



SPIRIT

WIC Automation Project

Training Plan – Final
May 13, 2005

Task No: 1
Deliverable No: 9

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1. Training Plan Overview

This document describes the plan for accomplishing the training of the SPIRIT staff in the use of the new SPIRIT WIC system. It defines each step in preparing and executing the training. In conjunction with the Project Work Plan document, this document will provide the information required to create and carry out a successful training effort.

Training is intended to provide a framework to help SPIRIT staff make a smooth transition to the new system that they will use in their day-to-day work. The new system will automate work that is now done using a variety of paper forms and the WIC Ed system. In contrast, the new system will further streamline the collection of data about participants and Vendors and will provide significant assistance in generating and tracking program data.

Experience and research in the learning process suggests that the most effective training shows the relevance of the skills being presented to the trainee's work environment. In addition, the learning process should be interactive where the trainee is involved in hands-on activities rather than passively listening to lecture presentations. For this reason, the training is performed in a one-trainee/one-machine environment wherever possible. Training scenarios will be based on real SPIRIT WIC situations. These scenarios will be supplemented with discussion in the training environment to address site-specific needs that may not be addressed in the materials. Each scenario will be demonstrated prior to each exercise. Evaluations will be available for the trainees to assess the training and its effectiveness. The evaluations help facilitate adjustments and/or changes in the training presentation where needed and possible. Through these methods, the trainees will receive real-life skills that will enable them to do their jobs with the new system from the very beginning.

The general plan is to conduct pilot and implementation training for all SPIRIT staff in a progressive fashion. This will be accomplished by training the State Office Staff first; the clinic administrators will be trained next, and finally the clinic staff. Every reasonable effort will be made to minimize impact to normal SPIRIT operations. However, a limited amount of time will be needed to setup the training program in the SPIRIT area in conjunction with the final stages of training. The new application and the converted databases will be available by the time the SPIRIT staff is trained. At that point, SPIRIT will be shifted into the new operations from the old system processing.

System Administration, Central Administrative Site, State Office, Financial, and Vendor training will be conducted to train the specific staff that will be using these specialized functions. This training will cover the support and additional functions that make these modules fully functional.

Central Operations Staff training will encompass server set up, maintenance, security, and troubleshooting. Training will be completed at both help desk and server administration levels to ensure understanding of the WIC software and processes.

2. Overview of the WIC Application

The SPIRIT system is comprised of the following modules:

- Clinic Application (including the Appointment Scheduler)
- System Administration and WIC Management Console
- Central Administrative Site (Build Master Calendar)
- State Office Administration/Caseload Management
- Vendor Management
- Financial Management
- Ad Hoc Report Generator
- Reference Database Utility
- End of Day/End of Month Processes

2.1. Clinic Site Applications

Clinic Application

The most visible part of the WIC system is the Clinic application used at each clinic site. This application allows the user to perform all tasks related to applicant pre-screening, data gathering, certification, needs analysis, food prescription, and issuance of food instruments/EBT. A clinic staff member “issues” food instruments/EBT in accordance with role-based security within the Clinic application for printing of the physical food instruments or issuance of a smart card for EBT. The two New Mexico clinics utilizing direct distribution for food will be trained in accordance with the practice and procedures identified. All information collected for participants and issued food benefits resides on the Central Hosted Database. The appointment scheduler application works in conjunction with the clinic application, providing the ability to schedule appointments and education classes for a participant.

System Administration and WIC Management Console Applications

The System Administration Application allows the authorized user to set default values for new records created at clinics and maintain clinic-specific reference tables such as local use codes and locally defined referrals.

The WIC Management Console Application allows authorized user to maintain staff members and their security permissions. Additionally, through this application, participant records may be “checked out” to satellite servers for service provision at satellite sites.

Central Administration Site Application

The Clinic Coordinator and other designated staff members perform administrative tasks such as producing clinic reports using the Central Administration Site Application. In addition to these functions, the Central Administration Site Application may be used to access records for any participant receiving services within the clinic and to view these records through a “Participant Folder” view.

The Build Master Calendar features of the appointment scheduling function are performed within the Central Administration Site application. Holidays, business days,

business hours, group education classes, and appointment availability are established and transmitted to the central hosted database server.

Report Generator (Ad Hoc Reporting Tool)

The Report Generator allows the user to construct easy to understand reports from information contained in the clinic database that may not be appear in pre-existing reports defined in the Application. The ad hoc reporting tool uses established data fields expressed in “layman’s” terms and will help the user to construct ad hoc reports. The ad hoc reporting tool allows users to define outputs, layout, and date ranges for defined data fields contained in the system. It will also export the data to a PDF, HTML, and Excel spreadsheet for further analysis. The Report Generator can be used to run reports at both the Clinic and State Office levels of the WIC program.

2.2. State Office Applications

State Office Administration Application

The State Office Administration Application allows State staff to run various reports, including the extensive selection of end of month reports, using the statewide information contained on the central hosted database server. In addition, records for any participant receiving services within the clinics may be viewed through a “Participant Folder” view.

Caseload Management function, within State Office, allows the State staff to enter estimated eligibles and high-risk goals for various statistical and geographical groups. The Caseload Management function also allows the State to allocate, track actual against projected and allocated caseload for local agencies and clinics.

Financial Management Application

The Financial Management System allows the State staff to enter, track, monitor, and report on the financial position of the WIC program, including both Food funds and Nutrition and Administrative Service funds. The Financial Management system creates invoices, tracks and reports rebates. The system also, tracks, and monitors Local Agency budgets and provides the State Office and Financial Management staff the ability to evaluate the WIC program’s cash position at any point in time. The Financial Management system provides accurate reporting for all USDA FNS reports including the FNS 798. Reports are created in the same format as adopted by FNS, using Microsoft Excel Spreadsheets that will allow additional export of the information to facilitate further statistical analysis if needed by the State WIC Office.

Vendor Management Application

The Vendor Management Application allows the State Vendor Management staff to record all contacts with vendors. Compliance buys; complaints, violations, and training may be recorded along with additional information. When a State Vendor Management staff member “issues” compliance buy food instruments, the physical printing of the checks is controlled by role-based security methods and the checks are printed from a window within the Vendor Management Application. For those SPIRIT Indian Tribal Organizations that record the compliance buys performed by the State on their behalf, this information is recorded into the ITO’s Vendor Management Module for reporting compliance. High-risk vendor analysis is performed on the central hosted server, and the results are available on the Vendor Management Application where they may be

combined with other types of objective data to determine whether a vendor should be sanctioned or suspended.

Reference Database Utility

The Reference Database Utility Application provides a mechanism to enter and update a variety of information utilized by the various application systems. Information such as food prescriptions, food packages, formulas, risk factors, primary individual education topics, and diet intake recommendations, vendor-monitoring areas, violations, and clinic listings are a selection of information that is contained in the reference database.

2.3. Back End Processes

End of Day and End of Month

These processes are responsible for the nightly and monthly batch processing of the system data. This processing includes sending and receiving bank files, regular participant data adjustments such as updating an infant's record to a child on its first birthday, archiving data, and month end report processing. The End of Day and End of month processes run on an independent server to decrease the system load on the application servers and the database server.

3. Overview of the WIC System Design

The new SPIRIT WIC system is an on-line and real time system using a proven centralized web-based, smart client technical architecture. It has been developed in Microsoft .NET using a Microsoft SQL Server (2000) database management system. The system uses an open architecture. All third-party controls will be reviewed with SPIRIT during transition.

The SPIRIT system is designed with table-driven software and with flexibility in mind in order to respond to changes in federal and state policy. It was also designed so the State Agency can be comfortable providing daily system operations and maintenance using their own staff. The web-based system reduces the overall operational cost of the system by reducing the paperwork required for client processing and provides timely and accurate information, including transfer information, to the users at both the State Agency and clinic level. Also, the system provides interfaces to other programs to ensure pertinent data sharing; and by being flexible in design, enabling changes to be made in response to federal or state changes.

The architecture design of the system also provides a more stable environment, reducing the manual intervention the agencies now experience with the current system and significantly reducing the overall maintenance and administration of the system.

As changes are made to the system, the changes can be applied to the central hosted database overnight so the changes are immediately available the next time users log on to the system. This ensures that all users are using the same version of the application at all times. The Covansys WIC system architecture and software fit well within the existing CNI IT environment and staff abilities.

4. Training Objectives

The goal of training is to achieve the following broad objectives:

- SPIRIT WIC staff will understand how to use the WIC applications and applicable reports in the performance of their work.
- SPIRIT WIC Clinic Administrative Staff will understand how to use the Central Administrative Site applications in the performance of their work.
- SPIRIT Administrators will understand how to use the System Administration, WIC Management Console, and Reference Utility in the performance of their work.
- SPIRIT WIC Clinics staff will understand how to use the WIC Clinic (including appointment scheduling) application in the performance of their work.
- SPIRIT Vendor staff will understand how to use the Vendor applications in the performance of their work.
- SPIRIT State Office staff will understand how to use the State Office/Caseload Management applications in the performance of their work.
- SPIRIT Financial Management staff will understand how to use the Financial Management applications in the performance of their work.
- All SPIRIT staff will be able to use the online help facilities to learn how to perform system functions when needed.

5. Training Development

Training development will take place by researching and developing the materials necessary for training. Training development takes place in three phases: prototyping, material development, and training database development.

5.1. Prototyping

The first step in any training effort is deciding how best to present the information to the trainees. Training in an online system requires covering a number of skills. A combination of classic classroom lecture in conjunction with hands-on lessons and experimenting works well to provide an overall understanding and familiarity with any computer product. Creating a set guidelines and standards for the training materials is important and includes such things as overall language usage, color, and categories of materials.

The materials developed for WIC training in the District of Columbia will be used as the starting point for SPIRIT. SPIRIT has been previously provided with copies of these training manuals with the Covansys proposal. The same training manual examples were included on the CD with this document. Additional copies of the training manuals have been provided on the CD with this training proposal. It would be beneficial to the training process if SPIRIT would conduct an official review of the material for general approach, format, and the level of content for approval. Covansys will provide the SPIRIT project manager with a printed copy of the Clinic Training manual and materials produced for the District of Columbia WIC CARES Project.

Items to be developed from the prototyping phase:

- Style and language guidelines
- Identification of each type of training material and category of training information
- Mock-up versions (showing format and layout) of each type of training material
- Preliminary plans for material production and distribution
- Word templates and styles to aid in the development and consistency of the printed materials

5.2. Material Development

The material development portion of the process uses the guidelines and templates developed during prototyping to develop materials for each system functional area. The training sessions will employ a combination of lecture, structured exercises, and guided discovery to provide the trainee with an overall understanding of the system. It will also include hands-on exposure to the system elements used for performing business functions, and a trainee-driven exploration of the system.

Supporting the lecture will be materials that provide information for the trainees that explain what the system is doing, how and where this replaces or supplements paper or

other system-based work they do currently. The materials have additional reference information that trainees may want to review in the future.

The materials contain detailed steps for completing specific business functions. These structured exercises will lead everyone in the class through the same series of steps, and every trainee should receive the same results. These exercises help the trainees become familiar with the required system elements while completing a common business function. Performing the same steps in a structured manner with known results allow the trainer (and aiding SPIRIT staff) to gauge if specific individuals are having difficulty. This method will help to identify those individuals that may require special attention, if the class as a whole needs additional information or instruction in a particular function, or if the class may be able to pick up its pace.

Training incorporates lecture, demonstration, and structured exercises for each major application area. Time will also be set-aside for the trainees to perform some guided discovery using the application and the functions covered. In guided discovery, the training materials set out simple guidelines and tasks to be completed. The materials also provide some general information that the trainee may need to complete the tasks. This allows the trainee to interact with the application and complete the task without the step-by-step instructions, much as they would in a real work situation. The structured exercise can always be used as a reference point for the trainee to consult when necessary. During this part of the training, the trainer is available to answer questions and provide guidance as necessary. The trainer will encourage the trainees to experiment and even to learn a little through trial and error.

The training materials to be created for SPIRIT will include:

- Student Training Manuals (a personal copy for each person)
- Additional Handouts (including a syllabus and day-to-day outline of training)
- System Documentation
- System Usage Keyboard Templates (a list of 'hot keys' or shortcut keys within the system)
- Quick Reference Guide (abbreviated instructions set for common functionality within each application)
- Additional Training Materials (instructions for modifying Vendor letter templates Vendor Activities and Follow-up icon reference)
- Glossary of Terms
- Basic Windows Prerequisite Training handout

The materials for each manual will contain the following general sections:

- System overview
- Application information
- Training exercises (structure and guided discovery)
- Training data as needed
- Note pages

- Additional resources and information as needed for each application area
- Support information
- Evaluation forms

5.3. Training Database Development

Effective training needs to be realistic and provide for hands-on experience. To accomplish this, a database of information that trainees can access during the training session will be developed. This database must contain enough varied information that all the training scenarios can be accomplished for every trainee on a simultaneous basis. Conversion data will be included in the training database. Data retrieval conflicts could confuse trainees during any training activity.

The types of data and various kinds of information needed during training must be identified and documented so that robust and realistic training databases can be created. These databases can then be used for all training classes without worry of affecting actual WIC data, or spending a large portion of the limited time identifying data for the trainees to use during the training sessions. A back up of the original training database is kept so the training database can be refreshed at any time for future training or practice, or even during a training session, if necessary.

There are three databases that need to be defined:

- WIC
- Vendor Management
- Financial Management

Results of the definition include:

- A list of administrative and management information that are required to complete the training exercises
- A list of WIC participants and check information, EBT benefits or direct distribution information (in varying stages of their lifecycles) that are required to complete the training exercises.
- A list of Vendors and check information (in varying stages of their lifecycles) that are required to complete the training exercises.
- Information needed to establish the training IDs and staff permission levels.

5.4. Training Prerequisites

This training approach assumes that the trainees have a basic level of computer literacy. Although, each session includes training on some basic Windows skills to ensure all trainees have the same level of expertise and that the training experience will be successful.

The specific skills each trainee will learn during Basic Windows training include:

- Power-up and start the computer workstation
- Log into the Windows environment

- Navigate in the Windows environment
 - Start the Windows Explorer from the Start Menu
 - Use the mouse / pointing device effectively
 - Demonstrate the ability to click and double-click in Windows Explorer using the pointing device
 - Find a file using the Search function in the Start menu
 - Navigate throughout a screen using the Tab, Enter, Backspace, and Back-tab keys
 - While Windows Explorer is running, minimize the window and start the Calculator
 - Resize the active window and shift from one application to another using the mouse
- Learn navigation using Mnemonics or Hot Keys
- Close the Windows Explorer window
- Close Windows properly and shut off the workstation

6. Training

Training will focus on helping the SPIRIT staff learn the skills needed to use the new WIC application. This is done by focusing on how to apply the applications within their daily roles. This will be achieved through the creation of detailed training sessions that are designed to cover specific areas of the system for the appropriate staff. Regardless of the type of training session, the overall methodology will be the same in that a variety of different learning techniques will be used to ensure maximum effectiveness including demonstrations, guided discovery, lectures, hands-on exercises, and structured exercises.

As each tribal agency operates with some differences, Covansys requests a copy of the Policy and Procedures used by each of the SPIRIT tribal agencies. The training team will become familiar with each program to help facilitate training.

6.1. Training Schedules, Locations and Facilities

User acceptance training, pilot training, and implementation training will be held in several locations, as defined in this document. It will consist of an undetermined number (approximately 15) of desktop computers with an area in front of the room for the instructor. The computers available for training will need to have the same operating system and software installed to replicate the production clinic desktop computers. The servers at the CNI will need to have SQL Server 2000 installed and configured to replicate the web environment. If this cannot be accommodated, Covansys will need to be notified so an alternative plan can be implemented for training.

CNI will be responsible for ensuring that sufficient computer equipment (servers, laptop computers, monitors, printers, hubs, etc.) is available for training. Covansys will work with the SPIRIT tribal agencies to ensure the other training equipment and supplies that will be needed are onsite and available for the class, such as:

- Overhead projector
- Projection screen
- Flip chart and Marker
- Paper (used for document printing within the applications)
- Pens

Any equipment that SPIRIT provides will be returned at the conclusion of all training sessions.

Classroom trainee size will generally be limited to the number of available desktop computers so that each trainee will have their own computer to complete the training exercises. Any session that is overbooked will necessitate the sharing of equipment. Class size is to be no more than 1 trainer to 15 trainees. The training room will be arranged for maximum efficiency, allowing as much space for movement as possible, taking into account any facility limitations (like wiring or furniture) that may exist. It will also take into consideration the Fire Department's rule for room occupancy. SPIRIT will reserve the training rooms so that it will be available during each training

session. This will allow the trainer's access to the equipment so they verify the training equipment is ready.

Covansys will utilize one primary trainer and one backup trainer. However, no more than one training session will be running concurrently at any given time. Under normal circumstances, the second trainer will move freely about the training room to provide periodic relief to the primary trainer. The secondary trainer will also serve as a backup in case of illness to avoid disruption to the training schedule.

Due to the large amount of material to be covered, all sessions will begin promptly at the designated starting times. All break times and lunch period times must be strictly observed as well. It will be the responsibility of each trainee to observe all session rules.

SPIRIT will be responsible for having a designated staff person in attendance during each training session to assist the trainer. This person will be responsible for addressing any policy related issues that may arise, to help enforce session attendance rules, to assist the trainer with evaluating trainee performance during the various exercises, and to provide one-on-one assistance to trainees that appear to be having difficulties.

A Covansys WIC team member knowledgeable of the applications will be on-site during UAT to answer questions and resolve issues as they arise. During the Pilot process, Covansys will also be responsible for having designated staff from Covansys available at the WIC clinic pilot sites to provide post-training assistance during the first week of new system operation. Experience has shown that local staff members often feel lost and are very hesitant the first time they attempt to use the new system for daily operations, regardless of the effectiveness of the training sessions. Having staff available to answer specific questions or assist in unfamiliar situations can prove extremely helpful to the local staff until they get past the initial new system jitters.

The SPIRIT Training Schedule breaks down into greater detail the training time line. The format follows the SPIRIT WIC GANNT chart and details the dates and application training performed during each training session. The SPIRIT Training Schedule has been provided on the CD with this training proposal.

6.2. Internal Training

Internal training, conducted at Covansys office locations, will be used for the trainers to practice the materials and make refinements in front of a knowledgeable audience. Internal training will be done with the help of the Covansys Help Desk staff using the final draft of the training materials. The Help Desk staff is familiar with WIC and the issues and questions that often to arise when new systems are implemented. With the Help Desk staff participating as trainees, the trainers can refine their presentation of the materials and field realistic questions. Preparing for actual training in front of a live audience, especially a knowledgeable one, will best prepare the trainers for the training sessions ahead.

6.3. Kick Off Training

The implementation of a new computer system typically includes a “Kick-Off” session. This allows staff members to see a demonstration of the new system which helps to reduce the anxiety staff members normally feel when having to transition to a new system.

The “Kick Off” Training session for Pilot and Implementation is designed to give the end-user an initial, high-level overview of the system and some of the new features that will be available. The “Kick-Off” session will include an overview the following:

- General overview of new system functionality and workflow
- Training Plan Overview
- Pilot overview
- Implementation overview
- Information on implementation schedules
- Information of the materials to be used
- Overview of the applications
- Help Desk Overview
- Question & Answer session

The Pilot and Implementation Training session will be held on January 24, 2007. The session will be approximately 2 hours in duration.

Covansys recommends that State Agency policy staff attend the “Kick-Off” sessions, as at this time it is possible Policy and Procedure questions may need to be addressed. Kick off training will occur in conjunction with project meetings as permitted through out the production schedule.

6.4. UAT Training

The User Acceptance Testing (UAT) staff training will utilize the materials created during the training development, and will be conducted in the same manner as the training that will occur during implementation. The date of UAT training will be from October 19, 2006 to November 3, 2006. The location of the UAT training will be the Chickasaw Nation Campus.

Training will focus on the functionality of each system as it pertains to the roles of individuals that will use the system in a production capacity. As not all staff members will need to be trained on each application, SPIRIT will identify those individuals that will participate in UAT training; those participating should be those very familiar with the subject being covered. Covansys highly suggests that ITO’s participating in the Pilot testing participate in the UAT training process. User acceptance training will cover the following applications during a 12-day period.

State Office Staff Session

- State Office\Vendor\Financial WIC Management Console (1/8 day)

- Suggested attendees include Vendor, Financial and State Office Administrators and QA Contractor
- End of Month Process (1/16 day)
 - Suggested attendees include Vendor, Financial and State Office Staff and QA Contractor
- State Office Sections of System Administration (1/16 day)
 - Suggested attendees include State Office Administrators and QA Contractor
- State Office Sections of Reference Database Utility (3/4 day)
 - Suggested attendees include State Office Administrators and QA Contractor
- State Office Application (1 day)
 - Suggested attendees include State Office Staff and QA Contractor
- Vendor Sections of Reference Database Utility (1/4day)
 - Suggested attendees include Vendor Administrators and QA Contractor
- Vendor Management (2 3/4 days)
 - Suggested attendees include Vendor Staff and QA Contractor
- Financial Management (1 day)
 - Suggested attendees include Clinic, Vendor, State Office Staff Administrators and QA Contractor

Clinic and State Office Staff Administrators Session

- Clinic System Administration (1/4 day)
 - Suggested attendees include Clinic and State Office Administrators and QA Contractor
- Clinic WIC Management Console (1/2 day)
 - Suggested attendees include Clinic and State Office Administrators and QA Contractor
- Clinic Sections of Reference Database Utility (1/4 day)
 - Suggested attendees include Clinic and State Office Administrators and QA Contractor
- Central Administrative Site Application (3/8 day)
 - Suggested attendees include Clinic Administrators, State Office Staff and QA Contractor
- Ad Hoc Report Generator (1/2 day)
 - Suggested attendees include Clinic, Vendor, State Office Staff and QA Contractor
- End of Day Process (1/8 day)

- Suggested attendees include Clinic, Vendor, State Office Staff and QA Contractor

Clinic Staff Session

- Clinic Application and Check Printing (4 days)
 - Suggested attendees include Clinic, State Office Staff and QA Contractor

The process of accessing and running reports within an application will be discussed during each application session. Each report will not be reviewed in detail.

Additional laptops will be needed during the WIC Management Console session, when training for the satellite synchronization process will occur.

The specific training agendas identifying specific dates and times will be developed one month prior to UAT training.

A technical team member from Covansys will be available during the UAT training sessions to answer programming related questions. They will also document any questions and answers during the training session. A Covansys WIC team member knowledgeable of the applications will be on-site during UAT to answer questions and resolve issues as they arise. Additional Covansys staff will be available by phone to answer questions and resolve issues that require research that is more involved or answers.

All errors identified will be documented and responded to on a daily basis. If further action such as a software fix is required, the Covansys team member will provide the specific error, the steps in which to recreate the error, specific data involving the nature of the error, and possible solutions to resolve the error. Covansys will strictly follow their Change Control and Configuration Management methodology approved as deliverable number three in the contract.

6.5. Pilot Training

The Pilot staff training will utilize the materials created during the training development and UAT training, and will be conducted in the same manner as the training that will occur during implementation.

Training will be grouped according to the roles of individuals that will use the specific application modules, such as clinic staff, clinic coordinator, and state office staff. As not all staff members will need to be trained on each application, SPIRIT will identify those individuals that will participate in each Pilot training session.

Pilot training for Chickasaw Nation and Muskogee Creek Nation tribal agencies will be held as follows:

- State Office training for both Chickasaw Nation and Muskogee Creek Nation tribal agencies will be held from February 5, 2007 to February 9, 2007, in Ada, Oklahoma.

- Clinic training for Chickasaw Nation will be held from February 12, 2007 to February 16, 2007.
- Clinic training for and Muskogee Creek Nation will be held from February 20, 2007 to February 23, 2007.

Pilot training for the Pueblo of Zuni New Mexico tribal agency will begin on February 26, 2007 at the Pueblo of Zuni New Mexico. Training will conclude on March 2, 2007.

Covansys will provide on-site support to the pilot sites for the initial week of operations. Individuals on-site will have worked with the pilot site staff during training; therefore, everyone will be familiar with each other. The on-site support will include software or operating environment assistance as well as targeted follow-up training for areas of particular difficulty for pilot users.

The SPIRIT help desk and Covansys on-site staff will log all issues identified and reported by the pilot site agencies in the CTIMS issue tracking software. All issues will be responded to daily by Covansys and reported to the Chickasaw Project Manager in writing. Issues will be assigned a priority, with a description, the method in which the issue was created, the agency and individual that reported the issue. An issue resulting in a “fix” to the application system will be strictly handled within the approved Covansys Control and Configuration Management procedures. Any issue identified as critical or high will be resolved as quickly as the fix can be made, tested, and deployed. A critical issue is typically identified as a “showstopper” and the user cannot service their customer without a “fix” in place.

Pilot training will cover the following applications during a 10-day period. The training will focus on the functionality of each system as it pertains to the roles of individuals that will use the system in a production capacity.

6.5.1. Super User Training (System Administration/WIC Management Console)

Super User training will be scheduled in conjunction with State Office and WIC User training at each Agency. All sessions will include Information & Structure Exercises, as well as Guided Discovery sections.

The following lists the types of Super User training and the topics to be discussed:

State Office Super User Training

- Overview of the web-based SPIRIT WIC application
- System Administration
- Staff Member Information
 - System Security (Assigning roles and permissions)
 - Assigning Passwords
- Reference Database
 - Clinic Setup and Maintenance

- Table Maintenance
- Formula Food Items

Vendor Office Super User Training

- Overview of the web-based SPIRIT WIC application
- Staff Member Information
 - System Security (Assigning roles and permissions)
 - Assigning Passwords
- Reference Database
 - Setup and Maintenance
 - Table Maintenance
 - Owner Maintenance
 - Licensed Formula Wholesaler Maintenance

WIC Clinic Super User Training

- Overview of the web-based SPIRIT WIC application
- System Administration
 - Clinic Setup and Maintenance
- Staff Member Information
 - System Security (Assigning roles and permissions)
 - Assigning Passwords
- Database Synchronization (satellite laptop check in/out process)
- Reference Database Utility
 - Clinic Setup and Maintenance
- Central Administrative Site Application
 - Build Master Calendar
 - Participant Search
 - System Outputs

Ad Hoc Report Generator

- Ad Hoc Report Generation

Additional discussion of Policies and Procedures should occur at this time. It is recommended that Central Operations Help Desk staff attend the Super User training.

6.5.2. State Office Training

SPIRIT State Office training will be conducted prior to WIC User. Each State Office training sessions, which includes Super User Training, will span 4 ½ days. The State

Office Section will be 1 1/2 days, the Vendor session will be 2 days and Financial will be 1 day in length.

All sessions will include Information & Structure Exercises, as well as Guided Discovery sections.

The following lists the types of Super User training and the topics to be discussed

WIC Management Console and End of Month Process

This section will concentrate on staff management, creation of roles, permissions, and staff members. State Office, Vendor, and Financial administrators will attend this session. This session will also include The End of Month Process, as it will affect those listed here in.

- State Office/Vendor/Financial WIC Management Console
- End of Month Process

State Office Systems

This section will concentrate on topics specific to the management of the State Office application tables, Clinic tables and the State Office application, itself. State Office staff members designated by SPIRIT will attend this session.

- State Office Section of System Administration
- State Office Section of Reference Database Utility
- State Office
 - Overview of the web-based SPIRIT WIC application
 - State Office Outreach
 - Participant Search
 - Participant Folder
 - Participant Summary
 - Check Stock Disposition
 - Caseload Management

Vendor Management System

This section will concentrate on topics specific to the management of the Vendor application tables and the Vendor application, itself. Vendor Office staff members designated by SPIRIT will attend this session.

- Vendor Section of Reference Database Utility
- Vendor Management
 - Overview of the web-based SPIRIT WIC application
 - Vendor Search and List
 - Applicant Information
 - Vendor Folder
 - Events and Follow-up Activities

- Vendor Training
- Vendor Monitoring and Compliance Buys
- Penalties and Sanctions
- Approving and Denying Checks
- Hearings and Appeals

Financial Management System

This section will concentrate the Financial Management application. Financial staff members designated by SPIRIT will attend this session.

- Overview of the web-based SPIRIT WIC application
- Budget and Fund Creation and Management
- Rebates and Contracts
- Financial Management System Administration

The process of accessing and running reports within an application will be discussed during each application session. Each report will not be reviewed in detail.

6.5.3. WIC User Training

WIC User training will be conducted as a three-day session, scheduled to begin after the successful completion Super User and State Office training. The entire clinic will attend the same implementation training classes. The WIC user training is for all WIC staff and will cover the WIC Clinic and Check Printing/EBT card issuance/Direct Distribution issuance. WIC Clinic Coordinators will have attended training classes prior to WIC Clinic and Check Printing for System Administration, Central Administrative Site, and Ad Hoc Report Generator applications.

All sessions will include Information & Structure Exercises, as well as Guided Discovery sections. Examples pertaining to what each training sessions will include the following:

WIC Clinic System Training

This section will concentrate on the WIC Clinic application. This session will be attended all clinic staff.

- Applicant pre-screening
- Folder View – gathering information
- Certification Guided Script
- Check Printing/EBT/Direct Distribution – as applicable to the State Agency
- Appointment Scheduling

The process of accessing and running reports within an application will be discussed during each application session. Each report will not be reviewed in detail.

6.6. Implementation Training

WIC Implementation training will be scheduled to begin after the successful completion of the system Pilot. Implementation training will follow the same training process as Pilot. Training will be grouped according to the roles of individuals that will use the specific application modules, such as clinic staff, clinic coordinator, and state office staff. As not all staff members will need to be trained on each application, SPIRIT will identify those individuals that will participate in each Pilot training session.

The schedule for these training sessions will as follow

- First Agency Group: June 4, 2007 through June 15, 2007
- Second Agency Group: June 18, 2007 through June 29, 2007
- Third Agency Group: July 9, 2007 through July 20, 2007

There are two weeks of training. The first week, the clinics are closed while training is conducted. This allows all users of the new software within a clinic to focus on the training being provided and to work together as a team in order for each of them to visualize how the new software is going to work for them in their clinic environment. The second week of training is held, with a Covansys trainer on site at the clinic, while the clinic is open and performing real certifications and performs clinic operations using the new software. This second week is important to ensure the confidence for the users within the clinics in working with the new software. This also assists Covansys in identifying any software issues while being on-site in a production environment.

Training for SPIRIT is unique in the fact there are thirteen State Office's that require training. Covansys will work with the various State Office locations in combining some of these training sessions based upon the best of everyone's availability. System Administration training for the coordinators and other designated staff will also be held prior to clinics for an ITO going "live" in a production capacity.

WIC Implementation training will be held in Oklahoma and New Mexico. SPIRIT will determine the location of each Agency Group training session. SPIRIT will also determine attendees for each training session, prior to Implementation.

All issues identified during rollout will be documented, discussed, and prioritized. All issues resulting in a deficiency of the system(s) as documented in the DFDD, DTSD, RFP, and Covansys proposal will be fully resolved using the Covansys Change Control Procedures.

6.7. Central Operations Help Desk Training

Central Operations Help Desk training will be conducted as a five-day session, to be scheduled in advance of the Pilot implementation. The date of Help Desk training will be from February 5, 2007 through February 9, 2007. Central Operations Help Desk training will be held on the Chickasaw Nation Campus.

The following topics will be covered during Central Operations Help Desk Training.

Covansys Recommendations for SPIRIT Help Desk

- Equipment

- Covansys recommends that a full clinic test environment be maintained at the Help Desk for troubleshooting purposes. This environment should include a workstation, a check printer, and a network/internet connection typical to an average clinic. This will allow Help Desk staff to quickly troubleshoot issues in “real world” conditions.
- Software
 - In addition to the Help Desk Issue Tracking software selected by SPIRIT, the Help Desk workstations will require Microsoft Internet Explorer and Microsoft Remote Desktop
- Staffing Requirements
 - Covansys follows the Purdue University’s Benchmarking Institute recommendation and will use this as a base when working with SPIRIT to determine their staffing needs. An example of a recommendation would be that each Help Desk agent should receive an average of 40 to 45 calls per day to be most effective

Help Desk Training Plan

- Training Materials Overview
 - Training materials will include a WIC system user manual and material for each of the areas in the Help Desk Training Plan.
- System Overview
 - A general system overview discussion will include basic, high-level information on system architecture, network infrastructure, and clinic workflow.
- Help Desk Software
 - Covansys will provide input during the system design period to ensure the Help Desk issue tracking software is properly configured to support the new WIC software system.
 - It is assumed that training for the Help Desk software, selected by SPIRIT, will be provided by their vendor.
- Help Desk Reports
 - Samples of several Help Desk reports have been provided. Examples of the Covansys Help Desk Reports can be found on the CD with this training proposal. Covansys uses these reports for call tracking and quality assurance.
- Escalation Procedures
 - Covansys will work with SPIRIT to develop customized telephone procedures. These procedures will be documented and reviewed during the Help Desk training.
- Telephone Procedures
 - Covansys will work with SPIRIT to develop customized telephone procedures. These procedures will be documented and reviewed during the Help Desk training.

- Operating Systems
 - Help Desk staff should already have a general knowledge of Windows operating systems, allowing operating system training to focus on troubleshooting steps to determine whether an issue is WIC system or operating system related
- Troubleshooting System Errors and Messages
 - Help Desk staff will be trained how to troubleshoot system errors and common system messages. Help Desk staff should be able to diagnose and correct most non-critical issues following this training.
- Application Design and Database Structure
 - Covansys will provide a high-level overview of application design and database structure and will instruct Help Desk staff how to run simple database queries to troubleshoot issues.

Schedule for Implementation of the Help Desk

- Help Desk training
 - Covansys staff will be on-site to provide Help Desk training June 5, 2006 through June 9, 2006.
- System Implementation
 - The current CNI help desk will have two levels – tier 1 basic help desk, tier 2 business analyst/developer, Covansys will provide tier 3 support for issues

Overview of the Problems and Solutions Database

All Covansys Help Desk calls and contact will be tracked and documented in our Help Desk software, Magic Service Desk by Remedy. Magic provides an entire suite of reports that are compatible with Crystal Reports and can be customized to meet each customer's unique needs. Covansys will provide Chickasaw Nation CNI with reports that itemize calls, problems and solutions on a detailed and/or summary level. This can be useful when trying to pinpoint users who may need additional training or locations that are not properly executing the software as directed.

Issue Escalation Procedure

This section describes the process flow that begins with a customer contacting the Help Desk for assistance. Each time an issue is escalated to a higher level it is reviewed to determine what course of action is necessary.

Level I: Help Desk Analyst

- User contacts the Help Desk – The user contacts the Help Desk with a user training issue, hardware issue or software issue.
- Help Desk determines nature of the issue – The Help Desk asks the user a series of questions that aids them in quickly determining the nature of the problem.
- Hardware issues – If the Help Desk Analyst determines the problem is hardware related, they document the call and inform the user their issue is being escalated to hardware support for equipment repair or replacement. The Help Desk call remains open until the replacement equipment is shipped

to the local agency. The call is re-assigned to the Help Desk when the equipment is shipped, along with any follow-up and/or equipment installation instructions.

- Non-hardware related issues – If the issue is not a hardware issue, it falls into one of three categories: Training, Software or Enhancement Request. If the call is Procedure or Policy related, the user is referred to the proper section of the appropriate documentation. If it is an Enhancement Request, the Analyst will record the request in the Help Desk software system and enter the request in the Development Issue Log. If software application assistance is needed, the user is helped through their situation and directed to appropriate references in the user's manual(s) and/or online help in order to help the user learn the application and to reinforce the use of available documentation.
- If the issue is a software problem that is known by the Help Desk, the user is helped with the work-around if one has been defined. If there is no work-around and/or the software problem encountered is not a known problem, the call is documented (up to this point) and internally escalated to the next level. However, if the problem is of a critical nature (i.e.: software is completely unusable or vouchers cannot be printed) the call is immediately escalated to Level 3 (Help Desk Liaison).

Level II: Help Desk Lead/Supervisor

- Help Desk Lead investigates issue – The Lead acquaints himself with the issue and to some degree revisits some of the analysis already performed by the previous Analyst. This review is done to ensure that all Level I troubleshooting steps were completed. Any additional troubleshooting steps would be taken at this time to investigate the issue further. If the Help Desk Lead determines the issue to be hardware-related, he will inform the user that their issue is being escalated to hardware support for equipment repair or replacement. Otherwise, the issue is escalated to the next level if not resolved.

Level III: Help Desk Liaison

- Help Desk Liaison investigates issue – The Liaison acquaints himself with the issue and to some degree revisits some of the analysis already performed by the Help Desk and the Help Desk Lead/Supervisor. Before suggesting new workarounds to an end user, the Liaison will obtain approval from the Project Manager or QA.
- The Liaison will attempt to recreate the issue. If the issue is recreated and not critical (preventing the user from using the software or preventing vouchers from being printed), the Liaison will enter it into the Development Issue Log for QA and Development to investigate.
- If the Liaison cannot recreate the issue and it is not critical, the Liaison will continue to work on the issue. After two days, the Liaison will contact the site to let them know the status of the problem. After four days, the Liaison will contact the Project Manager to inform them of the issue and its status. Further, the Liaison will present all open issues in the Development Team

meeting each week for discussion. If an issue has not been recreated and is reported by three different local agencies, the Liaison will enter the issue into the Development Issue Log for QA and Development to investigate.

- For all critical issues, the Liaison will work continuously with a developer and/or QA until the issue is resolved to the satisfaction of the Liaison, the developer, and the end user.
- In the rare situation where there is data corruption with a reported issue, the Liaison will determine the extent of corruption, provide a workaround, summarize and document the problem and notify the Project Manager. The Liaison will also organize any necessary data cleanup with the Help Desk.
- If a confirmed bug is found, the Help Desk Liaison, Development Team and the Project Manager will decide if an emergency software update is necessary.

Service Levels

Covansys provides customized Service Level Agreements for each of its customers. Covansys will use their experience to assist SPIRIT in determining Service Level Agreements for their Agencies. The service levels listed below are averages.

Minimum response times - The Average Speed of Answering SLA is 45 seconds.

Minimum resolution times - The Average Resolution Time SLA is one hour.

Abandonment rate - The Average Abandonment Rate SLA is 5%.

6.8. Central Operations Staff Training

Central Operations Staff training will cover areas of day-to-day operations of the WIC Server systems central to the ongoing administration of the Spirit WIC applications. The location of Central Operations Staff train will be held is the Chickasaw Nation Campus.

Beginning of Day/End of Day Procedures

The Beginning of Day and End of Day procedures are vital to insure successful administration of the Spirit WIC system. The items covered will be familiar, but will be reviewed to enforce the importance of standard system administration to the operations of any system. Procedures specific to the Spirit WIC system will also be covered.

Beginning of Day

- Verify that system web interface is accessible via port 443
- Verify system interface can access the database, by viewing participant information
- Review the system and application event logs on each server
- Review database and system backup logs
- Check End of DAY log and verify it completed the night before with no errors
- Check Spirit WIC specific application logs

- Review the system to determine if satellite sites have been checked out for an extended period of time.

End of Day

- Review system event logs on each server
- Review the Spirit WIC specific application logs

Security Procedures

Covansys will work with SPIRIT in defining network and domain security. Database security will also be defined during this process. Security training will cover the general aspects of security, both network and domain.

Network/Domain/Application Security

- All servers should reside in a secure room with restricted access
- All servers should be logically placed behind firewalls configure to allow access to the required ports and services to support the servers role.
- All servers and workstations should have antivirus software and all security updates should be applied regularly

Data Communication

- Covansys will work with Spirit to define all data communication processes needed by the WIC software

Once the WIC application has been implemented, the day-to-day administration of the network involves

- Insure server availability during clinic hours of operations
- Insure network access.
- OS & antivirus updates
- WIC application updates

Troubleshooting hardware and software problems

Covansys will work with SPIRIT to define processes for troubleshooting any hardware or software issues that may arise. Training will incorporate WIC application needs with established SPIRIT and CNI troubleshooting and escalation procedures.

Identifying Hardware and Software issues

- Utilizing system event logs to identify issues.
- Capture baseline performance using the Performance Monitor while system is operating normally, run the same monitors weekly and compare to baseline logs or reports to identify potential performance issues
- Using standard network utilities to determine network activity and health
- Problem escalation procedures.

Managing the WIC system server

Covansys will work with SPIRIT in defining the processes for managing the WIC server system. Training will include:

- Review the system and application event logs on each server
- Review database and system backup logs
- Update antivirus software and all security updates should be applied regularly

System Backup and Restore

The database backup and recovery process will be in addition to the general system backup and recovery. Covansys will provide training on best practices database backup and recovery methods. Training will include instructions on performing reliable database backups that can be used to recover the database to the point of failure or to a specific point in time should the need arise. This will include training on initial setup, testing, daily automation, and daily verification of the database backups. Training will also be conducted on multiple database recovery scenarios. The emphasis on recovery will be on minimizing both database downtime and potential data loss.

Training will also be conducted for the application server backup processes, including:

- Backup server regularly and rotate media to offsite storage
- Restore plans
- Offsite backup storage
- Restores testing for integrity.

7. Evaluation Reporting

Each training session will have an appropriate evaluation form that each trainee will be asked to complete at the conclusion of the session. These evaluation forms will present questions and rankings to help evaluate a wide range of subjects, from the quality of the training materials to the effectiveness of the trainer. The trainer will review the completed forms after each session, and changes will be made to correct any weaknesses or problems for the next training session as appropriate.

After training on each application is complete trainees will be asked to complete a 'Guided Discovery' exercise using the reference manual and the help functions. The exercise requires each trainee to submit a food instrument and a Participant Summary report. This will assist the trainer in evaluating each class member's progress and will indicate if a class member is in need of additional training. It will also help to assess if a change in the training method is required. The training coordinator will provide a report of each training session of the SPIRIT project manager summarizing the effectiveness of the class and citing any changes to training that will be made.