/ Timing	Performance Objectives	Instructional Activity	Performance Outcomes	Required Resources	Content Contributor/ Subject Matter Expert(s)
Data Gathering						
Contextual Analysis						
Training Design						
Training Development						
Training Review and Beta Testing						
Training Updates and Validation						
Training Pilot						
Training Rollout (Project Go-Live)						
Post Go-Live Training						
Evaluation and Reporting						