RECOMMENDATIONS DOCUMENT

FOR

THE DEPARTMENT OF TRANSPORTATION

Federal Aeronautical Traffic Safety Management

FATSM Training Recommendations and Performance Needs Assessment

Version 1.0
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DRAFT-PENDING BUSINESS SPONSOR APPROVAL

Table of Contents

Tables

Executive Summary

Document Purpose

The purpose of this document is to:

1. Recommend the best instructional approach to accompany Agent transitions to BMC Remedy 7.6. All agents will migrate to the same version.
2. Provide information on the methodology used to develop these recommendations including feedback from CSC Management and CSC Agents (Agents).

Methodology

- 6/9/2014-7/8/2014– Researched all available BMC Remedy documentation, spoke with CSC Management about what is needed for training, conducted meetings with Harris to obtain current training table of contents, worked with CSC Management to determine prospective DOT-configured table of contents for requested training, and researched options of "training" requests that cannot be fulfilled by training.

- 7/9/14 - 7/16/14 – Sazara Johnson communicated with all current CSC Agents, conducted learning analysis survey with them, collected all information, and tallied statistics.

  CSC Agents were surveyed to identify their thoughts on learning new equipment/programs, using e-learning training movies/reference guides/face-to-face training, desired methods of learning new material, preferred learning styles, thoughts of information overload to assist customers, levels of training, mechanical dexterity, learning hindrances, and preferred methods of learning during high pressure moments and deadlines.

1. Needs Analysis/Assessment

1.1. Training Requests

CSC executive management requested:

1. that every member of the FATSM's decentralized help desks migrate to BMC Remedy 7.6. Currently, some are using 7.0. Others are using 7.2 or 7.6. To centralize them, all Agents and facilities must use a standardized customer service application;

2. that all Agents be trained on BMC Remedy 7.6 even those that are already using it; and

3. that a Learning Management System not be included with this project at the current time because of a long approval process to choose, acquire, and implement one.

CSC supervisors requested:

1. FATSM-configured training that would not require scheduling face-to-face instruction each time a CSC Agent is hired;

2. a convenient manner to conduct refresher courses with Agents already using BMC 7.6;

3. an ability to monitor who has taken training and when, through the incorporation of a Learning Management System (LMS). This request was stated as a "big factor";

4. the automation of all current training, because the CSC will be busy answering customers and adapting to the new consolidation;

5. largely visual training (pictures and screenshots); and

6. the inclusion of content from the Washington, DC DOT's MS PowerPoint presentation:

    i. What is the CSC?

    ii. Helping Agents Register to Obtain Identification Key Cards to Access the New CSC Facility

    iii. Helping Agents Complete the New CSC Orientation Once Identification Key Cards are Received