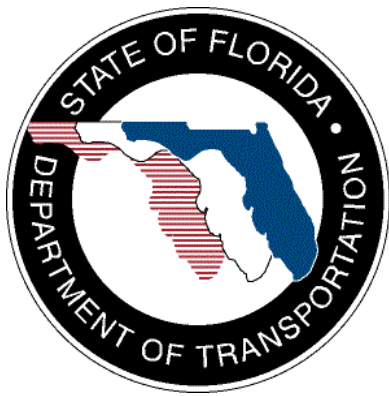


# SunGuide<sup>SM</sup> Software System

## Comments on the SwRI Training Plan SunGuide-TP-1.0.0-Draft dated August 27, 2004

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PBS&J Deliverable 5-1.22



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## **PBS&J Comments on SwRI's draft Training Plan**

### ***Deliverable 2-1.1 Software Requirements Specification***

(STMCSLS-RMP-1.0.1-Draft dated December 22, 2003; revised January 27, 2004)

#### **Applicable Scope of Services reference (ECO#1):**

##### **3.2.5 Task 5 – Training**

The Contract Vendor shall submit a training plan that will be reviewed by the Department. No training shall occur until the Department approves the training plan.

- **Training courses are:**

- Software Design/Maintenance
- System Administration/Deployment
- Operator/User Interaction

- **Training Plan, Training Aids, and Materials** – The Contract Vendor shall submit a detailed and comprehensive training plan and training materials for each course developed in the above categories to the Department for review and approval forty (40) working days prior to the scheduled start of any training. The Contract Vendor shall revise the training plan(s) until approved by the Department. No course training shall be conducted without an approved training plan(s).

The training plan(s) shall include a **lesson plan** for each course detailing the **literature, standard operating procedures, manuals, and test materials** that will be used.

The training plan(s) shall describe the **Contract Vendor's management role and responsibilities** for each course. The training plan(s) shall include a **training schedule listing each period of instruction and the time required for each period.**

The Contract Vendor shall not train more than ten (10) people in a period of instruction. The number of training personnel per course will vary depending upon the course subject.

All training aids and training materials for each course, including written proficiency tests, charts, graphs, videos, support documents, and any other media, shall become the property of the Department.

Document	Commenter	Comments	Contract Vendor's Response	Note
<p><i>Draft Training Plan SunGuide-TP-1.0.0 Draft</i></p>	<p>ITS Section</p>	<p><b>General:</b> There is no mention of the Contract Vendor's management role and responsibilities in the Training Plan, as required by the contract. This information should be provided.</p>	<p>Document will be updated.</p>	
<p><i>Draft Training Plan SunGuide-TP-1.0.0 Draft</i></p>	<p>ITS Section</p>	<p><b>Pg. 4, Section 2</b> – The training plan states that the students will not be tested to see if they understood the training received or that they could operate the SunGuide<sup>SM</sup> software after they received training. This leaves the FDOT with a problem on how to evaluate the effectiveness of the training received. The intent in the Scope of Services was to test the student's comprehension of the material presented. Please explain why this is not being done.</p> <p>Rescheduling students for additional training by FDOT is mentioned, but additional training sessions are not in the plan. How will this additional training occur?</p>	<p>The effectiveness of the training could be evaluated if an operator can operate the system after the class. SwRI is not aware of any "reasonable" test to give a student – we believe that giving a test that says "go display this message" would not be well received from the FDOT staff. SwRI is open to creating a test but we suggest that the Central Office the Districts to see if they wish testing – in all of the ITS related training SwRI has performed (including the teaching a significant number of ITS standards classes for ITE) we have never used testing to measure effectiveness on ITS applications. SwRI would request additional direction from FDOT on this issue. No document update planned.</p> <p>Two options to add additional sessions:</p> <ul style="list-style-type: none"> <li>• Classes could be added to the contract and then SwRI would schedule and perform the training.</li> <li>• FDOT could "direct" SwRI to use "support" dollars to conduct additional training class sessions.</li> </ul>	

Document	Commenter	Comments	Contract Vendor's Response	Note
<i>Draft Training Plan SunGuide-TP-1.0.0 Draft</i>	ITS Section	<b>Pg. 4, Section 2.1.1</b> – Recommend deleting the word “pedagogic.” It doesn't add anything to the sentence.	Document will be updated.	
<i>Draft Training Plan SunGuide-TP-1.0.0 Draft</i>	ITS Section	<b>Pg. 6, Section 2.1.9</b> – How long a break is planned? Is it included in the 4 hours?	15 minutes, included in the 4 hours. Document will be updated.	
<i>Draft Training Plan SunGuide-TP-1.0.0 Draft</i>	ITS Section	<b>Pg. 6, Section 2.1.6</b> – There is no mention of the literature, the standard operating procedures, manuals or test material to be used. The training lesson plan appears to be an agenda. Please provide the required information.	Document will be updated.	

Document	Commenter	Comments	Contract Vendor’s Response	Note
<p><i>Draft Training Plan SunGuide-TP-1.0.0 Draft</i></p>	<p>ITS Section</p>	<p><b>Pg. 7, Section 2.2</b> – The contract does not provide an option for System Administration training in the future. Please complete the plan, since D4 and other Districts will need to have a system administrator trained to support the SunGuide<sup>SM</sup> software.</p> <p>The Scope of Services states in part, “The Contract Vendor shall submit a detailed and comprehensive training plan and training materials for each course developed in the above categories” (Software Design/Maintenance, System Administration/ Deployment, Operator/User Interaction).</p>	<p>SwRI is performing the work specified in the contract – the scope of training was “negotiated” by FDOT during the ITN negotiation period. The Training Plan is for Release 1 only. The Training Plan will be updated to only include information about the operator class that is being prepared for Release 1.</p> <p>Per the BAFO letter dated May 5, 2003; only operator training is included with Release 1 (this was done to reduce costs to FDOT). If FDOT wishes additional training for Release 1, a contract modification needs to be made. The training plan for the other courses will be developed when the training material is to be prepared (i.e. Release 2).</p>	

Document	Commenter	Comments	Contract Vendor's Response	Note
<p>Draft Training Plan SunGuide-TP- 1.0.0 Draft</p>	<p>ITS Section</p>	<p><b>Pg. 7, Section 2.3</b> – The contract does not provide an option for Software Design/Maintenance training in the future. Please complete the plan, since D4 and other Districts will need to maintain the SunGuide<sup>SM</sup> software after it is installed.</p> <p>The SwRI final Work Plan states: <i>The following activities will be performed to meet the training requirements specified in the FDOT scope of service and the SwRI proposal:</i></p> <ul style="list-style-type: none"> <li>▪ <i>Prepare Training Artifacts</i> <ul style="list-style-type: none"> <li>○ <i>Training Plan Draft</i></li> <li>○ <i>Training registration, sign-in form, and certificate</i></li> <li>○ <i>Training Materials Development (materials include PowerPoint Slides and the Software User's Manual and Administrator Manual):</i> <ul style="list-style-type: none"> <li>▪ <i>System Design/Maintenance</i></li> <li>▪ <i>System Administration/Deployment</i></li> <li>▪ <i>Operator/User Interaction</i></li> </ul> </li> <li>○ <i>Peer Review of Training Material: this activity assures that the training material will adequately prepare a student to use the SunGuide<sup>SM</sup> software. FDOT will be invited to participate in this activity (at the SwRI development labs) if they wish to preview the training material.</i></li> </ul> </li> <li>▪ <i>Training class presentation:</i> <ul style="list-style-type: none"> <li>○ <i>System Design/Maintenance</i></li> <li>○ <i>System Administration/Deployment</i></li> <li>○ <i>Operator/User Interaction</i></li> <li>○ <i>Training Plan Final</i></li> <li>○ <i>Training Presentation</i></li> </ul> </li> </ul>	<p>SwRI disagrees with the comment. The contract does have a provision for training in the future (it occurs during Release 2). During contract negotiations FDOT approved removing all but operator training during Release 1 to reduce the overall project cost. The Work Plan was in error and the Work Plan cannot “override” the contract so SwRI apologizes for the Work Plan error.</p> <p>The other training sessions will be not be provided until Release 2 unless FDOT approves additional expenditures of money to provide them during Release 1 (note that the combination of Release 2a and 2b results in ~\$14K savings in training).</p> <p>SwRI plans no action on this since our contract only requires a single course for Release 1.</p>	

Document	Commenter	Comments	Contract Vendor's Response	Note
		<ul style="list-style-type: none"> <li>○ <i>Training Progress Reports</i></li> </ul> <p>There is no mention of delaying training for any of the three topic areas. Further, there is no mention in the training plan of how peer review will be conducted.</p>		

