DEPARTMENT OF HEALTH AND HUMAN SERVICES
ENTERPRISE PERFORMANCE LIFE CYCLE FRAMEWORK

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PRACTICES GUIDE
TRAINING MATERIALS

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Document Purpose

This Practices Guide is a brief document that provides an overview describing the best practices, activities, attributes, and related templates, tools, information, and key terminology of industry-leading project management practices and their accompanying project management templates.

Background

The Department of Health and Human Services (HHS) Enterprise Performance Life Cycle (EPLC) is a framework to enhance Information Technology (IT) governance through rigorous application of sound investment and project management principles, and industry best practices. The EPLC provides the context for the governance process and describes interdependencies between its project management, investment management, and capital planning components. The EPLC framework establishes an environment in which HHS IT investments and projects consistently achieve successful outcomes that align with Department and Operating Division goals and objectives.

Training Materials, comprising all artifacts used to train system users, such as instructor and student guides, audio and visual aids, computer-based and other media.

Practice Overview

Training Materials include the documentation associated with the deployment of the Business Product or software. This includes instructor and student guides, audio-visual aids, and computer-based or other media used to disseminate information about the final product to the target audience that is in need of the instruction

The Project Team should determine the most effective format for their user community. Similar to the User Materials, you need to understand your audience and what they need to know to use the business product or software as well as the best approach for delivering the training.

Developing the Training Materials

Training material will vary depending on the specific needs. However, all training material must adhere to HHS 508 Policy. Please refer to http://www.hhs.gov/web/policies/standards/index.html for more detail on how to ensure that your documents are 508 compliant.

The project manager and/or technical writing staff should consider the following when determining the required content:

- How will the application be used?
- Who will be using the application?
    - User Roles
    - Primary/Power Users
    - Basic Users
    - External Users
- Who is the intended audience for training?
- What is the expected knowledge or experience level of each audience?
- Who or what groups need to be involved with writing and reviewing the documents?
    - Technical Writers
    - Development Staff
    - Users
- How will training be delivered?
    - On-line
    - Instructor Lead

- What content should be included in the training materials?

Best Practices

The following best practices are recommended for User Manual development:

- **Collaborate** – The Training Materials should be developed in collaboration with all project team members and stakeholders.
- **Determine and Include** – All appropriate content necessary for the Training Materials
- **Design** – All content should have the same look and feel
- **Approve** – Obtain proper approval before implementing the Training Materials

Practice Activities

For Information Technology projects the following practice activities are appropriate:

- **Plan –** Include the Training Materials as a deliverable in your project schedule
- **Audiences** – Identify both internal and external audiences
- **Needs** – Determine who needs what information, when, and in what format. Do you need to track training? Do you need to test or verify the user's knowledge level?
- **Distribution** – Determine if the training materials will be instructor led, on-line, etc
- **Sources** – Adhere to the 508 compliance standards for development of the Training Materials
- **Responsibility** – Assign responsibility the creation of the Training Materials or include it in the contract
- **Develop** – Create the Training Materials based on the system developed
- **Test** – Validate that the Training Materials matches the system