



People. Experience. Results.

Our Client List Includes:

*Aurora Public Schools
Ball Aerospace
Bechtel Idaho (Dept. of Energy)
Bechtel Nevada (Dept. of Energy)
Boulder County
Buckley Air Force Base
Chipotle
City of Arvada
City of Boulder
Colorado Dept. of Transportation
Comcast, Inc.
Computer Sciences Corporation
Denver Public Schools
Dept. of Energy Headquarters
DMW Group/Japanese
Communications, Inc.
Douglas County
EchoStar
Environmental Protection Agency
Region VIII
Federal Aviation Administration
Federal Highway Administration
Federal Railroad Administration
Group Publishing
Health Trans, Inc.
Hill Air Force Base
Housing Authority of Los Angeles
(HACLA)
IBM Global Services
I-Level Corporation
Larimer County
Level 3 Communications
Los Alamos National Laboratory
(Dept. of Energy)
Mississippi National Guard
National Business Center (Dept. of
the Interior)
National Endowment for the
Humanities
National Renewable Energy
Laboratory (Dept. of Energy)*

Strategic Solutions for Business Systems

Training and Support

SofTec Solutions is committed to quality education for our clients and our consultants. Good training and support documentation will allow end users to become comfortable with the changes and the new applications, which will ultimately lead to the success of the project.

Project Team Training

It is essential that the Project Team understand all of the capabilities of the applications at the outset of the Analysis and Design Phase to ensure that they take advantage of the full functionality of the system. For an Oracle Applications implementation, SofTec recommends that the key users attend classes offered by Oracle Education.

End User Training

For end user training, SofTec recommends developing custom, role-based training. Role-based training offers several advantages including:

- Classes are tailored to meet the needs of the end users.
- Normally, classes are much shorter in duration making it easier for the users to "get away" from their jobs in order to attend training.
- Business processes and defaults specific to you can be incorporated into the training.
- You will retain all training materials to address turnover and future growth.

Participants in training classes should be able to add value immediately after training. We strive to make the training as interactive as possible to address the needs of the adult learner and promote a progressive learning environment. The application of this approach to your project is discussed in detail in the following sections.

Curriculum Development

SofTec proposes to work with you to design training curriculums and develop training documentation and other training/reference materials to support your implementation. This plan will be used to develop and deliver training to end users on the new applications.

We consider the following steps to be critical to the successful development of an effective training curriculum:

Needs/Performance Analysis: SofTec would work with you to identify the types of users and topics to be covered in each of the classes. In our analysis, we prioritize the topics based on your specific business requirements as well as the depth of knowledge required for a specific topic.

Creation and Design: SofTec uses an iterative approach to create and design a curriculum. Throughout the creation process, we would follow up with your key users to validate the direction of

Client List Continued:

Oracle Corporation

Peace Corps

Rock Bottom Restaurants

Sandia National Laboratory

State of Colorado

TRICARE (Dept. of Defense)

US Army COE HQ Pacific Ocean

Division

US Army COE New England

Division

US Army Recruiting Command

US Army Reserves

US Dept. of Defense Office of

Inspector General

Warner – Robins Air Force Base

Western Area Power

Administration (Dept. of Energy)

Wright-Patterson Air Force Base

the design, and to “test” some of the activities or presentations. These checkpoints are an opportunity for the project team to provide input to the content, and generate buy-in and momentum around the training initiative.

Rollout and Delivery: The pilot of the course is held. The curriculum can be changed on the fly based on feedback. Some delivery methods we could use include:

Interactive presentations: A variation of the traditional lecture format, we incorporate specific activities into the presentation to make it more interactive and increase retention.

Case studies: Use of case studies that are real and directly applicable to the learners. Provides historical context and an experience to which they can map their learning.

Our staff is trained to:

- Encourage the group to share their experiences.
- Customize their training approach based on their assessment of the group's learning styles.
- Make changes to the curriculum as necessary to encourage optimal learning.

Assessment and Monitoring

SofTec uses several tools to assess the effectiveness of a training class including:

Pre and Post Skills Assessment: Participants evaluate themselves before and after the course to rate progression of learning and the effectiveness of the course.

Course Feedback: Participants provide feedback on the course and the instructor.

Based on this feedback, changes can be incorporated into the classes. Thus, the classes are constantly evolving to meet the needs of the end users to fulfill your requirements.

Course Curriculum Structure

SofTec would work closely with your project team to create a matrix structure of courses around different functional roles. SofTec can leverage our training expertise, including our understanding of differing learning styles, to develop a comprehensive structure and agenda for each course that will enable class participants to achieve the appropriate level of learning for each module.



*At SofTec Solutions, we integrate people, processes and tools -
the key ingredients for your business critical applications.*