

# CORP TRAINING SERVICES BUSINESS LINE

## Service Description:

The Corporate Training Services Business Line combines Training Delivery and Services (TDS) with The Energy Online Learning Center (OLC) to deliver courses which support the department's mission programs. The benefits to the DOE include: DOE specific courses, competitive pricing, and fee for service pricing. This business will continue the goals of the Professional Skills Training and the OLC to focus on customer requirements and develop course offerings that serve the evolving needs of the Department's program missions.

The Training Delivery and Services business line (primarily known as the Professional Skills and Technical Training Program) is responsible for the design, development, and delivery of competency-based courses to meet critical DOE skill development needs. In addition to our course offerings, the Professional Skills and Technical Training Program can provide a variety of ancillary support services to DOE organizations. These services include training needs assessments, competency development, training and development business plans, and evaluation activities.

The Program currently lists over 105 courses in five basic curricula: Acquisition Management; Program Management; Project Management; Technical; and Interdisciplinary Skills. They are presented from a complex-wide perspective to support standardized implementation of policies and procedures in meeting DOE's performance objectives. However, specific course material can be adapted or tailored to meet individual site, program, or project objectives for each organization. For course information or to obtain a copy of the most current Professional Skills and Technical Training Program course catalog, please go to the HC Learning & Development Training Choices web page and select ***DOE Current Training Catalog (on ESS also)*** or <http://humancapital.doe.gov/resources/2009-Haynes-TRAINING-CAT-12-2-08v2.pdf>. **For additional questions please contact us at: [ETSSupport@hq.doe.gov](mailto:ETSSupport@hq.doe.gov).**

The OLC<sup>2</sup> resides on a server located at Verio hosting facility operated by General Physics, a subcontractor to the vendor, to Plateau Systems, Inc. The OLC<sup>2</sup> offers a large inventory of courses:

Source	Mandatory	Safety	IT	Business	Total
DOE	7				7
SkillSoft		85	1,700	950	2650
NETg			1,300	700	2000
Totals					4657

In addition to online learning, the OLC<sup>2</sup> offers other training related functions that include an administration function allowing the user to have access to training information consisting of a list of courses accessed, courses completed, credit hours earned, test scores and course evaluations. There is also a reporting capability, sorted by organization, of employee training

related data and information.

Managers and employees have access via the Internet to OLC<sup>2</sup> courses and other functions. Employees can access required courses and optional courses as many times as needed during the year. Customers enjoy the convenience of completing Department requirements and working on developmental learning activities when time is available in the office or even at home or on travel as long as an internet connection is available. Finally, on a periodic basis, documented training progress on the OLC<sup>2</sup> is transferred to employees' permanent training records in the Departmental Corporate Human Resource Information System.

## **Cost Structure**

Costs for Training Delivery and Services are both fixed and variable. Fixed costs include the cost of developing, prototyping and administering courses through the Professional Skills and Technical Training at \$200 per training day. Ancillary services are also available.

Only organizational OLC<sup>2</sup> subscription costs are captured using the WCF. OLC<sup>2</sup> maintenance and operation costs are not captured within the WCF.

## **Pricing Policy**

The Training and Delivery Services business line assesses each participating WCF organization fees at \$200 per day, per person.

OLC<sup>2</sup> Subscription costs are \$50 for a single course library or \$100 for all course libraries.

## **Billing Cycle**

Customer accounts will be billed on a monthly basis.

## **Budget Estimation Methodology**

The budget estimates are based on historical programmatic statistics data available.

**Business Line Objectives: Balanced Scorecard:** Objectives for the OLC<sup>2</sup> business are in the format of a balanced scorecard.

- **Customer:** Provide capability to access, complete, test, and evaluate online courses
- **Financial:** Provide access to low cost, just-in-time training
- **Internal Processes:** Provide the ability to access OLC<sup>2</sup> training records on the Departments system of records
- **Learning and Growth:** Improve the knowledge, skills, and abilities of the OLC<sup>2</sup> staff.

## **Service Standards**

The OLC<sup>2</sup> customer base includes all Federal employees. The OLC<sup>2</sup> will provide high quality, standardized, cost-effective learning opportunities on a real time basis to employees. Some of

the expected benefits are as follows:

- Employees Department-wide will have access to the OLC<sup>2</sup> 24 hours a day, 7 days a week, and 365 days a year from their office, home or wherever the employee has web access.
- Consistent training content and delivery provided across the Department
- High quality, cost effective training delivery
- Cost savings realized as a result of reduced travel and learning time.

## **Customer Service Standards**

The Training and Delivery Services Program will provide to our customers course advertisements at least 60-days in advance of the course start date. All course cancellation will be made known to our customers at least two weeks of the course start date.

## **Points of Contact**

Business Line Manager:	Corlis Lawrence	(202) 586-1709
Professional Skills Program:	Cheri Dent	x6-9556
TDS Billing Manager:	Lin Tu	x6-9177
OLC2 Program Manager:	Arthur Johnson	x6-9552
Project Manager:	Roberta Carter	x6-1239