Business Practice:
As of Date: 03/21/2008
Subject: DCMA Civilian Training Management System (CTMS) Procedures
Process Output: Processing of Training Applications
PLAS Charging: 124C, Performing Training Management
Point of Contact: Headquarters DCMA – Human Resources (HR), Workforce Development Division
(DCMAC-DE)

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References: OPM Training and Development Policy - http://www.opm.gov/, which includes Government
Employees Training Act (GETA); Collective Bargaining Agreement (CBA), Article 22, dated January 11,
2006.

Purpose: To provide guidance and procedures to apply for required DCMA funded training through the
DCMA Civilian Training Management System (DCMACTMS) Training Portal.

Responsibilities:

    1. **DCMA Employees**: Will maintain an up-to-date profile and request all required Agency
funded training, that meet the priority criteria (if applicable), by submitting an application through CTMS,
unless otherwise instructed. All training requested must be on the employee's approved Individual
Development Plan (IDP).

    2. **Supervisors**: Per Title 5 United States Code 4107, you must verify the training requested
meets a job or agency training need and priority criteria (if applicable). Verify that the requested training
was planned and approved on the employee's Individual Development Plan (IDP). Approve or
disapprove the application, in a timely manner, per the instructions listed below. Ensure that all
employees maintain current profiles.

    3. **Training Coordinators (TC):** Will check their appropriate CTMS Public Folder for pending
applications; ensure that the training applications are reviewed for applicability to policy and priority
criteria, and process applications in a timely manner.

    4. **Workforce Development (WD)**: Program Managers (PM) will ensure that all Agency funded
training is available for employees to apply, process all training applications in a timely manner, assist
with the CTMS helpdesk inquiries, and provide guidance to TC as necessary.

Overview of CTMS:

    1. **CTMS Capabilities**:

a. Gives us the capability to automate the Agency's training application and reservation functions. Only Federal Civilian employees employed by DCMA will be able to use CTMS. CTMS will not be used to manage training for military personnel, local nationals and contractors.

b. User will have the ability to apply for DCMA training opportunities, from one central location, for DCMA funded courses, DAU courses, SkillPort courses and GoTrain Academy Safety courses.

c. Users will be able to update their profile, apply for training, review and edit applications, request cancellations, and contact the CTMS Helpdesk by email.

d. Applications will be routed to the applicant's supervisor for approval and TC for review before routing to the WD PM for approval/disapproval.

e. System-generated email notifications will inform the applicant, supervisor and TC each time an action has been taken on an applicant's request.

f. WD PM will be able to approve reservations, manage wait lists, and substitute for withdraws/cancellations.

2. **CTMS Helpdesk (Contact Us):** A CTMS helpdesk is available and is monitored by Workforce Development Program Managers (WD PM), not IT, and should only be used to report CTMS system issues, such as, log on problems, profile update issues, system errors, etc. NOTE: If you have an issue with a course offering, course prerequisite, application denied, etc., you should contact your organization TC for clarification and resolution.

3. **Training Opportunities**: Only funded and scheduled courses for the current FY will be visible in CTMS at this time. If you require a course that is not available in CTMS please send your requirement to your organization TC. As courses become available, these additional training opportunities will be added in CTMS. New training opportunities will be posted to the CTMS Bulletin Board for approximately 30 days.

a. CTMS will be used to apply for: Functional training (NASA, NDT, Product Assurance, etc.); supervisor and manager training, Centralized Developmental Program training; Local training (in the future); and Conferences (Agency funded).

b. CTMS will not be used to apply for: Defense Acquisition University (DAU) courses; SkillPort, GoTrain Safety courses, Military training, and Agency IT systems training (ITSCO manages ITSCIO training)

4. **Training Priorities**: The following training priorities must be considered when applying for DCMA CTMS courses. Due to resource constraints (funding and course availability), only priority one and some priority two applicants will be authorized to attend functional training courses. In addition, several courses are offered for and exclusive to target audiences, such as NASA, Naval Special Emphasis Programs and incumbent supervisors. CTMS does not restrict users from applying for courses based on prerequisites; however, the supervisor and TC must ensure they screen the application, and verify the applicant meets both the priority and course prerequisites before approving any applications. Relying on Workforce Development to screen your organizations' applications for priority and prerequisites will adversely impact timely reservation processing and customer satisfaction.

a. Priority 1 - Essential to mission accomplishment. Needed to ensure attainment of employee performance objectives or to correct serious performance deficiencies. Required by law, regulation, or higher authority. Deferment of this training would adversely affect the mission of the organization.

b. Priority 2 – Training <u>required for the systematic replacement of skilled employees</u> that will result in skills imbalances, if not performed. Deferment would adversely affect the mission over an intermediate term.

5. **Authorizing Expenditure of Training Funds**: Applications must be authorized by Workforce Development, prior to any financial agreements or obligations with vendors. Workforce Development is the only Authorizing Official (AO) for training funds. No employee has the authority to enter into contractual agreements for any training funds on the Agency's behalf with a school.

6. **Applying for Training**: Please read and follow the instructions carefully before applying for training and approving requests. By vigilantly following this business practice, you will ensure training requests will be processed in a timely manner.

a. When you access the CTMS link (https://www.atrrs.army.mil/channels/dcmactms/) it will take you to the DCMACTMS Training Portal page, which will allow you to access any of the Agency's training systems; DCMA Courses, DAU Courses (ACQTAS), Skillport Courses, or GoTrain Academy for Safety (CBT) Courses. This feature was developed to allow users "one stop shopping" for training opportunities. NOTE: ACQTAS, Skillport and GoTrain are separate training application systems. To apply for DCMA centrally funded training opportunities, as described above, you must click on DCMA Courses.

b. Applying for training in CTMS is very intuitive. If you have used ACQTAS, you will find the functionality of CTMS very similar. When you click on the DCMA Courses the next screen that comes up is the log on screen. You can either log with your CAC or by entering your SSN and DOB. When you have successfully logged in to CTMS you will be required to verify and update your user profile, if you have not already done so. You can only update the areas that are not populated by DCPDS. Fields that have a gray background are populated by DCPDS. NOTE: If you have incorrect data in any of the gray fields, you must correct these by submitting a Helpdesk ticket in MyBiz. You can access MyBiz by following the instructions in TM 08-183, http://home.dcma.mil/Guidebook/271/dc08-183.htm, or through the CPOL link on the DCMA Homepage http://acpol.army.mil/. Once CPOC has made the correction in DCPDS it will be updated in CTMS. DCPDS updates are performed in CTMS approximately every two weeks. Once you have verified and updated your profile, click on 'Submit' at the bottom of the profile page, and the "Apply for Training" link will be activated.

NOTE: If you are unsure of who your TC is there is a 'Training Coordinator Lookup' option under Help (menu on left side of page).

Procedures/Process:

1. **Applicant**:

Employees may only apply for training that is required and meets criteria as stated above, and are included in the target audience specified in the Course Scope; see more information on course scope below. CTMS Application Instructions (Screen Shots)

Once you have successfully logged in to CTMS Training Portal and completed the profile update explained in paragraph 6.b. above, click on the "Apply for Training" link, from menu on left side of page. Follow the steps displayed on the next screen. On this page you can view information about the course you selected to apply for, by clicking once on the Course Scope (magnifying glass icon). This is also where you will find the required prerequisite information to be addressed in the Student Comment portion.

Step 1 – Enter current FY (2008)

Step 2 – Course Type (select appropriate Program Group). For ease of use, the courses have been put into program groups. For example, if you are looking for a NoN-Destructive Testing (NDT) course, all the courses offered are in the NDT program group; all Engineering type courses are listed in the Engineering program group, etc.

Step 3 – Course (select the course number/name you wish to apply for).

Step 4 – Class Info (select the class with the dates that you are available to attend). The class information will display such as dates, school code, and class number. If only one date is available, select it. These are usually CBT courses and/or funded courses where dates have not been determined yet. However, the specific dates will be provided, if the course application is approved.

Step 5 – Click on "Go to Student Application"

You will now be in the actual application and the page will display as Step 5. This page displays the Course Info and Student Information for the SSN entered in Step 5 above. You will see a 'Submit this application' button to the right – please do not click this until you have verified the course info, profile information, AND added your comments. Ensure that ALL profile information, including selection of Division/Directorate, CMO/Center, Org Code and email addresses are correct. It is critical that you verify the information on this page, because without correct organization and/or email addresses your application will not be routed correctly, which could result in your application not being processed.

NOTE: If your assigned supervisor is on leave or is out of the office at the time that you apply for training, you must update your Supervisor profile information with the Acting Supervisor's email address and telephone information.

You must include Student Comments BEFORE you "Submit this application". If the comment box is left blank, your application will be disapproved.

NOTE: If there are any prerequisites listed for the course you are applying for, you must enter the prerequisite(s) and the completion date(s), in the Student Comment box. If there are no prerequisites, you must indicate as such in the Student Comments. Please refer to Course Scope for course prerequisite information.

Step 6 - You can now click on the "Submit this application" button (located on the right side top and bottom of page).   The next page will display (YOUR NAME has applied for the class listed below) and Application Date to the right, with the course info. This means that your application has now been routed to your supervisor, and you will receive a system-generated email notifying you of that, and the supervisor will also receive a system-generated notification email of your pending application.

Cancelling a Training Application/Request: Applicant's have access to request cancellation of a previously submitted application. Student's can apply for a different offering of a course, prior to a reservation being made in the course they are currently registered for, but must first process a cancellation. However, if you submit a cancellation request AFTER you have received notification that you have a reservation for the course:

Student will be required to provide justification to their supervisor, and the supervisor will need to send a "Cancellation Letter", signed by the CMO Commander, to the Workforce Development Division Chief.

Students who cancel less than 10 days prior to the courses start date, or fail to show for a course, which they have a reservation in, will be barred from attendance at future offering for six (6) months.

2. Supervisor:

    a. Supervisor's will receive a system-generated notification email of employee's training request. Follow the instructions in the email (CTMS Supervisor Screen Shots). Things to consider before you approve/disapprove an application:

        (1) Per the Government Employees Training Act (GETA), you must ensure the training of employee is in the performance of his or her official duties and for the development of skills, knowledge and abilities that will best qualify them for performance of their official duties.

        (2) The requested course was planned and approved on the employee's Individual Development Plan (IDP).

        (3) The request meets the training priority (as listed above).

        (4) The employee has indicated prerequisite information in the Student Comment box.

    b. Once you have logged in following email instructions, the Pending Applications page will display. Select the individual whose application you need to review and take action on.

    c. The next screen will display the applicant's course and profile information. Verify all information is correct, especially the Student Comments, before moving on to Supervisor Approval.

    d. Supervisor Approval: Select appropriate action from dropdown.

    e. Supervisor Comments: It is required that the Supervisor Comment box be completed, as appropriate. If the comment box is left blank, the application will not be processed. You must enter comments and must include the following, as a minimum:

        Approvals: Justification or impact statement if the training is not approved by WD. (It cannot just say 'Mission failure'). If the request is for a NASA, NDT or NSEP course, you must include the contract, LOD, SOW, and/or Document Control Number (DCN); whichever is appropriate.

        Disapprovals: Specific reason why you disapproved the application.

NOTE: Your TC is current and well informed of the Agency's training guidance/instructions and current state of training resources. You should consult your TC, for clarification of training guidance/instructions, resources or training priorities, if necessary.

    f. Click on 'Submit' button in lower right corner of page.

        (1) If you approve the request, the next page will display the approved course information and will display a message at the top indicating '(applicant's name) has been forwarded to Training Coordinator for the class listed below:' and the Forward Date. Approved training requests will be forwarded to your organization CTMS public folder for review and concurrence/non-concurrence by the TC. The employee will receive a system-generated email notifying them that their supervisor (named) has approved the request.

        (2) If you disapprove the request, the application will not be forwarded to the TC, and the applicant will receive a system-generated email notifying them that their supervisor (named) has disapproved the request.

g. Once you click the submit button, on the next page that displays the approval/disapproval information, there will be a 'Review other applications' button you can click to bring you back to the list of other pending applications, if there are any.

Supervisors may log in to CTMS at any time and click on Supervisor/Training Coordinator Logon (option from left side menu) and view Previous Application, which displays the status of all pending applications, that you were designated as the supervisor.

If you receive a cancellation notification from a Student, who has already been given a reservation in a course, you will be required to send a justification "Cancellation Letter", signed by the CMO Commander, to the Workforce Development Division Chief. Students who cancel a course reservation less than 10 days prior to the courses start date, or fail to show for a course, will be barred from attendance at future offering for six (6) months.

3. Training Coordinators (TC):

a. TCs are responsible for checking their assigned CTMS Public Email Folder regularly, and process pending training applications in a timely manner.

b. Double-click on an email application, within the folder, and follow instructions in the message.

c. Once you have logged in following the email instructions, the Pending Applications page will display. Select the individual whose application you need to review and take action on.

d. The next screen will display the applicant's course and profile information. Verify all information is correct, especially the Student and Supervisor Comments, before moving on to TC Approval.

e. Before making the approval/disapproval decision:

(1) Ensure the training is within Agency's training guidelines/instructions, meets specified training priorities, and any other requirements established within this Business Practice.

(2)   Verify the course requested is on the applicant's approved IDP.

(3) Ensure the employee has completed the comment box with all required prerequisite information, as specified above, and ensure the information is accurate/valid.

(4) Ensure supervisor comment box has been completed with priority justification and/or impact statement, and any other required information, as specified above. If required information is not identified in the request, you should contact the applicant's supervisor for clarification and/or disapprove the application.

(5) A SF 182 is only required for tuition assistance, local training and when specifically required by the WD PM. When required, SF182s must be is submitted to the appropriate WD PM 30-45 days, prior to course start date.

f. Approvals:

(1) Select Approval from dropdown

(2) TC Comments – You must enter comments or the application will be disapproved by WD PM. Comments must include, as a minimum, a statement that all application information has been reviewed and is correct and valid. You can add any other comments as you see fit.

(3) Approved requests will automatically be forwarded to the appropriate Workforce Development Program Manager for final action.

NOTE: Applications approved by the TC that are missing any required student, supervisor, or TC comment information, will be disapproved by WD PM.

    g.   Disapprovals:

      (1) Select Disapproval from dropdown

      (2) TC Comments – You must enter the reason(s) why you are disapproving the application.

4. <u>Workforce Development (WD)</u>:

    a. Responsible for entering all DCMA funded courses, schedules, scopes, and all other pertinent course information into ATRRS and CTMS.

    b. Review all pending applications for all required prerequisite, priority justification and/or impact statement information, in employee, supervisor, and TC comment section of applications.

    c. Verify the applicant is eligible to apply for the course requested. NOTE: Some courses are targeted to specific audiences; this information is included in the Course Scope.

    d. Will be the ONLY Authorizing Official (AO) to assign substitutions for a class.

    e. Monitor and assign waits as appropriate.

    f. Cancel courses, as needed.

    g. Application Decision:

      (1) Approvals – Reservation/quota will be made in ATRRS, and all pertinent/important information specific to the training will be provided in the Comment Section of the approved application (i.e., class location, travel, rental vehicle information, if a SF182 is required and due date, etc.). Provided all information is available at the time of application approval, no separate training notification emails will be sent.

      (2) Disapprovals – Comment section of application will have specific reason(s) why it was disapproved.

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TERMS/DEFINITIONS:

DCMACTMS: DCMA Civilian Training Management System used for requesting and allocating quotas (seats) in scheduled classes.

Profile: Data specific to an individual

Applicant: Refers to an individual who applies for a course in the DCMACTMS for which the approval has not been made yet.

Student: Refers to an individual who has received a reservation/quota in a class.

Application: The actual request for a specific training course in CTMS.

AO: Authorizing Official is one that has authority to make decisions on behalf of the Agency.

Functional Training: Training related to a specific trade, occupation or *vocation*, and technical in nature, in which the learner directly develops expertise in a particular group of techniques or technology, specific to the following programs: Product Assurance (PA) which includes NASA, NDT and NSEP, Industrial Specialist (IS), Engineering, Software Professional Development Program (SPDP), Transportation, Packaging, Property, and Contract Safety.

IDP: Individual Development Plan is a formal written document that identifies your learning and developmental goals and assists you in meeting these and agency goals. When written in conjunction between a Supervisor and an Employee, the IDP provides opportunities to set objectives and plan for developmental activities that develop and/or improve required knowledge, skills, and abilities. Every DCMA employee is required to submit an IDP annually, and is recommended employees update semi-annually, and/or when his/her position requirements change. The only courses that should be listed are those courses that the supervisor and employee agree are necessary to meet the employee and agency goals, and that can reasonable be completed in a one year period.

ACQTAS: Acquisition Training Application System used to apply for courses only offered by the Defense Acquisition University and its affiliate systems (i.e., Continuous Learning Center, etc.)

ATRRS: Army Training Requirements and Resources System (ATRRS) is the Department of the Army Management Information System of record for managing student input to training. The on-line system integrates manpower requirements for individual training with the process by which the training base is resourced and training programs are executed. This automation support tool determines training programs, manages class schedules, allocates class quotas, makes seat reservations, and records student attendance.

Helpdesk: This CTMS helpdesk is an on-line tool employees can use to send emails and get assistance to correct any system issues and problems they may have.

CPOC: Civilian Personnel Operations Center

DCPDS: Defense Civilian Personnel Data System (DCPDS) is a Human Resources repository that houses every DCMA Federal Civilians' personnel information (i.e., position, grade, benefits, etc.).

TC: Training Coordinator is the point of contact assigned to the CMO to field all training issues and questions from their CMO workforce and the direct link between Workforce Development and the CMO.

PM: Program Manager is an individual with sole responsibility for the management of a specific training program.

CTMS Bulletin Board: A tool used within CTMS to announce important training information to the workforce.

Conferences: Events that are planned and/or sponsored and funded by the Agency.

Local Training: Any training event that is local to the CMO and/or Division and is intended to improve the competence of employees and is usually purchased through a vendor to provide the training.

CAC: Common Access Card identifies you in a system and gives you access to enter that system.

Prerequisite: A specific required or necessary condition that must be met prior to taking a course.