

DoIT Training Model

What Do We Teach?

Audit-Required, Compliance, and/or Required by Managing Department	Basic Competencies in the use of Productivity Tools	Basic Competencies Driven by Campus Systems & Initiatives	Proactive Skill-Building Aligned to NIU Objectives and Prioritization
Examples... <ul style="list-style-type: none"> PCI Some PeopleSoft FMS functions Cascade 	Examples... <ul style="list-style-type: none"> Word – Basic Formatting Excel – Basic Formulas PowerPoint –Design Principles 	Examples... <ul style="list-style-type: none"> O365 MFA Security Awareness 	Examples... <ul style="list-style-type: none"> PowerBI OneNote SharePoint

How Do We Teach?

Created/Led by DoIT Staff					Created/Led by Non-DoIT Staff				Blended
Face to Face Classes with Demonstrations Only	Face to Face Classes with Hands-On Practice	Webinar	Short Screencast Videos	Blackboard	Free Web Articles & Short Movies	Free Vendor-Training (e.g. Microsoft Videos)	Purchased Vendor Training (e.g. Cherwell Videos)	Purchased Training (e.g. Lynda.com)	A mix of 2 or more ways

What Are the Steps?

1. Training Request Received or Need Identified	Requests can come or result from: <ul style="list-style-type: none"> Campus users Targeted training needs associated with IT projects Issues that can be improved with training (ex: Multi-Factor Authentication to reduce compromised accounts)
2. Analysis: Training Design Considerations	Learner Analysis <ul style="list-style-type: none"> Who needs training? What do they already know? Are they motivated and ready to learn? Needs Assessment <ul style="list-style-type: none"> What do they need to learn and why? What is the desired performance outcome? Workflow Analysis <ul style="list-style-type: none"> Are we teaching the right thing? Can any workflows or processes be improved before instruction is designed to support it? Alignment to Organizational Objectives and Priorities <ul style="list-style-type: none"> Does the content and time required (both for trainer and learner) align to team and NIU priorities? Assessment <ul style="list-style-type: none"> What will we ask the learners to do to show that learning has taken place?
3. Delivery	a. If possible, ask small pilot group to go through training to give feedback. b. Deliver training to users
4. Training Evaluation	<ul style="list-style-type: none"> Was the training successful? What did the learners think about it? How can we improve it for next time?