

**STANDARD OPERATING PROCEDURES (SOP)**

**For**

**EDS Tech Training Sites System**

**Volume 1**

**Introduction to the EDS Tech Training Sites System**

**Standard Operating Procedures**



**EDS Tech Training Sites**

**January 2011**

## **SECTION I: Introduction**

**Introduction** Standard operating procedures ( SOPs) establish clear processes, define terminology and enable consistent, quality outputs from the EDS Tech Training Sites Committee of Advisory. In addition, standard procedures ensures both internal and external customer are aligned with required system inputs and outputs.

**Purpose** To identify and standardize processes, procedures and guidelines for EDS Tech Training Sites System

To provide a standard methodology to prospective contractors responsible for producing training – related materials for EDS Tech use.

**Background** Lack of standard policy, processes and procedures has plagued the Training System for years. One of the strategic action items identified in the Workforce Performance and Training Strategy (in 2011 and then updated in 2016) was to “ Formalize a EDS Tech Workforce Performance Support System by aligning and developing policies, structures, staffing, and tools.”

- Capture and revalidation of all required training.
- Improvement of the quality and efficiency of training delivery
- Support for the ability to augment and contract instructional system design work.

These SOPs establish standards processes for the training system to accelerate improvement in workforce performance and take advantage of human performance technology.

**Target Audience** the audience for these SOPs includes all members, affiliate companies, group and or organizations of the EDS Tech Training Sites involved in the analysis, design, development, implementation and evaluation of performance or training interventions in support of EDS Tech Training Sites System. The audience includes Human Performance Technology practitioners, members assigned as instructors, contractors, and Headquarters Program Managers.

**Responsibility** The Performance, Training & Education Branch (EDS-Training) is responsible for technical control and oversight of all SOPs for the Training System. (EDS-Training) has delegated responsibility for maintaining individual SPOs, including the updating process described in Section III, as follows:

| Volume | Title                             | Responsible | Reviewer |
|--------|-----------------------------------|-------------|----------|
| 1.     | Introduction                      |             |          |
| 2.     | Analysis                          |             |          |
| 3.     | Evaluation                        |             |          |
| 4.     | Job Aids                          |             |          |
| 5.     | Resident / Instruction            |             |          |
| 6.     | Curriculum Outline                |             |          |
| 7.     | Advance Distributed Learning      |             |          |
| 8.     | Non- Instructional Intervention   |             |          |
| 9.     | Performance Qualifications Guides |             |          |
|        | a.                                |             |          |
| 10.    | Professional Development          |             |          |

**References:** EDS Committee of Education Advisory will establish policy for the Training System

Enrollment Performance Qualification Manual

Performance, Training and Educational Manual

Curriculum Outline

Training System Evaluation

Advanced Education

Training and Education

School Funding Process –

Project Management by Division

## Section II: Format

- Style** SOPs shall be “how to” guides that are prescriptive and include job aids and examples to the greatest extent possible
- Look** All SOPs shall be published using this SOP as the template with written consent by an authorized member of EDS Tech
- Contents** Each SOP shall include at a Minimum
- Table of Content
  - Index
  - Glossary
  - Job Aids, When appropriate
  - Templates, When appropriate
  - Recommendation for additional reading , when appropriate

The first section of each SOP shall have a standard look to include the following

- Introduction
- Purpose
- Target Audience
- Background

### Packaging/

- Delivery** SOPs will be packaged in both MS Word and PDF format using HYPERLINKED text to the maximum extent possible and forwarded electronically to **(EDS-Training)**. The SOP will be hosted online at EDS TECH website and available by CD upon request to EDS / Committee Advisory.

### **SECTION III: REVIEW / CHANGES**

**Frequency** All SOPs will be reviewed semi-annually for currency and accuracy by the responsible unit identified in Section I.

#### **Review**

**Standard** When reviewing SOPs, members should concentrate on the following areas:

- Completeness/ Theory Concept
- Usability , accuracy and appropriateness of examples
- Logic Flow and Visual Display

#### **Review/**

**Change Process** Timely and Logical user input is critical to ensure these SOPs remain relevant and useful. Comments and suggested changes may be submitted using e-mail directly to the process owner identified in the SOP.

Changes other than minor edits require review and approval by the Division Leader standing EDS/SOP Committee, which is made up of (Telecommunication, Construction Management, Security & Engineering and Online Training) . The change process will follow these steps:

#### **Step Action**

1. Originate change and send to responsible unit listed in Section I.
2. Responsible unit adjudicates changes with originator and reviewer and presents proposed changes to the EDS Tech standing SOP Committee.
3. The responsible unit sends out the change recommendations to the SOP Committee, to include impact and cost, for adjudication.
4. a. The SOP Committee meets and approves/disapproves changes
5. b. The SOP committee meets and approves/disapproves changes semi-annually at E-Training Online /EDS Tech conferences.
6. Responsible units make approved changes to SOP and send to Committee of Advisory
7. E-Training / Committee of Advisory updates master SOP & Post on the Web ( Note) The responsible unit must track and report all changes to EDS Division , Committee of Advisory & E-Training conference.

